



G4S Justice Services, LLC  
Business Development Office  
9609 Gayton Road, Suite 100  
Richmond, VA 23238

Telephone: 800 589 6003  
Fax: 800 327 1178  
Email: [inquiries@us.g4s.com](mailto:inquiries@us.g4s.com)  
[www.g4s.com/us](http://www.g4s.com/us)

November 14, 2011

Division of Central Purchasing  
200 East Main Street, Room 338  
Lexington, KY 40507

Re: Invitation to Bid (ITB) No. 113-2011 for Electronic Monitoring of Inmates for Lexington-Fayette Urban County Government, Division of Community Corrections

Division of Central Purchasing:

G4S Justice Services, LLC (G4S) is pleased to submit this Bid Response outlining its electronic monitoring products and services designed to offer the best value and most proven solution to address the requirements and needs of Lexington-Fayette Urban County Government, Division of Community Corrections (UCG DCC). G4S management has carefully reviewed the ITB and agrees to comply with the terms and conditions listed. **IMPORTANT G4S ADVANTAGE: As the incumbent provider of these electronic monitoring services to Lexington-Fayette UCG DCC for the past six (6) years, G4S is highly experienced in the effective management of this program. G4S has a complete understanding of program goals and objectives and stands ready to continue assisting the Division successfully achieve these goals and objectives.** G4S Justice Services has a significant interest in continuing its successful partnership with Lexington-Fayette UCG DCC with proven equipment coupled with continuous and reliable customer service. This established relationship positions the company to continue providing superior equipment and services to this program.

G4S understands that public safety is of utmost importance to Lexington-Fayette UCG DCC. To protect public safety and supervise those eligible offenders who pose a minimal risk to the community, a home incarceration program utilizing electronic monitoring is offered by the Division as an alternative sanction to the courts. G4S has a significant local presence as the incumbent provider of electronic monitoring for Lexington-Fayette UCG DCC and feels confident that it has the ability and expertise needed to continue this successful partnership with the Division of Community Corrections.

G4S Justice Services, LLC is a wholly-owned subsidiary of G4S Secure Solutions (USA), Inc., a part of the G4S plc group of companies. G4S plc is the world's leading security solutions group which specializes in outsourcing business processes in sectors where security and safety risks are considered a strategic threat. G4S plc has stability and resources that provides the ability to continue investing in the development and research of new technology.

G4S has an extensive presence in the United States and will continue to provide Lexington-Fayette UCG DCC with exceptional financial stability, correctional expertise and the ability to exercise sound professional judgment. As evidenced in this bid, G4S has the corporate infrastructure, experience and expertise to continue supporting Lexington-Fayette UCG DCC with proven equipment and services coupled with continuous and reliable customer service. G4S Justice Services looks forward to continuing its support to the Lexington-Fayette UCG DCC's objective of successfully transitioning participants back into their community.

As the world's largest security solutions provider, G4S plc and its subsidiaries are also one of the world's largest providers of monitoring services, currently providing comprehensive monitoring services to more than 40,000 participants world-wide including more than 25,000 U.S. participants on GPS tracking, radio frequency (RF) monitoring, alcohol monitoring and voice verification/telephonic reporting. G4S' extensive

Securing Your World



knowledge and experience delivering its state-of-the-art electronic monitoring technology and services has been enhanced over the last 14 years.

The solution proposed in this response centers on G4S' state-of-the-art continuum of electronic monitoring products and services to provide 24 hour, seven (7) days per week electronic monitoring technology to Lexington-Fayette UCG DCC. G4S is pleased to propose **RF Patrol® Landline and RF Patrol® Cellular**, the most secure radio frequency models offered in the industry; the one-piece **OM210**, an innovative and one-of-a-kind GPS tracking device that will transmit information twenty-four (24) hours each day regarding a person's precise location; and **VI-CAP Patrol™**, the only fully supervised remote alcohol test available in the industry. As an added option, G4S is also proposing **CAM Patrol Plus™** a highly effective, transdermal alcohol monitoring system.

When G4S technology, experience, corporate stability, monitoring services, customer support, quality, reliability and price is compared to other electronic monitoring companies, G4S consistently provides the "Best Value" in the industry. As a company, G4S offers the following advantages to the Lexington-Fayette Urban County Government Division of Community Corrections:

- **Established Relationship:** G4S Justice Services has provided electronic monitoring services to Lexington-Fayette Urban County Government Division of Community Corrections for the past six (6) years and has a clear and concise understanding of the Division's goals, objectives and unique requirements. As the incumbent, G4S Justice Services has effectively managed the current system contract and looks forward to continuing the professional relationship established with Lexington-Fayette Urban County Government. **IMPORTANT G4S ADVANTAGE:** Lexington-Fayette UCG DCC staff is already familiar with G4S technologies, monitoring center and monitoring center staff. Therefore, G4S offers the highest level of continuity and smoothest transition possible for this new contract.
- **Qualified Staff:** G4S will continue to provide sufficient trained and experienced staff to provide Lexington-Fayette UCG DCC with excellent service during the length of this new contract. As the current incumbent, G4S provides staff members that add significant value to the program. If G4S is selected for award, the assembled team will continue to provide expertise and support to this program. Darrin Gowen, Regional Account Manager has over 20 years of probation and electronic monitoring experience and understands the programmatic requirements requested for this program.
- **Stability:** G4S Justice Services has a strong parent company and qualified resources to draw upon when needed. G4S plc employs more than 625,000 staff in over 125 countries and had annual revenues of over \$11.8 billion in 2010. As a financially sound and stable company, G4S is dedicated to providing the best equipment and services to G4S customers. This dedication has been proven through the successful partnership developed with Lexington-Fayette UCG DCC over the past seven (7) years.
- **Meaningful and Innovative Solutions:** G4S uses a combination of GPS Technology and Cellular Tower Triangulation in order to provide government entities the most reliable location based monitoring technology to monitor the location of offenders. Through this innovation enhance location based monitoring technology, G4S is able to offer SafeZone™ for cases involving Domestic Violence and restraining order compliance conditions. The offender wears a court-ordered GPS device around the ankle. G4S monitors the device and creates an "Exclusion Zone" around the victim's home, workplace and any other location that the offender must avoid. If the offender breaches the Exclusion Zone, there is a process to notify the victim and law enforcement, enabling a more timely reaction to a potential threat.



- **Technical Expertise:** G4S plc and its subsidiaries provide electronic monitoring to more than 40,000 active **daily** participants worldwide (over 25,000 in the U.S.). G4S' monitoring center and field services staff understand the necessity of addressing customers' specific needs in the delivery of services. In addition, G4S' back-up monitoring center in Georgia offers unparalleled stability for its customers. G4S understands the importance of its role in the delivery of public safety services and has significantly invested in this state-of-the-art redundant site to ensure its customers' access to continuous monitoring.
- **Quality of Service:** G4S is dedicated to delivering quality services, equipment and software. G4S was the first company to introduce an online Ticket Management System (TMS) allowing customers to make inquiries, complaints or suggestions in a formal and measured way.

The professional solution proposed in this response outlines state-of-the-art electronic monitoring technologies that will continue to provide unsurpassed value to Lexington-Fayette UCG DCC. This technology has proven to be very effective in the electronic surveillance of participants while helping ensure public safety and maintain participant confidentiality. It is G4S' belief that the combination of its experience with Lexington-Fayette UCG DCC, exceptional customer support provided in the past seven (7) years and the unique equipment offering provides the "**Best Value**" to Lexington-Fayette UCG DCC for the continued success of this program.

Mike Dean, Senior Vice President of Sales, is authorized to represent the company and negotiate on all matters relating to this quote and the person to contact for any necessary clarifications. Mr. Dean may be contacted directly by telephone at 1-800-496-4882, by facsimile at 1-800-327-1178 or via email at [mike.dean@us.g4s.com](mailto:mike.dean@us.g4s.com) to address any questions with this proposal or the final contract. Peter Loughlin, Chief Financial Officer is authorized to bind the company to contract. G4S would welcome the opportunity to continue providing G4S technology and services to Lexington-Fayette Urban County Government Division of Community Corrections.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Mike Dean'.

**Mike Dean**  
Senior Vice President of Sales

A handwritten signature in dark ink, appearing to read 'Peter Loughlin'.

**Peter Loughlin**  
Chief Financial Officer



Table of Contents  
Lexington-Fayette Urban County Government  
Electronic Monitoring of Inmates

---

**Letter of Transmittal**

**Table of Contents ..... 1**

**Required Forms ..... 2**

    Invitation to Bid Form ..... 2

    Affidavit ..... 3

    Green Procurement ..... 4

    Equal Opportunity Agreement ..... 5

    Workforce Analysis Form ..... 6

    Minority-Owned and Woman-Owned Business Enterprises ..... 7

**Vendor Profile ..... 10**

    Company Overview ..... 10

    Excellent Financial Stability ..... 12

    Proven Experience ..... 13

    Local Presence ..... 14

    Quality Service ..... 14

    Qualified Staff ..... 15

**Scope of Work ..... 22**

    A. Scope ..... 22

    B. General Terms and Provisions ..... 26

    C. Minimum Bidder Qualifications ..... 26

    D. General System Requirements ..... 27

    E. Ankle Transmitter ..... 35

    F. Base Station ..... 40

    G. Remote Alcohol Unit ..... 47

        Optional Transdermal Alcohol Monitoring ..... 49

    H. GPS System Specifications ..... 55

    I. GPS Tracking Unit Specification ..... 65

    J. Monitoring Center Service ..... 83

    K. Customer Support and Technical Services ..... 104

    L. Participant's Responsibility ..... 105

    M. Monitoring Equipment – FCC Approval ..... 105

    N. Training ..... 105

    O. Accessories, Spares and Loss Allowance ..... 107

    P. Maintenance and Repairs – Field Equipment ..... 107

**References ..... 109**

**Cost ..... 112**

**Exhibits ..... 114**





**Required Forms**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

**INVITATION TO BID**

Bid Invitation Number: 113-2011

Date of Issue: 10/27/2011

Sealed bids will be received in the office of the Division of Central Purchasing, 200 East Main Street, Lexington, Kentucky, until **2:00 PM**, prevailing local time on **11/16/2011**. Bids must be received by the above-mentioned date and time. Mailed bids should be sent to:

**Division of Central Purchasing**  
200 East Main Street, Room 338  
Lexington, KY 40507, (859) 258-3320

The Lexington-Fayette Urban County Government assumes no responsibility for bids that are not addressed and delivered as indicated above. Bids that are not delivered to the Division of Central Purchasing by the stated time and date will be rejected.

All bids must have the company name and address, bid invitation number, and the commodity/service on the outside of the envelope. Bids are to include all shipping costs to the point of delivery located at: 600 Old Frankfort Circle, Lexington, KY


Bid Security Required: ☐ Yes ☒ No      Performance Bond Required: ☐ Yes ☒ No

*Cashier Check, Certified Check, Bid Bond (Personal checks and company checks will not be acceptable).*

Quantity	Commodity/Service						
PCT	<b>Electronic Monitoring of Inmates</b>						
	See specifications below						
<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 50%; vertical-align: top;"><b>Check One:</b> <input checked="" type="checkbox"/> Bid Specifications Met <input type="checkbox"/> Exceptions to Bid Specifications. <i>Exceptions shall be itemized and attached to bid proposal submitted.</i></td><td style="width: 50%; vertical-align: top;"><b>Proposed Delivery:</b> <input type="text" value="30"/> days after acceptance of bid.</td></tr></table>		<b>Check One:</b> <input checked="" type="checkbox"/> Bid Specifications Met <input type="checkbox"/> Exceptions to Bid Specifications. <i>Exceptions shall be itemized and attached to bid proposal submitted.</i>	<b>Proposed Delivery:</b> <input type="text" value="30"/> days after acceptance of bid.				
<b>Check One:</b> <input checked="" type="checkbox"/> Bid Specifications Met <input type="checkbox"/> Exceptions to Bid Specifications. <i>Exceptions shall be itemized and attached to bid proposal submitted.</i>	<b>Proposed Delivery:</b> <input type="text" value="30"/> days after acceptance of bid.						
<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td colspan="2" style="text-align: center;"><b>Procurement Card Usage</b></td></tr><tr><td colspan="2"><input checked="" type="checkbox"/> Yes    The Lexington-Fayette Urban County Government will be using Procurement Cards to</td></tr><tr><td colspan="2"><input type="checkbox"/> No    purchase goods and services and also to make payments. Will you accept Procurement Cards?</td></tr></table>		<b>Procurement Card Usage</b>		<input checked="" type="checkbox"/> Yes    The Lexington-Fayette Urban County Government will be using Procurement Cards to		<input type="checkbox"/> No    purchase goods and services and also to make payments. Will you accept Procurement Cards?	
<b>Procurement Card Usage</b>							
<input checked="" type="checkbox"/> Yes    The Lexington-Fayette Urban County Government will be using Procurement Cards to							
<input type="checkbox"/> No    purchase goods and services and also to make payments. Will you accept Procurement Cards?							

Submitted by: G4S Justice Services, LLC  
Firm  
2000 RiverEdge Parkway, NW, Suite GL-100  
Address  
Atlanta, GA 30328  
City, State & Zip

***Bid must be signed:  
(original signature)***

  
\_\_\_\_\_  
Signature of Authorized Company Representative – Title  
Peter Loughlin, Chief Financial Officer  
Representative's Name (Typed or printed)  
800 589 6003 X5005  
Area Code - Phone – Extension      Fax #  
Peter.loughlin@us.g4s.com  
E-Mail Address

*The Affidavit in this bid must be completed before your firm can be considered for award of this contract.*



Required Forms  
Lexington-Fayette Urban County Government  
Electronic Monitoring of Inmates

AFFIDAVIT

Comes the Affiant, Peter Loughlin, and after being first duly sworn under penalty of perjury as follows:

1. His/her name is Peter Loughlin and he/she is the individual submitting the bid or is the authorized representative of

G4S Justice Services, LLC the entity submitting the bid (hereinafter referred to as "Bidder").

2. Bidder will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the bid is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.

3. Bidder will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.

4. Bidder has authorized the Division of Central Purchasing to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.

5. Bidder has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Bidder will not violate any provision of the campaign finance laws of the Commonwealth.

6. Bidder has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

7. Bidder acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

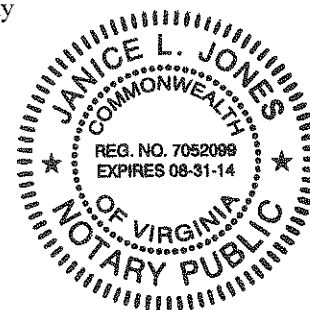
Further, Affiant sayeth naught.

STATE OF Virginia

COUNTY OF Henrico

The foregoing instrument was subscribed, sworn to and acknowledged before me by Peter Loughlin on this the 14th day of November, 2011.

My Commission expires: August 31, 2014

  
Janice L. Jones NOTARY PUBLIC, STATE AT LARGE  
Notary Registration No. 7052099

*Please refer to Section II. Bid Conditions, Item "U" prior to completing this form.*



## **I. GREEN PROCUREMENT**

### **A. ENERGY**

The Lexington-Fayette Urban County Government is committed to protecting our environment and being fiscally responsible to our citizens.

The Lexington-Fayette Urban County Government mandates the use of Energy Star compliant products if they are available in the marketplace (go to [www.Energystar.gov](http://www.Energystar.gov)). If these products are available, but not submitted in your pricing, your bid will be rejected as non-compliant.

ENERGY STAR is a government program that offers businesses and consumers energy-efficient solutions, making it easy to save money while protecting the environment for future generations.

#### Key Benefits

These products use 25 to 50% less energy  
Reduced energy costs without compromising quality or performance  
Reduced air pollution because fewer fossil fuels are burned  
Significant return on investment  
Extended product life and decreased maintenance

### **B. GREEN SEAL CERTIFIED PRODUCTS**

The Lexington-Fayette Urban County Government is also committed to using other environmentally friendly products that do not negatively impact our environment. Green Seal is a non-profit organization devoted to environmental standard setting, product certification, and public education.

Go to [www.Greenseal.org](http://www.Greenseal.org) to find available certified products. These products will have a reduced impact on the environment and on human health. The products to be used must be pre-approved by the LFUCG prior to commencement of any work in any LFUCG facility. If a Green Seal product is not available, the LFUCG must provide a signed waiver to use an alternate product. Please provide information on the Green Seal products being used with your bid response.

### **C. GREEN COMMUNITY**

The Lexington-Fayette Urban County Government (LFUCG) serves as a principal, along with the University of Kentucky and Fayette County Public Schools, in the Bluegrass Partnership for a Green Community. The Purchasing Team component of the Partnership collaborates on economy of scale purchasing that promotes and enhances environmental initiatives. Specifically, when applicable, each principal is interested in obtaining best value products and/or services which promote environment initiatives via solicitations and awards from the other principals.

If your company is the successful bidder on this Invitation For Bid, do you agree to extend the same product/service pricing to the other principals of the Bluegrass Partnership for a Green Community (i.e. University of Kentucky and Fayette County Schools) if requested?

Yes   X                        No



**Required Forms**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

---

**EQUAL OPPORTUNITY AGREEMENT**

---

The Law

- Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.
- Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.
- Section 503 of the Rehabilitation Act of 1973 states:

*The Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap.*

- Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.
- Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:

*The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.*


\*\*\*\*\*

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

Bidders

*I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.*

  
\_\_\_\_\_  
Signature      Peter Loughlin

\_\_\_\_\_  
G4S Justice Services, LLC  
Name of Business



**Required Forms**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

**WORKFORCE ANALYSIS FORM**

Name of Organization: G4S Justice Services, LLC

Date: 07 / 24 / 2011

Categories	Total	White		Latino		Black		Other		Total	
		M	F	M	F	M	F	M	F	M	F
Administrators	13	7	4	1		1				9	4
Professionals	43	17	12	2	4	1	4	1	2	21	22
Superintendents Sales	3	2	1							2	1
Supervisors	25	10	7	4			2		2	14	11
Foremen											
Technicians											
Protective Service											
Para-Professionals											
Office/Clerical	75	16	17	12	11	4	10	2	3	34	41
Skilled Craft	14							8	6	8	6
Service/Maintenance	27	1	1	6	4	14	1			21	6
<b>Total:</b>	<b>200</b>	<b>53</b>	<b>42</b>	<b>25</b>	<b>19</b>	<b>20</b>	<b>17</b>	<b>11</b>	<b>13</b>	<b>109</b>	<b>91</b>

Prepared by: Lisa Henderson, Sr VP Human Resources  
*Name & Title*



## **Minority-Owned (MBE) and Woman-Owned (WBE) Business Enterprises**

G4S is committed to utilizing qualified minority/women-owned businesses to the greatest extent feasible in the procurement of goods, equipment and services. G4S recognizes MBE/WBE's to be significant value-added and viable sources and looks for opportunities to utilize MBE/WBE's whenever possible.

G4S understands that Lexington-Fayette UCG DCC is requesting that 10% of this contract's annual budget be spent with MBE/WBE businesses. Because this contract consists of automated monitoring services, rental of electronic monitoring equipment and utilization of current personnel, there is almost no opportunity to spend budget dollars with outside vendors.

G4S Justice Services, LLC (G4S) affirms its commitment to building strong, healthy communities across the country by maintaining an active role in facilitating the growth and development of small, minority, Veteran, service-disabled and women-owned businesses. G4S has either previously or is currently contracting with small and disadvantaged firms nationwide including subcontract partnerships for labor as well as supplies. G4S is very proud of its relationship with such companies as: Professional Resources & Services, Inc., NETSERVE SYSTEMS, Inc. and numerous others. NETSERVE SYSTEMS is a national MBE/WBE IT company that G4S currently uses for consulting services on WEB PATROL II®. **If selected for award of this contract, G4S will assist NETSERVE in becoming certified as an MBE in Lexington-Fayette and/or Kentucky.** A copy of NETSERVE SYSTEMS MBE Certification is included in the Exhibits section of this proposal.

Additionally, G4S Justice Services will make an exerted effort to spend budget dollars with other identified MBE/WBE vendors as the need emerges. G4S is familiar with submitting quarterly and/or annual reporting on MBE/WBE expenditures and agrees to submit the appropriate reports as requested in the ITB when contract dollars are spent with MBE/WBE vendors.

Several methodologies are in place to implement and monitor the company's individual and shared goals with its business partners both commercially and governmental agencies. G4S is dedicated to increasing the amount of economic opportunities for these businesses. This will be accomplished by actively seeking certified small businesses in these categories to bid and compete for goods and services contracts and by sharing increased business opportunities with the above listed small businesses. G4S has identified areas outside of its core competencies where subcontractors could add significant value and help meet and exceed contract requirements which include:

- Installation and Retrieval of Equipment
- Field Services
- Case Management
- Office Supplies
- Manuals and Technical Guides
- Information Technology
- Financial Consultancy
- Project Management and Consultancy
- Quality Assurance
- Courier Services
- Uniforms
- Photography

G4S will continue to broaden the inclusion of these companies in its daily purchase decisions for commodities. Items that are required are competed for and potential sources are identified and solicited with strong emphasis placed on small and small disadvantaged business participation. G4S ensures that small disadvantaged minority-owned, small disadvantaged women-owned, small veteran-owned, and service disabled veteran-owned small business concerns will have an equitable opportunity to compete for subcontracts. G4S' outreach efforts include contacting minority and small business trade associations



## Required Forms Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

through direct mail and telephone, attending industry trade shows and conferences, contacting business development organizations, requesting sources from the Central Contractor Registration, Dynamic Small Business Search (DSB), finding sources from the Small Business Administration's Procurement Network (ProNet) and researching various state small businesses. G4S' internal efforts to guide and encourage small business utilization include establishing, maintaining and using small disadvantaged, small women-owned, small veteran-owned and service disabled veteran-owned small business source lists, guides and other data for soliciting subcontracts and monitoring activities to evaluate compliance with the subcontracting plan. G4S encourages the use of small disadvantaged, small disadvantaged women-owned, small veteran-owned and service disabled veteran-owned small business concerns through all levels of the business and all operations

Current and past utilization of Small Disadvantaged Business categories are for acquisition of:

Product/Service	Small	SDB	WO	VO	SDVO
Installation and Retrieval of Equipment	X		X		
Field Services	X		X		
Case Management	X		X		
Office Supplies	X	X		X	X
Manuals and Technical Guides		X		X	X
Information Technology	X				
Financial Consultancy	X				
Project Management and Consultancy	X		X		
Quality Assurance		X		X	X
Courier Service			X		
Photography	X				

The following table shows G4S' 2010 information on contracts with business enterprises owned by minorities, women, persons with a disability and small business enterprises:

Name	Contact	Phone	2010 YTD Purchases	Minority Status	Service Provided
Garfield Auto Body & Point	Dustin A Magrina	(562) 869-5494	\$2,925.81	Hispanic	Auto Repair
City Lights Promotions	Angie Garcia	(877) 591-8797	\$7,785.14	Woman Owned	Promotional Items
House Of Batteries	Mary Rineer	(800) 432-3385	\$6,106.14	Woman Owned	Batteries
PSRI	Lloyd Conley	(573) 636-9696	\$107,377.31	African American	Subcontract Labor
The Simmons Network	Robert Simmons	(228) 388-7540	\$24,750.00	African American	Consulting
Debbie Phelan	Debbie Phelan	(604) 591-8354	\$13,690.63	Woman Owned	Consulting
Isis Inc	Leah Mccurnin	(804) 762-4200	\$19,757.81	Woman Owned	IT Support and Consulting
Netserve Systems Inc	A Ahmed	(949) 752-6788	\$340,100.00	African American	IT Consulting
Identity Marketing & Promotional, LLC	Karen Dunn	(757) 966-2863	\$21,419.54	Woman Owned	Promotional Items
Vdtec L.P. DbA Dynamic Voice & Data	Tina Greenfield	(281) 491-5990	\$2,420.00	Asian American	Manufactured Items
Gerstco	April Spence Pruitt	(408) 973-1366	\$2,169.56	Woman Owned	IT Consulting



**Required Forms**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

---

G4S also monitors the company's performance and makes any adjustments necessary to achieve the subcontract plan goals. G4S keeps records on all subcontract solicitations exceeding \$100,000 including:

- MBE/WBE source lists, guides, and other data identifying such vendors.
- Organizations contacted for MBE/WBE sources.
- On a contract-by-contract basis, records on all subcontract solicitations over \$100,000 which indicate for each solicitation:
  - ✓ Whether small business concerns were solicited, and if not, why not.
  - ✓ Whether small business concerns were solicited, and if not, why not.
  - ✓ Whether small disadvantaged business concerns were solicited, and if not, why not.
  - ✓ Whether veteran-owned small business concerns were solicited, and if not, why not.
  - ✓ Whether service-disabled veteran-owned small business concerns were solicited, and if not, why not.
  - ✓ Whether women-owned small business concerns were solicited, and if not, why not.
  - ✓ Reasons for the failure of solicited small, small disadvantaged, service-disabled veteran-owned, and women-owned small business concerns to receive the subcontract award.
- Records to support other outreach efforts, e.g., contacts with minority and small business trade associations, attendance at MBE/WBE business procurement conference and trade fairs.
- Records to support internal activities to (1) guide and encourage purchasing personnel, e.g., workshops, seminars, training programs, incentive awards; and (2) monitor activities to evaluate compliance.





## **Company Overview**

G4S Justice Services is a Limited Liability Corporation with headquarters in Atlanta, Georgia and a 24 hours a day, seven (7) days a week, 365 days a year monitoring center in Irvine, California. G4S Justice Services is a wholly-owned subsidiary of G4S Secure Solutions (USA), Inc., a part of the G4S plc group of companies. G4S plc is the world's leading security group which specializes in outsourcing of business processes in sectors where security and safety risks are considered a strategic threat. With operations in more than 125 countries on six (6) continents, over 625,000 employees worldwide (50,000 in North America) and annual revenues of over \$11.8 billion in 2010, the Lexington-Fayette UCG DCC can be assured that G4S has the financial stability and the capability to continue successfully providing equipment and services for the life of this contract.

The G4S group of companies operates in two (2) key sectors: (1) Security Services, including Manned Security, Security Systems and Justice Services; and (2) Cash Services. The introduction of the new G4S icon marks a significant step in brand development and is supported by G4S' value statement, "Securing Your World". This summarizes G4S' capabilities, global coverage and the vast amount of expertise G4S has across the security sector. This expertise allows G4S to understand its customer's needs and develop solutions to specifically solve their risk and security issues.

**G4S IMPORTANT ADVANTAGE:** As the incumbent provider of electronic monitoring services now in the sixth year, G4S has an in-depth proven relationship established with Lexington-Fayette UCG DCC and understands the Division, its procedures and goals better than any other vendor in the industry.

G4S Justice Services' core competencies and experience include the provision of a full continuum of enhanced electronic monitoring technology and service solutions. Additionally, the group of G4S companies provides adult and juvenile evidence-based rehabilitation and treatment programs, security services, transportation of prisoners and the secure transportation of valuables. G4S Justice Services and the G4S plc group of companies specifically offer Lexington-Fayette UCG DCC:

- **Proven experience in working with the Lexington-Fayette UCG DCC as the incumbent provider now in the sixth year**
- **Meaningful and Innovative Solutions that provide proven technology and monitoring response to Domestic Violence in accordance to "Amanda's Law"**
- **Signal Acquisition time for the OM 210 series is immediate due to its ability to not only get location through GPS but also through cell tower triangulation**
- **Unparalleled confidence in G4S' knowledge of Lexington-Fayette UCG DCC goals, procedures and special requirements**
- **Industry leading financial stability**
- **Unparalleled confidence in its ability to serve specialized needs**
- **Provision of secure government solutions for over 110 years**
- **Over 14 years of electronic monitoring experience**
- **Over six (6) years of providing global positioning tracking**
- **Enhanced Technology and Innovation that continues to evolve as new technologies are made available**
- **Continued investment in the Research and Development**
- **G4S group of companies currently monitor over 40,000 active daily participants worldwide**
- **Employs the most qualified and educated staff in the industry**
- **Operates programs based on best practices collected from across the criminal justice field**

G4S Justice Services' sole business is community-based electronic monitoring dedicated to providing reliable cost effective security and correctional services. **G4S has a proven history of planning, controlling and managing successful electronic monitoring programs as demonstrated to Lexington-Fayette UCG DCC with the successful implementation, development and operation of**



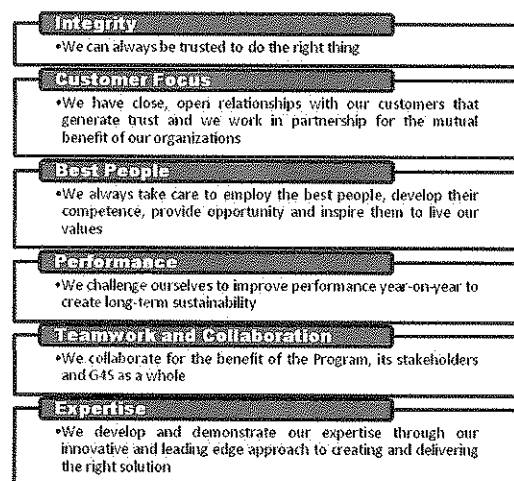
## Vendor Profile Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

**programs requested over the last decade.** G4S Justice Services is a leader in providing state-of-the-art and latest generation technology equipment and monitoring and looks forward to continuing its partnership with Lexington-Fayette UCG DCC to provide a successful secure electronic monitoring solution. G4S plc has been in business for over 110 years and has always placed considerable emphasis on public safety solutions and services it provides to its customers. G4S plc has been providing services to federal, state and local agencies in the United States since the 1950s. G4S plc is the world's leading international security solutions group specializing in assessing current and future risks and developing secure solutions to minimize their impact. G4S is an expert in all aspects of local and international secure logistics and works across a wide range of geographic markets and business sections

**Management Capability is not about what G4S says it will do, it's about what G4S has done in the past and its continuation of successful delivery of electronic monitoring equipment and services.** The ability of G4S Justice Services to manage and control programs is proven through its many program successes, including the current Lexington-Fayette UCG DCC program. **The G4S Justice Services' management team has over 150 years combined tenure and experience in domestic and international electronic monitoring** bringing together a diverse background of senior level management experience within the technology industry and more importantly, private sector experience in working with the government. If selected for award, G4S' management team will continue to consistently demonstrate to the Lexington-Fayette UCG DCC their ability to provide oversight and support for these electronic monitoring services through strong quality management systems. G4S' executive management team possesses unrivaled qualifications and in-depth experience that will allow G4S to ensure that all services provided to Lexington-Fayette UCG DCC continue to successfully meet the specifications for the provision of electronic monitoring system and services required.

Integrity runs throughout G4S' operation. It is G4S' commitment to continue the assignment of well qualified and trained dedicated staff as is evidenced by its core values as shown below. G4S recognizes that its ability to provide the required and necessary equipment and services is facilitated by the professional relationship and cooperation established and maintained between G4S, its subcontractors, resellers and stakeholder agencies. By employing G4S' core values and developing the best people in the industry, G4S uses its security expertise to develop solutions that meet customer's needs.

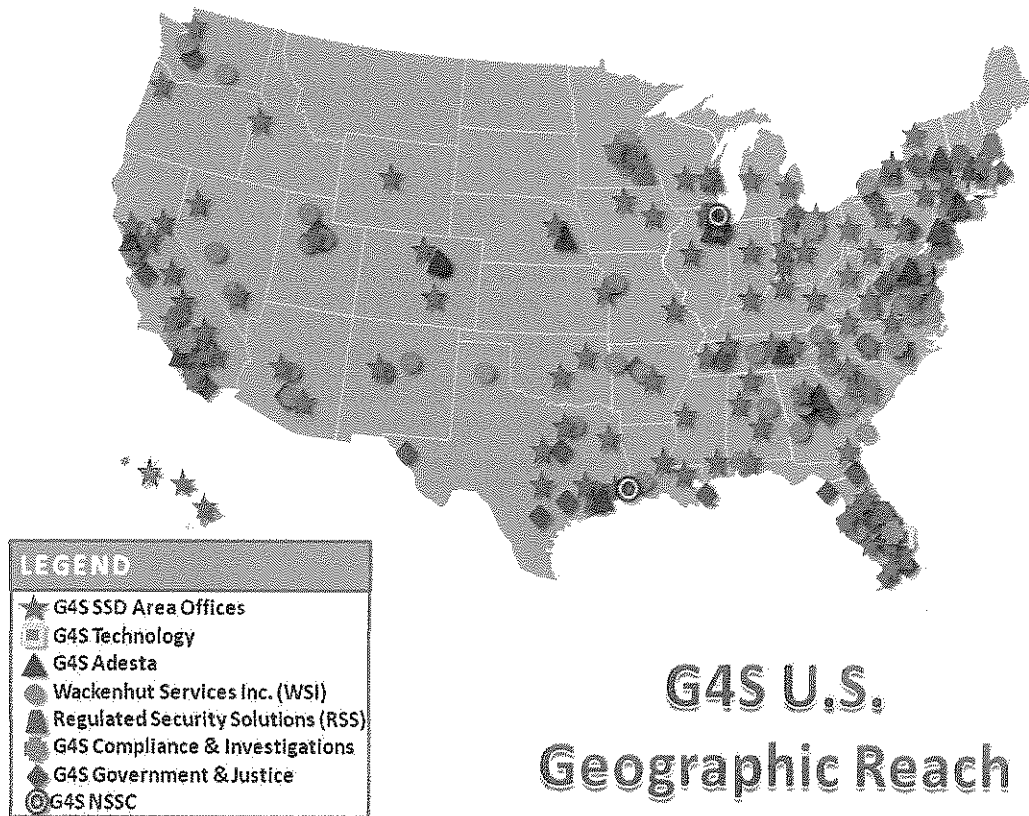
The chart on the right shows the core values that have been fundamental to the success of G4S. The elements of G4S' core values, along with the company's quality assurance, policies and procedures will continue to provide the foundation for operating this contract. G4S companies world-wide embody these values and are dedicated to consistent performance and the delivery of the highest quality services. In fact, G4S plc was the first electronic monitoring provider worldwide to achieve the prestigious ISO 9001-2000 accreditation as a monitoring services' provider and G4S Justice Services received ISO 9001-2008 accreditation for the provision of electronic monitoring services in September 2010. Additionally, G4S' manufacturing division received ISO 9001-2008 accreditation in January 2009 (see copy of certificate in the Exhibits Section of this response.)



Additionally, G4S believes it is important to provide an overview of G4S' vast presence throughout the nation to ensure G4S' ability for continued growth in the industry and the financial stability to continue providing superior service solutions to Lexington-Fayette UCG DCC. The following graphic displays G4S' geographic reach within the United States.



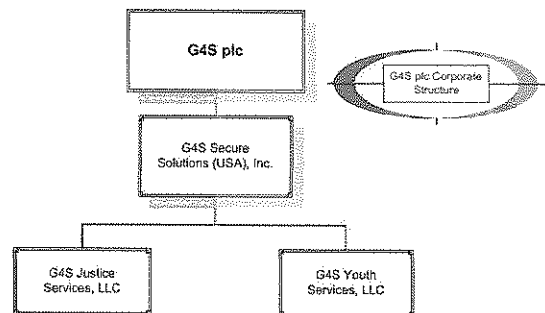
Vendor Profile  
Lexington-Fayette Urban County Government  
Electronic Monitoring of Inmates



### Excellent Financial Stability

G4S Justice Services, LLC is a wholly-owned subsidiary of G4S Secure Solutions (USA), Inc., a part of the G4S plc group of companies. A copy of the G4S Organizational Chart outlining the structure of the company is shown on the right. G4S plc is a global leader in security solutions with operations in more than 125 countries on six (6) continents, over 625,000 employees worldwide (50,000 in North America) and annual revenues of over \$11.8 billion in 2010. **This financial stability assures Lexington-Fayette UCG DCC of G4S' capability of continuing the successful provision of equipment and services for the life of this contract.**

G4S is committed to continue assisting Lexington-Fayette UCG DCC in providing protection, safety and quality of life to participants served by offering a solution with the best technology, and the best service and support. As further evidence of G4S' financial stability, a copy of the Dunn and Bradstreet report has been included in the Exhibits section of this Bid Response.



As a wholly owned U.S. subsidiary of G4S plc, G4S Justice Services' financial results are rolled into the financials of G4S plc, which are reflected in the Annual Reports. G4S Annual Reports may be viewed online at the G4S website:

[http://www.g4s.com/home/investor\\_relations/investor\\_relations-reports\\_accounts.htm](http://www.g4s.com/home/investor_relations/investor_relations-reports_accounts.htm)



## Vendor Profile Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

G4S confidently believes that it offers the optimum corporate stability necessary to continue delivery and support to this contract. G4S looks forward to continuing the successful partnership that has been built with Lexington-Fayette UCG DCC and provide cost-effective alternatives to incarceration with public safety in mind.

### Proven Experience

**As the world's largest security solutions provider, G4S is also one of the world's largest providers of monitoring services.** G4S plc has successfully contracted with Her Majesty's Government, Home Office in the United Kingdom since 1997, supplying in excess of 12,500 radio frequency cellular monitoring units to one (1) of the world's most demanding electronic monitoring programs featuring intensive installation and case management functions with stringent performance measures for both time and productivity. G4S' success worldwide is a testament of G4S' ability to continue performing the services required by the program more efficiently and with less risk to Lexington-Fayette UCG DCC.

G4S Justice Services is now the leader in retention of government procurements for electronic monitoring. G4S was awarded the national contract for the Administrative Office of the U.S. Courts (Federal Probation and Pretrial Services), a multi-technology, multi-vendor contract that represents the single largest contract in the electronic monitoring industry and the largest volume of offender fee collections processed by any vendor contract in the industry.

In addition to this specialized Federal contract, G4S provides electronic monitoring to several large, complex State programs (many of these agencies have contracted with G4S for nine (9) years or more), including but not limited to:

- |  |  |
|--|--|
| ■ Hawaii Department of Public Safety   | ■ Connecticut Judicial (Juvenile and Adult)  |
| ■ Texas Department of Criminal Justice   | ■ Connecticut Department of Corrections      |
| ■ California Department of Corrections and Rehabilitation (Adult and Juvenile) | ■ Connecticut Parole                         |
| ■ Arkansas Department of Corrections   | ■ Nevada Probation and Parole                |
| ■ North Carolina Department of Juvenile Justice                                | ■ Mississippi Department of Corrections      |
| ■ Louisiana Department of Corrections  | ■ South Dakota Judicial                      |
| ■ Rhode Island Department of Corrections                                       | ■ Tennessee Youth Services                   |
| ■ Delaware Department of Services for Children, Youth and their Families       | ■ Massachusetts Department of Youth Services |
| ■ New Hampshire Department of Corrections                                      | ■ State of Nevada                            |
| ■ Kansas Department of Corrections   | ■ Iowa Department of Corrections             |
| ■ Idaho Department of Corrections  | ■ Nebraska Probation                         |
|  | ■ Montana Department of Corrections          |

G4S Justice Services also provides the same quality equipment, support and services at the City and County level nationwide. A small sample of G4S' community-level contracts of comparable size is listed below:

- |   |   |
|---|---|
| ■ Cook County Adult Probation, Illinois             | ■ Wayne County Probation, New York                          |
| ■ San Francisco Sheriff's Department, California    | ■ Harris County Pretrial, Texas                             |
| ■ Cook County Juvenile Probation, Illinois          | ■ Tarrant County Juvenile Probation, Texas                  |
| ■ Dallas County Juvenile Probation, Texas           | ■ Nassau County Probation, New York                         |
| ■ Harris County Juvenile Probation, Texas           | ■ Tioga County Probation, New York                          |
| ■ Alameda County Juvenile Probation, California     | ■ Lebanon County Adult and Juvenile Probation, Pennsylvania |
| ■ Los Angeles County Juvenile Probation, California | ■ Essex County Division of Youth Services, New Jersey       |
|   | ■ Harris County CSCD, Texas                                 |



## Vendor Profile Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

- |  |   |
|--|---|
| ▪ Harris County Sheriff's Department, Texas      | ▪ Lehigh County Adult Probation Department, Pennsylvania    |
| ▪ Herkimer County Probation Department, New York | ▪ Lehigh County Juvenile Probation Department, Pennsylvania |
| ▪ Jefferson County Probation, New York           | ▪ Lebanon County Adult Probation, Pennsylvania              |
| ▪ Niagara County Probation, New York             |   |
| ▪ Schoharie County Probation, New York           |   |

The variety of contracts for GPS tracking services, radio frequency monitoring, alcohol monitoring and voice verification services deployed over a relatively brief period of time attest to G4S' proven ability to manufacture equipment to stringent timescales, deploy staff, implement programs, develop innovative information systems and transition more monitoring units in a shorter period of time than other electronic monitoring vendors in the industry. G4S confidently believes that it offers the optimum corporate stability necessary to continue the successful partnership established with Lexington-Fayette UCG DCC and provide cost-effective alternatives to incarceration with public safety in mind.

### Local Presence

**As a company, G4S Justice Services is uniquely positioned to continue providing superior statewide services to Lexington-Fayette UCG DCC due to its strong presence throughout the State of Kentucky and a proven in-depth relationship established with the Division.** This local presence positions the company to continue providing superior equipment and services to this program. G4S Justice Service's parent company, G4S Secure Solutions (USA), Inc. has three (3) local offices in Kentucky located in the cities of Lexington, Louisville and Ashland.

### Quality Service

G4S has proven its dedication to delivering quality services, equipment and software throughout the current contract with Lexington-Fayette UCG DCC. As the world's largest security solutions provider, G4S plc and its subsidiaries are also one of the world's largest providers of monitoring services, currently providing comprehensive monitoring services to more than 40,000 participants world-wide including more than 25,000 U.S. participants on GPS tracking, radio frequency (RF) monitoring, alcohol monitoring and voice verification/telephonic reporting. G4S' extensive knowledge and experience delivering its state-of-the-art electronic monitoring technology and services has been enhanced over the last fourteen (14) years.

G4S was the first company to introduce a web-based information system broadly utilized across the United States by more than 2,500 users every day. As the designer, manufacturer and service provider for the majority of its systems and equipment, G4S is responsive in making changes that will improve the services offered to its customers and is continuously improving its software, hardware and operational systems. Additionally, G4S was the first electronic monitoring provider worldwide to achieve the prestigious ISO 9001-2000.

The integration of third-party products into its own systems allows G4S to achieve the best of both worlds. G4S can offer its customers choice in the hardware while still providing access to the world leading web-enabled software developed by G4S. G4S offers a full continuum of electronic monitoring products including radio frequency monitoring (landline and cellular), active, passive and hybrid GPS tracking, voice verification services, alcohol consumption monitoring, full case management, install and retrieval services and offender pay programs.



## Vendor Profile Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

### Qualified Staff

G4S strives to consistently recruit, employ and retain the best people and provide equal opportunity at all levels. G4S also provides expert field personnel whose experience includes contract management on Federal, State and local levels. Current G4S account managers provide an extensive criminal justice and corrections background that enhances communication between the program managers and the field technical staff.

G4S' has an exceptional vetting system that pre-screens for suitability determination and employment eligibility. Careful scrutiny of criminal checks, education verification, school accreditation and clearance drug screens has proven vital for pre-screening applicants. G4S communicates regularly with applicants through the investigation process. G4S requires each employee to read and sign a Non Disclosure Agreement, addressing the privacy and security of the agency and participant monitoring information. G4S also requires employment applicants to provide detailed background information, which is reviewed in the staffing evaluation process. To ensure the utmost maintenance of ethical standards and security for G4S' corrections customers, G4S requires all employees to pass Federal and State criminal background checks as well as G4S' own rigorous screening requirements. Due to the sensitive nature of products and services, G4S does not employ individuals with felony records.

**As mentioned throughout this proposal, G4S Justice Services has been providing electronic monitoring services to Lexington-Fayette UCG DCC for the last six (6) years, has a proven track record of providing excellent performance and flexibility to the County and has fully demonstrated its dedication to Lexington-Fayette UCG DCC.** G4S' multi-faceted Project Team, supportive Project Management Oversight Team and Executive Management Team assembled for the current contract will continue to provide Lexington-Fayette UCG DCC with technical, customer support, inventory, billing and information technology support. The experienced Project Team includes several staff members that add significant value because of their direct experience and extensive knowledge of the electronic monitoring industry and their familiarity with Lexington-Fayette UCG DCC. Mike Dean, Senior Vice-President of Sales brings 21 years of electronic monitoring experience to G4S. Mr. Dean is joined by Jarrett Smith, Director of Customer Relations Management who has four (4) years experience in electronic monitoring and will continue to be responsible for the overall satisfaction of this program during the contract term. In addition, Darren Gowen will continue to serve as the Regional Account Manager to Lexington-Fayette UCG DCC. Mr. Gowen has over 20 years of probation and electronic monitoring experience, a thorough understanding of G4S products and services and will ensure that the needs of Lexington-Fayette UCG DCC continue to be met satisfactorily and expediently, guaranteeing the highest possible quality of service for the duration of this contract.

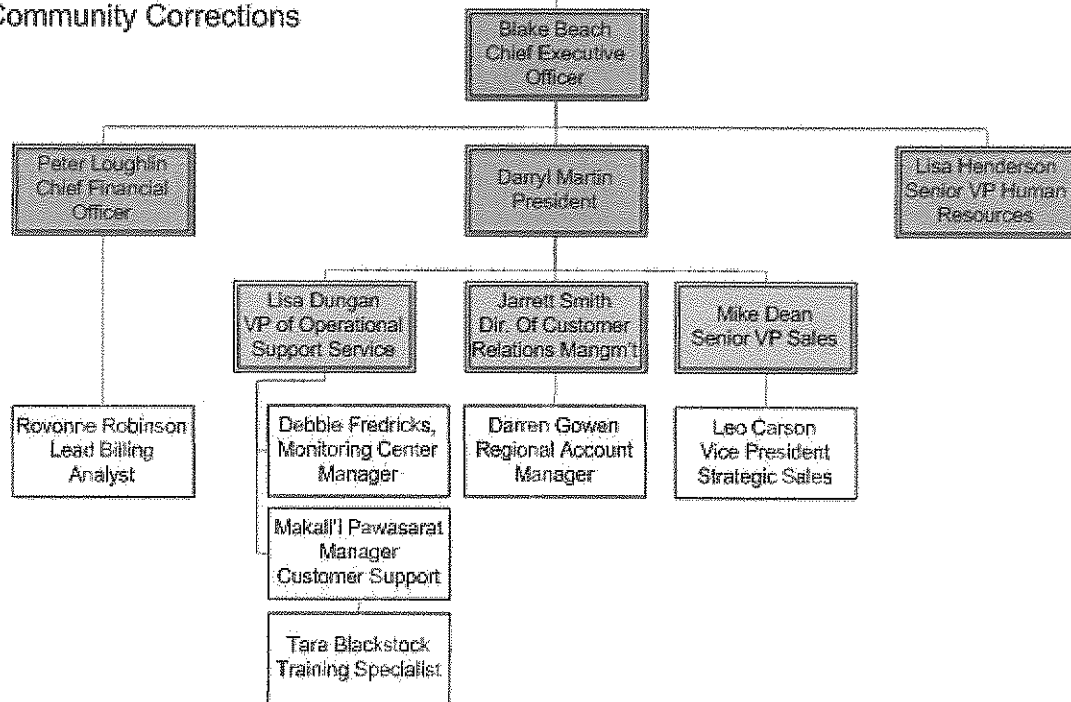
**IMPORTANT G4S ADVANTAGE:** The G4S management team has over 150 years combined tenure and experience in domestic and international correctional services and electronic monitoring bringing together a diverse background of senior level management experience within the technology industry and more importantly, private sector experience in working with the government. G4S management includes a long affiliation with both ACA and APPA.

Following is an Organizational Chart followed by biographical sketches of the Project Team (white), Project Management Oversight Team (blue) and the G4S Executive Management Team (red) that will be available to ensure that all services provided meet the specifications for the provision of electronic monitoring to Lexington-Fayette UCG DCC.



**Vendor Profile**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

**G4S Key Personnel Serving  
Lexington-Fayette Urban County  
Government Division of  
Community Corrections**



## **Project Team**

**Darren Gowen, Regional Account Manager – Midwest Region:** Mr. Gowen joined G4S Justice Services in 2011, bringing over 20 years of probation and electronic monitoring experience. Prior to joining G4S, Mr. Gowen served as a United States probation officer in the Southern District of Mississippi. In addition, he served as the Probation Administrator for the Administrative Office of the U.S. Courts. In his most recent assignment, Mr. Gowen worked as Senior Advisor and Deputy Operations Director for the District of Columbia Pretrial Services Agency responsible for quality assurance and of the agency's electronic monitoring contract. Through his previous positions, Mr. Gowen gained valuable experience in the use and operation of G4S services and products through several contracts with the company. G4S believes this experience and his vast experience in the public sector working with electronic monitoring contracts makes him uniquely qualified to provide top of the line service to the agencies it serves in the Midwest Region. Mr. Gowen holds a Master of Science degree in Political Science from the University of Southern Mississippi. Additionally, Mr. Gowen is a United States Air Force military veteran. His experience and background will further enhance G4S' knowledge base and service delivery efforts as a valuable programmatic resource for G4S field services team as it continues to expand its consultative approach to account management.

**Debbie Fredricks, Monitoring Center Manager:** Ms. Fredricks joined G4S in 2010, bringing a broad spectrum of experience as an Operations Manager to the position of monitoring center manager. Past positions including Area Vice President – Operations Manager CorVel Corporation, Operations Manager for Strata Care, LLC and Owner/Partner of her own start-up specialty retail store, Ms. Fredricks has consistently proven her abilities to improve bottom lines, utilize motivational leadership development training and skills techniques, as well as identify and analyze problems to arrive at the correct and





## Vendor Profile Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

efficient steps necessary to implement successful solutions. As Monitoring Center Manager, Ms. Fredricks is responsible for achieving productivity and quality standards consistent with G4S values and its customer focused orientation through direct responsibility for all monitoring center personnel, supervisory personnel, performance audits, payroll administration and scheduling. She is also responsible for ensuring all contract terms and conditions are met, assisting clients' operators with difficult resolutions, daily and monthly reporting, and to ensure compliance with ISO standards and company policies.

**Makali'i Pawasarat, Manager Customer Support:** G4S recognized the need to have a department of specialized operators who possess a higher degree of technical ability in all G4S services. Having five (5) years of experience in electronic monitoring with G4S in various positions including Day Shift Operator, Lead II, Supervisor, Training Manager and Help Desk Supervisor, Ms. Pawasarat was chosen by G4S management to oversee the Help Desk, Order Entry and Training Departments providing support for all G4S' platforms. Ms. Pawasarat is also responsible for assisting Regional Account Managers provide assistance and support prior to unforeseen issues as well as analyzing customer satisfaction. Additionally, she will serve as the agencies main contact for on-site initial and refresher training, equipment ordering, replacement and repair as well as oversight of the process and systems required to ensure all equipment needs are met in a timely manner.

**Tara Blackstock, Training Specialist:** Ms. Blackstock joined G4S in 2005 and is currently serving as the East Coast Training Specialist. Prior to joining G4S, she held multiple customer facing positions within the corporate world and served as an Intelligence Analyst for federal, state and local law enforcement agencies. Ms. Blackstock holds a Bachelor of Science Degree in Psychology from Sam Houston State University. Ms. Blackstock's diverse experience makes her uniquely qualified for her role as Training Specialist. Ms. Blackstock is responsible for organizing, developing and delivering training programs to G4S customers who supervise program participants through the use of electronic monitoring technology and services. She also works collaboratively with Sales and the Field and Operations Teams, to identify continuous improvement opportunities and develop training materials.

**Rovonne Robinson, Lead Billing Analyst:** Ms. Robinson started a career in billing services more than 25 years ago and has been with G4S for a period exceeding eight (8) years. Ms. Robinson has vast experience providing customer service and has proven adamant about meeting deadlines. She has continuously shown commitment to ensuring her work product is clear, concise and accurate. Ms. Robinson is currently responsible for providing billing support to some of G4S' largest customers.

### Project Team Functional Tasks

Team Member	Function	Brief List of Program Tasks
Darren Gowen	Regional Account Manager	<ul style="list-style-type: none"><li>▪ Partner with Lexington-Fayette UCG DCC in developing a world-class solution</li><li>▪ Recognize the unique needs of Lexington-Fayette UCG DCC as they arise on an on-going basis</li><li>▪ Provide oversight/support to Lexington-Fayette contract</li><li>▪ Ensure overall program compliance with contract conditions</li><li>▪ Provide a single point of contact</li><li>▪ Attend all meetings and respond to all customer inquiries</li><li>▪ Coordinate departmental training</li><li>▪ Collaborate with all other team members and supportive management to evaluate program efficiency and suggest increased service capabilities</li><li>▪ Perform all other tasks as deemed necessary by Lexington-Fayette UCG DCC or G4S management to ensure customer satisfaction</li></ul>





**Vendor Profile**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

Team Member	Function	Brief List of Program Tasks
Debbie Fredricks	Monitoring Center Manager	<ul style="list-style-type: none"><li>■ Ensure overall reliable monitoring of participants</li><li>■ Ensure timely alert notifications and coordinate the necessary IT, infrastructure and personnel to support this program</li><li>■ Maximize monitoring center up-time performance</li><li>■ Provide support for monitoring operations as needed</li><li>■ Manage and supervise all monitoring functions including personnel and technical capability</li><li>■ Provide support functions for the provision of all reporting capabilities</li><li>■ Ensure timely delivery of Lexington-Fayette UCG DCC compliance reports through G4S staff coordination</li></ul>
Makali'i Pawasarat	Manager Customer Support	<ul style="list-style-type: none"><li>■ Provide support to the program manager to ensure all customer needs, inquiries or complaints are adequately addressed</li><li>■ Gather all necessary resources to ensure appropriate, timely and complete customer service is provided to Lexington-Fayette UCG DCC</li><li>■ Oversee the provision of direct telephone support to Lexington-Fayette UCG DCC</li><li>■ Assist the monitoring center in equipment troubleshooting</li><li>■ Assist Regional Account Managers to proactively reach out to customers</li><li>■ Offer assistance and support prior to unforeseen issues</li><li>■ Escalate critical matters to the Regional Account Managers</li><li>■ Ensure all equipment needs are fulfilled in a timely manner for support of the program</li><li>■ Ensure timely and correct delivery of equipment</li></ul>
Tara Blackstock	Training Specialist	<ul style="list-style-type: none"><li>■ Formulate the business unit's training plan and strategy</li><li>■ Design and develop training programs for electronic monitoring programs</li><li>■ Manage training specialists that will deliver on-site training</li><li>■ Develop training programs to ensure our internal personnel are knowledgeable about G4S products and software platforms</li><li>■ Perform all other tasks as deemed necessary by Lexington-Fayette UCG DCC or G4S management to deliver superior staff training</li></ul>
Rovonne Robinson	Billing	<ul style="list-style-type: none"><li>■ Provide accurate and timely invoices to Lexington-Fayette UCG DCC based on the agreed upon schedule</li><li>■ Answer any and all questions quickly regarding agency invoices</li></ul>

Staffed monitoring services and support are available from G4S 24 hours a day, seven (7) days a week, 365 days a year. **IMPORTANT G4S ADVANTAGE: To our knowledge, G4S is the only leading provider of monitoring services that operates two (2) redundant electronic monitoring centers in Irvine, California and Atlanta, Georgia that are both staffed and fully operational 24 hours a day.** Each of the equipment offerings discussed in this proposal are designed specifically for continuous and real-time electronic monitoring and supported by these monitoring centers through multiple communication methods including toll-free telephone, email, fax and the proposed web-based software platform. Lexington-Fayette UCG DCC can be confident that G4S is experienced and fully capable of



## Vendor Profile Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

continuing to provide the necessary transactional, technical and support services on a continuous basis, 24 hours a day, seven (7) days a week, 365 days a year.

G4S strives to resolve any customer inquiries promptly and on the first contact. Each monitoring center operator has the expertise to easily identify, explain and resolve issues relating to customer needs such as clearing an alert, changing a participant's schedule, creating a zone, performing participant enrollments or entering data into the system,. Operators can also provide troubleshooting with tier 1 steps to resolve equipment related issues or overdues.

As an additional enhancement to G4S' 24 hour a day support services, during the busiest periods of the day G4S provides an additional team of support staff delivering specialized services to customers. This specialized support services department (Help Desk) includes tier 2 advanced troubleshooting for resolving hardware and software issues for all products and services supported by G4S. As a result, during the busiest periods of the day the Help Desk team provides added support services including accessing software platforms for user set up, establishing agency notification protocols, equipment inventory, orders and returns.

In addition, this specialized support services department performs testing and triage of critical or on-going events to the appropriate department(s) for resolution. G4S is an innovator in providing this type of support and pro-actively seeks to identify and mitigate re-occurrence of issues that affect G4S customers. This department also assists in researching issues to determine the root cause, provides written resolutions to customers, participates in user acceptance testing and round table discussions for product development enhancements, and serves as a secondary point of contact to the Regional Account Manager for customer enhancement requests, suggestions and ideas.

### **Project Management Oversight Team**

The following G4S management team will continue oversight of this project has over 150 years combined tenure and experience in domestic and international correctional services and electronic monitoring bringing together a diverse background of senior level management experience within the technology industry and more importantly, private sector experience in working with the government.

**Mike Dean, Senior Vice President, Sales:** For the past 21 years, Mr. Dean has been working with government, law enforcement, parole/probation and criminal justice agencies helping to develop specific strategies to control and monitor offenders released into the community. As Regional Manager for Guardian Technologies, he led sales efforts within the Northeast Region. In 1994, Mr. Dean joined Behavioral Interventions as Regional Manager of Business Development for the Eastern United States and later was promoted to National Sales Manager with a focus on managing and overseeing a team dedicated to supporting and increasing BI's Offender Monitoring Business. Mr. Dean joined G4S Justice Services in 2005 as Vice President of Sales for the Eastern USA and he was promoted to his current position as Senior Vice President, Sales. He is a skilled problem-solver, creative in developing innovative solutions to the unique challenges faced by today's government agencies. Mr. Dean earned an Associate's degree in Law Enforcement and his Bachelor of Science degree in Criminal Justice and Criminology from the University of Cincinnati in Ohio.

**Jarrett Smith, Director of Customer Relations Management:** Mr. Smith joined G4S Justice Services in 2007 as a Regional Director for the Enhanced Supervision Reporting program responsible for the monitoring of over 7,000 aliens for the Department of Homeland Security. Mr. Smith joined G4S after having served as Area Vice President for Securitas Security Services USA, Inc. for several years developing extensive experience in the security industry including electronic monitoring and GPS tracking services. Additionally, Mr. Smith worked for Cognisa Security, Inc. since 2000 in such roles as Account Manager and Regional General Manager responsible for overall account and client satisfaction through the development of innovative solutions to increase service levels within budget constraints. Mr. Smith transitioned into his current role of Director of Customer Relations Management in 2009 after showing



## Vendor Profile Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

dedication to the G4S Best People and Customer Service value statements and a thorough understanding of G4S products and services.

**Lisa Dungan, Vice President of Operational Support Services:** Ms. Dungan joined the G4S team in 2009 and possesses over 20 years of operational management experience. In her role at G4S as Vice President of Operational Support Services, Ms. Dungan's primary responsibilities included overseeing the day-to-day management of all of G4S' Internal Support Operations including but not limited to the G4S' Monitoring Centers, Help Desk, Equipment Inventory/Shipping and Order Fulfillment Departments. Ms. Dungan is responsible for the creation of strategies, processes and systems to ensure customers are serviced effectively by G4S' internal operations team and is the project lead for maintenance of G4S' ISO certification. She is also responsible for identifying and implementing the goals and controls necessary to foster a culture of effective performance measurement (metrics) and customer focus, interacting across departmental lines and maintaining the relationships necessary to achieve the goals and objectives of G4S' National Service Center. Prior to joining G4S, Ms Dungan held various executive positions, managing operations at organizations of various sizes (greater than 200 employees) and possesses a blend of internal and field operations management experience giving her unique insight into the service delivery mechanisms necessary to lead an effective service organization.

**Steve Jackson, Vice President of Technology Services:** Proven success as a Software Development Engineer and Project Manager for G4S Justice Services along with his more than 20 years experience in technical consulting led to Mr. Jackson's ascension into his current role. As Vice President of Technology Services, he is responsible for leading G4S' Software Development, IT Infrastructure and Telecom groups. Mr. Jackson also works closely with the operations and sales groups to directly involve G4S' Technology Services department in meeting the needs of G4S' current and prospective customers through service delivery. Prior to joining G4S Justice Services, he worked for 12 years with very large scale banking systems as an Assistant Vice President and Unit Manager for a large bank. In addition, he has developed software for two of the largest global software providers Sterling Software and Computer Associates. Mr. Jackson attended UCLA where he majored in Mathematics and Computer Science. He thoroughly understands the vital role that G4S' Technology Services department contributes to its success, which includes providing operational excellence, world class technology and services.

### **G4S Executive Management Team**

The following senior executives will continue to oversee this project to ensure contract compliance and the highest-level service delivery.

**Blake Beach - Chief Executive Officer, G4S Care & Justice Services:** Mr. Beach joined G4S in 1995 after graduating from the Pamplin School of Business at Virginia Tech with a Bachelor of Science in Finance. He is also a graduate of the G4S executive leadership program in cooperation with The Manchester School of Business in Manchester, England. Starting with the company as a management trainee in the Aviation Services Division, Mr. Beach remained upwardly mobile while holding leadership positions in key areas of G4S' U.S. Security and Transportation Organizations, ultimately serving as President and COO of those product lines. He also previously served as Chief Executive Officer for G4S Justice Services, ensuring that the strategic and tactical functions of the G4S Electronic Monitoring initiatives translate directly into world class service delivery for its customers. He is now serving as Chief Executive Officer of the larger Care & Justice Services division, which includes responsibility for the Youth Services, Justice Services, and International Electronic Monitoring organizations.

**Darryl Martin, President:** Mr. Martin has more than 20 years of upward mobility in management within the electronic monitoring industry. He holds a bachelor's degree from Chapman University, received his Masters in Business Administration from the University of Redlands and is a graduate of the two (2) year award winning G4S plc Executive Development Program in conjunction with the Manchester School of Business. His prior experience includes eight (8) years with Digital Products Corporation of



## Vendor Profile Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

Florida and nine (9) years at Sentinel Offender Services, where he served as Vice President and General Manager – Western Region. He joined G4S in 2006 as Vice President of Monitoring Operations to oversee the Company's nationwide monitoring operations, providing expertise in electronic monitoring management services, development of performance measurements, customer satisfaction and quality standards, and integrated field services and technical support. Through his position as Senior Vice President of Operations and Customer Relations and now as President, Mr. Martin created an industry leading disaster recovery strategy with fully redundant and staffed bi-coastal monitoring centers; attained ISO 2008:9001 certification; developed national training and consultative regional account management; completed acquisitions and launched a portfolio of products and services; and streamlined telecommunications, equipment services and inventory management to ensure service delivery that meets and exceeds customer expectations. Mr. Martin's forward thinking and ability to create security solutions by leveraging electronic monitoring and service delivery has uniquely positioned G4S Justice Services, LLC as the premier provider of advanced monitoring services and technology to the government and commercial sectors.

**Peter Loughlin, Chief Financial Officer:** Mr. Loughlin has been with G4S plc since 1993 when he joined the Group Finance and Treasury team. In 1996, he moved to Securicor Cash Services Limited as Financial Controller where he was responsible for financial and management accounts, special projects and group acquisitions. In 2000, G4S Recruitment Services Limited hired Mr. Loughlin as Financial Director where he was also in charge of IT and Property and Supply Management. He joined G4S Justice Services in 2002 as Chief Financial Officer. In 2006, he became Vice President of Business Analysis for G4S Care and Justice Services with responsibility for G4S Justice Services and G4S Youth Services. He was appointed Chief Financial Officer in 2009. Mr. Loughlin received his Bachelor of Science in Accountancy and Economics from Southampton University UK and has his certification as a Chartered Accountant.

**Lisa Henderson, Senior Vice President, Human Resources:** Ms. Henderson has 17 years experience as a Generalist in the field of Human Resources. She has served the past 12 years on Management Teams as the head of Human Resources for multi-site, national and international companies. Ms. Henderson earned her Bachelor of Science degree in Business Management with an emphasis in Human Resources from San Diego State University. She is a certified Senior Professional in Human Resources with a California designation and is an active member of National Human Resources Association, Society of Human Resources Management and Association of Women Executives in Corrections. Ms. Henderson joined G4S in early 2007 as the Director of Human Resources and progressively received additional responsibilities leading to her recent appointment as Senior Vice President, Human Resources for the group of G4S Care and Justice companies, including G4S Justice Services.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

### A. Scope

G4S understands Lexington-Fayette UCG DCC's need to have access to reliable and state-of-the-art technology to help ensure public safety and cost efficiency. G4S also understands that Lexington-Fayette UCG DCC will procure unique services based on those needs. G4S is fully prepared, capable and highly experienced in providing the required services outlined in the specifications for the Lexington-Fayette Urban County Government Electronic Monitoring of Inmates Invitation to Bid #113-2011. G4S understands that Lexington-Fayette UCG DCC has a need for continuous radio frequency signaling electronic monitoring system operating on both standard telephone service and cellular services, drive-by detection units, optional remote alcohol detection technology and passive and/or active GPS tracking systems to monitor participants 24 hours a day, seven (7) days a week.

G4S is prepared to provide a total turnkey solution providing the required monitoring equipment supported by state-of-the-art Web-based interfaces for registration, monitoring, tracking, violation reporting, management reports, account access and off-site monitoring services. The G4S proposed solution has the capacity to handle the current participants as well as any growth that may potentially occur over the term of the contract. There is no limitation to the number of participants that can be registered or monitored on the G4S system. G4S system's databases and architecture have the current scalability to store and monitor an unlimited number of defendants at any given time. Should Lexington-Fayette UCG DCC decide to increase their capacity, G4S is prepared to meet those needs without delay.



#### Customer Focus

We have close, open relationships with our customers that generate trust and we work in partnership for the mutual benefit of our organisations



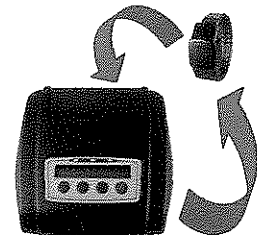
G4S prides itself on being one of the leading original electronic monitoring manufacturers (OEM) and is committed to ensuring that the programs it operates on behalf of Federal, State and local agencies support the goal of protecting public safety. By providing the latest high quality products and services, G4S offers tremendous flexibility and a broad range of caseload management tools, as well as the stability and proven reliability necessary to operate a successful electronic monitoring program. G4S looks forward to continuing its partnership with Lexington-Fayette UCG DCC to provide a secure electronic monitoring solution that maintains public safety while meeting the needs of the County.

The solution outlined in this Bid Response discusses G4S' advanced monitoring equipment, secure central monitoring station and state-of-the-art web-based monitoring platform coupled with G4S' exceptional service capability, financial stability, local presence and staff training. G4S is a leader in providing equipment and monitoring and has detailed an efficient, cost effective solution outlined within this Bid Response that meets all and in many cases exceeds the specifications as outlined in the ITB. G4S will provide Lexington-Fayette UCG DCC access to state-of-the art and latest generation RF and GPS tracking and all ancillary services and support offered for offender monitoring enhanced through G4S' exceptional monitoring software and superior technical support.

### Leading Edge Technology

G4S is pleased to propose **RF Patrol®**, its latest generation Radio Frequency (RF) electronic monitoring technology platform. This technology platform includes the **RF Patrol® Landline**, **RF Patrol® Cellular**, **RF Patrol® Drive-By**, and is supported by G4S' web-based information exchange, **WEB PATROL II®**. **RF Patrol®** is specifically designed for house arrest monitoring and provides more reliable home supervision and intensive heightened notification including unauthorized absences, late returns, equipment malfunctions and tamper alerts.

#### RF Patrol® Transceiver Technology





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

The first two (2) elements of the highly advanced and secure system known as **RF Patrol®** include the following:

- PTX2: Personal Transmitter
- PHMU: Personal Home Monitoring Unit

Some unique features of **RF Patrol®** include:

- **Ease of Installation:** Installers can enroll the PHMU after the PTX2 is on the participant. Installers can complete PHMU enrollment through easy to follow prompts on the LCD screen in agency offices or at the participant's home. A telephone line is not required to complete the enrollment process.
- **Group Monitoring Capabilities:** One (1) PHMU can simultaneously monitor up to 50 PTX2s.
- **Programmable Leave Window:** The standard leave window is five (5) minutes, but G4S can easily modify it upon request.
- **Advanced Range Testing:** The PHMU indicates RF signal strength during range testing. Additionally, the officer determines the length of the range test.
- **Guest Transmitter Detection:** The system detects guest transmitters within range of the PHMU.
- **Unauthorized Telephone Number Reporting:** The system will detect and report when a PHMU calls in from an unauthorized telephone number.
- **LCD Screen:** Information regarding the equipment's programming and monitoring status are available through the Setup Menu options.
- **LED Lights:** LED lights provide a clear indication of connection and/or pending alerts to assist during programming or troubleshooting.
- **Menu Options Reporting:** The PHMU records and reports any time its menu options have been accessed.
- **Ease of Termination of Service:** Simple decommission procedures offer a variety of methods to power down one (1) or both devices.
- **Battery Level Indicator:** The improved PTX2 continuously reports the remaining battery life to the Personal Home Monitoring Unit (PHMU) ensuring the agency will never be surprised by transmitter battery depletion. Agency personnel will have the ability during device installation or subsequent participant home visits to check the remaining battery life of the PTX2 directly through the Liquid Crystal Display (LCD) on the PHMU.

G4S is also pleased to provide the following information detailing an innovative and effective solution to meet the needs for Global Positioning System (GPS) services. G4S and its subcontractor, Omnilink Systems, Inc. (Omnilink) have created a partnership and alliance that when combined, provide access to the latest state-of-the-art GPS equipment that is coupled with the needed software to enhance efficient monitoring, as well as localized field service and support. This relationship has been in place for well over two (2) years and has resulted in G4S becoming the single largest customer to Omnilink. G4S has the only "private label" arrangement for purchased Omnilink equipment. Additionally, G4S has more staff to have achieved Omnilink certified training than any other electronic monitoring manufacturer. G4S is qualified and second-to-none in delivering Omnilink technology and services.

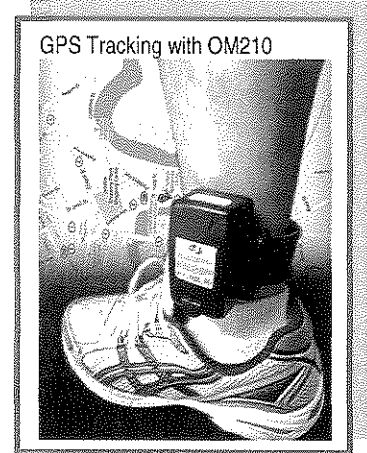
A traditional GPS monitoring challenge is the reliance on multiple devices including a transmitter, portable tracking unit and base station. Currently, there is a trend in this industry to focus on a dependable one-piece device. Additionally over the past two (2) years, active and passive GPS location monitoring equipment has evolved and agencies now have broader choices in selecting GPS equipment to fit their needs. This proposal offers a state-of-the-art one-piece GPS device design that exceeds the agency's



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

stringent location monitoring service needs. The following list highlights some of the unique features of the proposed GPS tracking solution:

- **Unique Location Technology:** The OM210 GPS location-tracking device was the first device on the market to utilize Advanced Forward Link Trilateration (AFLT) in addition to GPS to monitor participants.
- **Impaired Locate:** The OM210 device reliably provides location monitoring from a single device in impaired environments where GPS alone does not work, for example, in the participant's home, as well as areas outside the home such as the car floorboards, shopping malls, buildings, buses, etc.
- **Most Accurate GPS Points:** The OM210 device features the proprietary "Precision Engine" generating the most accurate GPS points available.
- **Decreased Loss Rates:** The OM210's one-piece design and unique location technology provides the lowest loss rate for devices in the industry.
- **Reduction in False Alerts:** Compared to other electronic monitoring and GPS systems, officers will spend far less time working with the equipment and responding to "false positive alerts" leading to increased efficiency and productivity.
- **Truly Safe Device:** The proposed device is truly 100% waterproof, safe to the wearer, engineered for heavy-duty shock resistance and FCC, CE, ROHS, IC and SAR compliant.
- **Easiest Installation Process:** The proposed device is the easiest one-piece GPS device to install in the industry, no tools or strap cutting are needed. The OM210 works out of the box each time and the GPS acquisition time is less than 60 seconds.
- **Widely Variable Intensity Rate Plans:** The proposed device allows agency staff to match monitoring intensity with level of supervision needed within the field. This capability provides tremendous cost savings.
- **Long Battery Life:** The OM210 tracking system features one (1) of the longest battery lives at the most intense monitoring levels and does not require the participant to carry extra batteries, car chargers, home units or phone lines. The batteries also have rapid charging capability.
- **Triple Layer Tamper Detection:** The proposed device has an adjustable, replaceable hypoallergenic strap with a tamper evident locking mechanism and multi-level tamper detection including 1) strap tamper, 2) device tamper and 3) device removal.
- **SafeZone - Mobile Exclusion Zones:** Staff will have the ability to create mobile exclusion zones around a victim by providing the victim with his or her own OM210 device. The agency determines the size of any zone.
- **Victim and Gang Member Tracking:** The OM210 unit can track monitored gang members or victims (carrying a device) in relation to program participants to provide needed proximity alerts. This capability is of significant value to expand the notification capabilities to victims of domestic violence that have restraining orders in place.
- **Buffer Zones:** The agency will have the unique ability to create buffer zones around fixed or mobile exclusion zones to alert participants of an upcoming potential violation.
- **Crime Scene Correlation:** The agency will have the ability to locate multiple defendants' proximity to any location or crime scene.



*"The (OM210) tracking system alone is heads above anything else that's out there. The entire solution has been problem-free for us."* – Bill Delehanty,  
Director Clark County Courts Home Incarceration Office





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

- **Maximum Up-time Performance and Redundancy:** The system has geographically redundant servers and redundant personnel to ensure optimum up-time.
- **Superior Technical Support:** Twenty-four hour a day staffed technical support and optional managed monitoring center services ensure all service requests and response protocols will be handled quickly and accurately.
- **100% Web-based Solution:** G4S offers 100% secure web-based solution for accessing participant data and case management functions. Officers can view participants and victims on a laptop or desktop computer from anywhere. The secure web application allows changes to be made in real time.

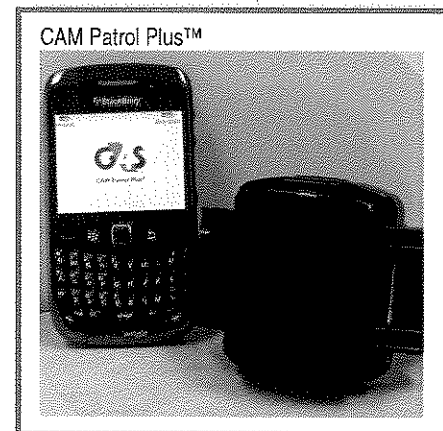
G4S is pleased to offer its state-of-the-art **VI-CAP Patrol™** alcohol-monitoring system, the only supervised remote alcohol test with the following advantages over other systems on the market.

- **Live Operator Supervision:** The **VI-CAP Patrol™** alcohol-monitoring system provides the only live operator supervised remote alcohol test on the market providing both visual verification of participant identity and test accuracy.
- **Testing Choice Flexibility:** **VI-CAP Patrol™** is flexible enough to perform computer generated random tests or monitoring personnel, agency or officer scheduled or on-demand tests.
- **Quantitative BAC Results:** **VI-CAP Patrol™** provides quantitative Blood Alcohol Content (BAC) levels far superior to other units providing pass/fail test results.

In addition to **VI-CAP Patrol®**, G4S is pleased to propose the highly effective, transdermal alcohol monitoring **CAM Patrol Plus™** unit to the Lexington-Fayette UCG DCC. The **CAM Patrol Plus™** is a continuous alcohol monitoring solution that goes beyond the required house arrest solution and incorporates a GPS tracking and location based monitoring technology (handset tethered to the **CAM Patrol Plus™** alcohol monitoring device). Unique also to G4S' proposal, the **CAM Patrol Plus™** solution is equipped with two-way voice communication capabilities, tamper detection mechanisms, system controls for collecting data and wireless data reporting to the monitoring system every 30 minutes. No other provider of continuous alcohol monitoring devices has incorporated location based tracking or the other unique features provided through this proposed solution.

Key features of the CAM Patrol Plus™ include:

- **Real Time Reporting:** The unit can distinguish episodes and severity of alcohol consumption on a continuous and ongoing basis, while reporting these events in real time
- **Continuous Monitoring:** Continuous alcohol sampling every 15 minutes
- **Tamper Resistant:** Body mass/proximity and infra-red light sensors to detect tamper events
- **Cellular Reporting:** Alcohol samples and events are uploaded over the cellular network every 15 minutes (no phone line required or waiting for the participant to return home in order for samples and events to be up loaded to the monitoring center)
- **Qualified Staff:** Each presence of alcohol consumption event is evaluated by trained staff
- **Location Technology:** The device utilizes an electronic tether between alcohol consumption monitoring bracelet and GPS tracking device providing location based tracking capabilities via GPS satellites and cellular towers







## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

The items listed above are just a few of the value added offerings provided by G4S. As you read G4S' Bid Response, you will find additional value added offerings that will show G4S' commitment and dedication to continue helping Lexington-Fayette County meet all of its monitoring requirements.

### B. General Terms and Provisions

G4S has reviewed this section of the Invitation to Bid, understands and agrees to comply.

### C. Minimum Bidder Qualifications

1. The bidder is not required to be the manufacturer of the equipment; however the bidder will be the LFUCG's point of contact for the equipment and services.

**G4S meets this requirement.** G4S is the primary point of contact and provider of all proposed services.

2. The Bidder must have at least three years recent experience as the lesser of electronic monitoring equipment of the type and size specified in the solicitation.

**G4S exceeds this requirement.** G4S plc and its subsidiary G4S Justice Services have provided secure government solutions for over 110 years, electronic monitoring services for over 14 years and GPS tracking services in excess of seven (7) years including leasing the proposed equipment. The G4S group of companies currently monitors over 25,000 active daily participants. **IMPORTANT G4S ADVANTAGE:** G4S has been the Lexington-Fayette UCG DCC incumbent provider for the last six (6) years and the experience G4S has gained offers the County unparalleled confidence in G4S' ability to provide superior electronic monitoring services.

3. The Bidder must have three years in the providing support services for the proposed field equipment, software and hardware for the onsite host computer.

**G4S exceeds this requirement.** G4S plc and its subsidiary G4S Justice Services, have provided secure government solutions for over 110 years, electronic monitoring services for over 14 years and GPS tracking services in excess of seven (7) years including providing support services for the proposed field equipment, software and hardware. G4S currently monitors over 25,000 active daily participants. G4S experience offers Lexington-Fayette UCG DCC unparalleled confidence in G4S' ability to provide superior electronic monitoring services.

4. The Bidder must have quality systems and standards in place that conform to the quality system standards of ISO 9001 for Design, Production, Installation, and Servicing of Electronic Monitoring Products and Electronic Monitoring Services.

a. The Bidder must provide a copy of this Certificate with his response.

**G4S meets this requirement.** G4S plc was the first electronic monitoring provider worldwide to achieve the prestigious ISO 9001-2000 accreditation as an electronic monitoring services' provider and **G4S Justice Services received ISO 9001-2008 accreditation for the provision of electronic monitoring services in September 2010.** Additionally, G4S' manufacturing division received ISO 9001-2008 accreditation in January 2009. Copies of the ISO 9001-2000 accreditation certificates are included in the Exhibits section of this Bid Response.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

5. The Bidder must provide documentation demonstrating the capability to provide remote 24/7/365 monitoring services for all equipment supplied under this RFP, including any redundancy developed as backups for the remote monitoring systems.

**G4S meets this requirement.** G4S Justice Services monitoring center is available 24 hours a day, seven (7) days a week, 365 days a year to provide monitoring services and customer support. It is located in an expanded, state-of-the-art building in Irvine, California and is occupied exclusively by G4S for the sole purpose of electronic monitoring. This facility houses all G4S operations for this contract. During the term of the contract, all participant information is readily accessible 24 hours a day, seven (7) days a week via the proposed web-based software applications.

G4S has provided in the Exhibits section of the proposal response, a high-level overview the G4S Justice Services' Risk Mitigation and Disaster Recovery Plan addressing the company's ability to cope with circumstances that might arise during a disaster. This plan encompasses the company's ability to perform as a viable business by providing service that will meet customer needs. Due to the proprietary reasons, G4S has created this document which outlines G4S' risk mitigation and disaster recovery plans as is applicable to its electronic monitoring customers. G4S has limited this document to include only information it deems necessary to a general understanding of the security measures implemented in the referenced operations.

6. The Bidder must provide a Dunn and Bradstreet credit rating to determine financial stability.

**G4S meets this requirement.** A current copy of G4S' Dunn and Bradstreet is included in the Exhibits Section of this Bid Response.

### D. General System Requirements

1. The system, at a minimum, must have the ability to electronically monitor a person's presence or absence at a specific location at specified time periods.

**G4S meets this requirement.** G4S RF Patrol® Landline and RF Patrol® Cellular technology electronically monitors a participant's presence or absence at a specific location at specified time periods. Additionally, the proposed GPS tracking solution, the OM210, provides the ability to determine a participant's exact location at any given time. Further, the Signal Acquisition time for the OM 210 series is immediate due to its ability to not only get location through GPS but also through cell phone tower triangulation. Other GPS providers GPS technology could take anywhere from two (2) minutes to five (5) minutes just to acquire a GPS location fix. This innovative advancement is offered because the OM 210 devices not only uses GPS technology but also, should GPS signals be limited due to satellite visibility, the OM210 device and system uses cellular tower triangulation to locate the device. This innovative and enhanced technology works inside and outside of buildings unlike other devices in the industry.

2. The base radio frequency system must be a continuous signaling radio frequency-based transmitter and base station and require no active participation by the offender.

**G4S meets this requirement:** The RF Patrol® Landline and RF Patrol® Cellular units are capable of continuous signaling, receiving, storing and disseminating data generated by the system to the G4S monitoring center, all without any active participation by the wearer.

3. The monitoring equipment offered in the bid shall be fully supported by the original equipment manufacturer.

**G4S meets this requirement.** G4S prides itself on being one of the leading original electronic monitoring manufacturers (OEM) helping to ensure that the programs it operates on behalf of federal,



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

state and local agencies support their goal of protecting public safety. All of the proposed monitoring equipment will be fully supported by the Original Equipment Manufacturer.

4. The system shall use standard telephone lines or wireless cellular services to communicate between the individual transmitters/receivers and the monitoring center.

**G4S meets this requirement.** The **RF Patrol® Landline** PHMU uses common telephone lines to transmit data to the monitoring center. It is programmed remotely to report over toll-free telephone numbers using rotary, pulse or touch tone telephone systems. If the participant does not have a residential telephone line, G4S offers **RF Patrol® Cellular** PHMU incorporates a cellular modem for reporting information to the monitoring center in lieu of using a conventional land-based phone line. The OM210 GPS unit communicates with the monitoring center over the cellular network.

5. The equipment and software provided must be the Bidder's most recent version released in the industry and upgraded as new versions become available.

**G4S meets this requirement.** G4S confirms that all the equipment offered in this Bid Response are latest generation equipment technologies. G4S is proposing its state-of-the-art web-based information exchange, **WEB PATROL®** in support of **VI-CAP Patrol™** and **WEB PATROL II®** in support of **RF Patrol®** technologies. Additionally, G4S is proposing FocalPoint™ web-based information exchange in support of the OM210 GPS tracking solution. G4S also agrees to offer all equipment upgrades or product revisions to Lexington-Fayette UCG DCC as they become available during the term of the contract, at no additional cost.

6. The Bidder must supply all necessary tools and supplies to operate the system. Maintenance costs for the equipment shall be included as part of this Bid.

**G4S meets this requirement.** G4S agrees to provide reasonable quantities of the necessary tools, straps, kits and other accessories necessary for installation, adjustment and removal of all proposed monitoring equipment at no cost to the County during the life of the contract.

G4S will maintain all equipment in good operating condition and free from material defects and/or workmanship under normal and proper use for the term of this agreement at no additional cost. G4S technicians and customer service personnel are available to **24 hours a day, seven (7) days a week** through toll-free phone access to trouble shoot should the need arise. G4S monitoring center staff are capable of resolving the majority of technical problems over the telephone or through remote diagnostics. In the unlikely event that problem solving requires a higher-level of involvement, G4S' customer service is staffed by experienced technicians, has diagnostic computer equipment and access to the engineers who developed the system technology. This provides quick analysis and resolution of problems.

If an electronic monitoring device is not operating as normal and need replacement, replacement equipment will be available **immediately** from the County's on-site spares. G4S will in turn re-stock the on-site spare equipment normally within 48 hours of notification.

7. The Bidder shall appoint a project manager who will also act as a contact and liaison for the Division of Community Corrections.

**G4S exceeds this requirement.** Darren Gowen will continue as Project Manager for this Lexington-Fayette UCG DCC contract and be the contact and primary liaison for operations. He will be responsible for ensuring day-to-day agency satisfaction. The strong presence of qualified G4S staff will ensure that needs continue to be met satisfactorily and expediently guaranteeing the highest possible quality of service for the duration of this contract.



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

8. The project manager shall have, at a minimum, one year of work experience in electronic monitoring or the field of community corrections.

**G4S exceeds this requirement.** Darren Gowen will continue as Project Manager for this Lexington-Fayette UCG DCC contract and be the contact and primary liaison for operations. Mr. Gowen has over 20 years of probation and electronic monitoring experience and a thorough understanding of G4S products and services.

9. The project manager will schedule on-site visits with the Division of Community Corrections to review monitoring performance and to make any needed changes.

**G4S meets this requirement.** Darren Gowen will continue as the Project Manager for this Lexington-Fayette UCG DCC contract and be available to schedule on-site visits to review performance and make any needed changes.

10. The Bidder will provide the ability to register offenders into one or more of the various components via a Web-based interface.

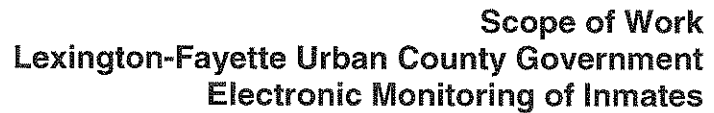
**G4S meets this requirement. G4S was the first to develop and is the most experienced company providing Internet information exchange for monitoring and tracking information.** G4S' legacy Internet information exchange platform, **WEB PATROL®**, has been in successful operation with G4S customers over the past ten (10) years and is currently used by over 2,500 officers nationwide. **WEB PATROL II®**, G4S' advanced Internet information exchange platform, functions fully with G4S' **RF Patrol®**, resulting in consistent report format for all information and technologies and unparalleled continuity of information.

The **WEB PATROL II®** system will be used for **RF Patrol®** participants and provides officers with 24 hour, seven (7) days a week real-time access to both radio frequency and alcohol monitoring participant events, daily status and the officer's total caseload data. **WEB PATROL II®** enables all authorized users with a computer and Internet browser (home computer, office computer, other) to exchange monitoring and tracking data including enrollment, data/curfew changes, caseload review, reports, terminations, etc. with the G4S monitoring center via secure web site access.

Please note that the **WEB PATROL II®** system allows agencies to request customized fields for additional agency specific participant information. In addition to entering the basic requirements, an agency can choose participant demographic information it deems necessary and G4S will add the agency specific enrollment fields to the Participants Agency Attributes section on the Enrollment Screens. G4S is the original developer of **WEB PATROL II®** and G4S engineers control the web-based data fields, reports and queries, ensuring G4S is fully capable of meeting agency data and reporting needs.

The following examples are **WEB PATROL II®** participant Enrollment Screens which include some of the basic selections available for the Participants Agency Attributes section. Please note that users can choose to incorporate a picture of the participant in this section in addition to the items shown.

[The remainder of this page is intentionally left blank.]



**WEB PATROL II®** provides many advanced features, including the capability to determine notification protocol. G4S will work with a client to determine and program appropriate levels of notification. Once users have completed the participant initial enrollments screen, users will click the Services button to select the appropriate notification profile on a per participant basis.

© 2011 G4S Justice Services, LLC



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Clicking Add on the Selected Services section of the Services Screen will give users access to the Selected Services pop-up screen. Users will select participant's monitoring type (RF, GPS, Alcohol and/or Voice Verification), select the monitoring start and end dates, and assign the specific pieces of equipment through entering the equipment serial numbers.

Please note that the Address and Phone Number sections listed under the Equipment section are specifically used for the physical address where the home monitoring unit will be located and the telephone number from which the participant's home monitoring unit is required to place calls to the monitoring center. These fields will default to the home address entered during the participant's enrollment but can be modified should the participant be confined to an address other than his/her home.

**WEB PATROL II® Selected Services Pop-up**

Available Services(s): RF Monitoring **Select Participant's Monitoring Type**

Start Date: 04/01/2009 0000 **Select Monitoring Start and End Dates**

End Date: 05/31/2009 0000

**Equipment** ( Save | Cancel | Reset )

No equipment has been added.

Equipment Type: G4SPHMu **Assign the Specific Monitoring Units to the Participant Selecting**

Serial Number: 11111

Address: Home Address Add New

Phone Number(s): Home Phone Add To Monitoring Add New

Monitoring Numbers: Home Phone Remove From Monitoring

**Assign the Specific Monitoring Units to the Participant Selecting**  
1) Equipment Unit Type (e.g. PTX2, PHMu, OM210)  
2) Input the Serial Number Located on the Device

OM210 GPS devices are monitored through the FocalPoint™ software application, a secure web-based application that is easily accessible for authorized users worldwide 24 hours a day, 7 days a week, 365 days a year to view and modify defendant information. FocalPoint™ software enables officers remote direct access via the Internet to enroll participants, create schedules and inclusion/exclusion zones as well as set parameters for location data, violation alerts and reporting. Participant enrollments in the FocalPoint™ software are quick and easy. The following screens provide a walkthrough of participant enrollments on FocalPoint™.

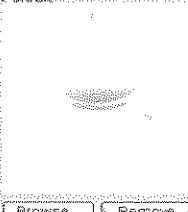
[The remainder of this page is intentionally left blank.]

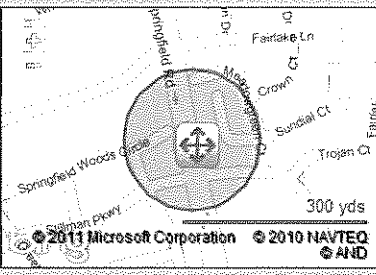


# Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

## FocalPoint™ Main Screen Enrollments (Personal Information)

Manage Offender > Create New Offender > Personal Information

Personal Information	
*First Name: BD	*Start Date: 01/14/2011 (mm/dd/yyyy)
Middle Name: Richmond	End Date: 01/21/2011 (mm/dd/yyyy)
*Last Name: Office	EOS: (mm/dd/yyyy)
	Reason: Other
<b>Optional Details...</b>	
Home Phone: (777) 777-7777	Company ID: 1435
Cell Phone: (888) 888-8888	Company Name: 1435-1435-1435
Work Phone: (999) 999-9999 Ext.	Personal ID/SS: 123-45-6789
Fax: (555) 555-5555	Assigned Officer: Test, Reno
Pager:	Status: Active
Date of Birth: 01/14/1981 (mm/dd/yyyy)	Assigned Device:
Marital Status: Married	
Offender Language: English <input type="checkbox"/> Translator Required	
Unit of Measure: English <input type="checkbox"/> Metric	
Portrait: 	
Height: 5 ft. 5 in	
Weight: 100 lbs	
Race: Other	
Gender: Female	
Hair Color: Blonde	
Eye Color: Gray	
Optional Identifier: TEST123	
Location Identifier: RIC6545645465465	
Other Info: Only 4000 characters will be saved.	
This free text field is used for any other pertinent enrollment of participant information.	

Address	
*Address Line 1: 4125 Springfield Road	<input checked="" type="checkbox"/> Create Home Zone
Address Line 2:	
*City: Richmond	
*State: Virginia	
*Zip Code: 23294	
Country: USA	
County:	*Zone Name: BD Home Zone
Country: USA	Zone Association: <input type="checkbox"/> Zone Enter <input type="checkbox"/> Zone Exit
<input type="button" value="Move Zone to this address"/>	<input type="checkbox"/> 24/7 Inclusion Zone

Vehicle 1:	Vehicle 2:
Owner: BD Office	Owner:
Make: Toyota	Make:
Model: Camry	Model:
Year: 2003	Year:
Tag Number: YHJ-III	Tag Number:
Color: Gold	Color:

Additional information can be easily logged to the system through a drop down menu feature during the enrollment process or when subsequently modifying the enrollment information including assigned device information, zones, schedules, notification guidelines, notes, contact information, location accuracy settings.





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

**FocalPoint™ Charges Screen**  
Manage Offender > McQuoid, Darren > Charges

Available Charges	Assigned Charges
Annoyed Employer *	Attacked Mailman *
	Defrauding an Innkeeper

(\*) added by Brennan Hutt

Participation Type: ☒ Voluntary ☐ Juvenile

Case Number:  Judge Name:  Jail Number:

**Manage Charges**

Charge Name:  ☒ Charge visible only to me

Charge Description:

**FocalPoint™ Devices Screen**  
Manage Offender > 200 Test, Makaili > Devices

**Currently Assigned Device**

Device ID:  Serial Number:

Model:  Device Model:

Search By:

**Currently Un-Assigned Device List**

✓	Device ID	Serial Number	Name	Last Communicated
<input type="checkbox"/>	6784720468	5640275		7/25/2008 12:20:35 PM
<input type="checkbox"/>	6784719118	565114A		11/25/2008 2:51:01 PM
<input type="checkbox"/>	9137440145	5653887		11/15/2008 6:35:52 AM
<input type="checkbox"/>	9136875878	56548AD		12/25/2008 2:47:24 AM
<input type="checkbox"/>	6785710280	5645746		7/11/2008 12:42:59 PM

**VI-CAP Patrol™** is monitored through the **WEB PATROL®** software application, a secure web-based application that is easily accessible for authorized users worldwide 24 hours a day, seven (7) days a week. The **VI-CAP Patrol™** enrollment section is divided into three (3) steps: 1) Basic Participant Data, 2) Curfew Schedules and Telephone Numbers, and 3) Device Selection. In Step 1, **WEB PATROL®** enables officers to profile new participant enrollments. This information includes relevant personal information for each participant, including name, address, and telephone number(s). G4S is the original developer of **WEB PATROL®** and therefore G4S engineers control the web-based data fields and report





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

queries and will ensure the department's reporting needs are met. See screenshots of the enrollment process beginning below.

In Step 1, basic participant information is entered into **WEB PATROL®**.

WEB PATROL® Enrollment Step 1

### WEB PATROL™

**Management Console**

- My Start Page
- Documents
- Caseload Review
- Change Settings
- Caseload Console
  - New Enrollment
  - View Information
  - Change Information
  - Schedule Change
  - Terminate
- Officer Reports
- Log-Off

#### Enroll New Participant - Step 1 of 3

Please enter the following information:

First Name	Last Name	Tracking Type
John	Doe	RF Monitoring
Start Date	Address	
10/30/2003	123 Any Street	
City	State	Zip
Anywhere	CA	12345
Watch Serial	HMU Serial	Home Phone
12345	54321	(123) 555-1234
Home Phone #2	Alias	County
Social Security	FACTS Number	Participant ID
123-34-456	9999	
Gender	Date of Birth	Legal Status / Case Type
Male	2/2/1967	BOP
Site Type	Custom Field 1	Custom Field 2

Step 2 >

All content copyright © 1999 EMS, Inc. All Rights Reserved.  
Any and all use of this web site is subject to the terms of the acceptable use policy.  
Any unauthorized use of any content without written permission is prohibited.

In Step 2, **WEB PATROL®** supports the integrated ability to enroll curfew schedules for the RF continuous signaling and features "Copy/Paste" functions for quick duplication of times from previous days. These features ensure more efficient and significantly faster enrollment over the traditional method of hand writing a fax form for enrollment.

WEB PATROL® Enrollment Step 2

### WEB PATROL™

**Management Console**

- My Start Page
- Documents
- Caseload Review
- Change Settings
- Caseload Console
  - New Enrollment
  - View Information
  - Change Information
  - Schedule Change
  - Terminate
- Officer Reports
- Log-Off

#### Enroll New Participant - Step 2 of 3

Please enter watch programming information:

Quiet Period Start: 0000      Quiet Period Length: 24

Please enter any phone numbers that this participant will make tracking calls from:

Phone Type	Valid Phone Number	Phone Type	Valid Phone Number

Please enter the curfew schedule that this participant will follow:

	Leave	Return	Leave	Return	Leave	Return	
Monday							Copy/Paste
Tuesday							Copy/Paste
Wednesday							Copy/Paste
Thursday							Copy/Paste
Friday							Copy/Paste
Saturday							Copy/Paste
Sunday							Copy/Paste

Please note that all times must be entered in military time.  
No leaves will be authorized unless specifically entered in this table.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Step 3 is monitoring type selection.

WEB PATROL® Enrollment Step 3

**WEB PATROL**™

Management Console

- [My Start Page](#)
- [Documents](#)
- [Billing Info](#)
- [Caseload Review](#)
- [Change Settings](#)
- [Search](#)
- [Contact Us](#)

Caseload Console

- [New Enrollment](#)

**New Enrollment - Step 3**

Please check with your Customer Service Manager or contract administrator to verify which products and services your agency is currently contracted to receive from G4S.

Please enter the following information:

Please select the program(s) to enroll participant for:

- ☐ Traditional RF Monitoring
- ☐ Cellular RF Monitoring
- ☐ Patrol Suite: Landline RF Monitoring
- ☐ Patrol Suite: Cellular RF Monitoring
- ☐ Bracelet Only

Previous Next

11. The Bidder will provide qualified personnel in the event that expert testimony on functional aspects of the system and equipment is needed in Court for cases involving violations.

**G4S meets this requirement.** Should the need occur for testimony in court, G4S will provide on-site expert witnesses qualified to defend the functionality of G4S proposed systems and services. G4S, with 14 years proven experience, has maintained integrity and credibility with numerous courts throughout the country on behalf of multiple corrections agencies. G4S would request advance written notice from the County of the need for such testimony.

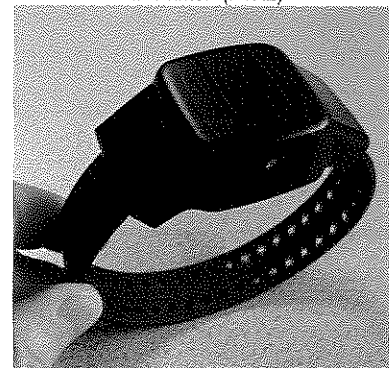
12. The Bidder must be ready to proceed with provision and operation of the equipment within thirty (30) days after receiving a notice to proceed.

**G4S exceeds this requirement.** G4S has provided services to Lexington-Fayette UCG DCC and its participants for the past six (6) years. Awarding this contract to G4S would ensure a seamless transition to a new contract as the systems and equipment are already in place and operating successfully. G4S is prepared to proceed with this contract well within 30 days after receiving a notice of award.

### E. Ankle Transmitter

G4S is pleased to present **RF Patrol®**, the latest generation radio frequency monitoring technology manufactured by G4S. This technology platform includes **RF Patrol® Landline** and **RF Patrol® Cellular** supported by one web-based software platform, **WEB PATROL II®**. The first two elements of **RF Patrol®** are the Personal Transmitter Bracelet (PTX2) and the Personal Home Monitoring Unit (PHMU). **RF Patrol®** was developed for agencies with intensive supervision needs and heightened notification response requirements and/or the need to expand to use of additional technologies.

RF Patrol® Transmitter (PTX2)





**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

**IMPORTANT G4S ADVANTAGE:** The following chart highlights the technology advantage of G4S transmitters over other companies in the industry:

Transmitter Features	G4S – RF Patrol® PTX2
Participant Worn Device	Unique watch-size transmitter device for wrist or ankle
Participant Worn Device Specifications	Smallest and lightest available on the market at 1.57 X 2.72 X 0.77 inches and 1.51 ounces Waterproof and shockproof 100% humidity resistant
Tamper Alert	Yes, patented multiple fiber-optic circuits
Transmitter Battery Life	18 months in-use, four (4) year shelf life LED light indicating low battery life
Activation	On-site programmable range during installation (no software required)
Deactivation	Shutdown of transmitter via two-way RF link
Required Assembly of Transmitter	Easiest to install in the industry Transmitter is a sealed unit Four (4) easy to install transmitter pieces
Transmission Signal	Transceiver two-way communications technology (both a transmitter and receiver of signals) Unique semi-spherical antenna Variable transmission range of 50, 100 or 150 feet

1. The ankle transmitter shall attach around the ankle of the offender and shall be lightweight.

**G4S meets this requirement.** The **RF Patrol®** personal transmitter unit (PTX2) is 1.57 X 2.72 X 0.77 inches and weighs 1.51 ounces. The unobtrusive, sleek PTX2 design makes it one of the smallest body-worn transmitter units available on the market. It is easily, securely and comfortably attached to the ankle of participants.

2. The ankle transmitter shall send an individually coded signal (no duplication), which has an adjustable range between 50-150 feet and is user defined.

The **RF Patrol®** PTX2 emits a unique, constantly changing signal **more frequently than once every 25 seconds**. Each time the PTX2 transmits its signal, it reports the serial number of the PTX2 associated to the participant, its power status and tamper status. **IMPORTANT G4S ADVANTAGE:** The PTX2 records and reports each tamper as a separate event alerting the agency of a participant's tamper frequency level. The **RF Patrol®** monitoring system's signal range is agency programmable and variable with three (3) settings as follows:

- Low, approximately 50 feet
- Medium, approximately 100 feet
- High, approximately 150 feet

**The RF Patrol® PTX2 is actually a transceiver.** G4S developed and designed the PTX2 with innovative state-of-the-art two-way radio signal capability. This feature allows the PTX2 to communicate with the



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

home monitoring unit and also allows the PHMU to communicate back to the PTX2 to confirm receipt of the signal in a range up to 150 feet. In contrast, other vendor's systems only offer one-way transmissions from the transmitter to the receiver. Through utilizing a two-way radio signal, the **RF Patrol®** system eliminates problems that plague other radio frequency monitoring systems, such as dead zones, hit or miss signaling and false alerts. This technology has improved accuracy and provided faster overall notification.

Additionally, **RF Patrol®** has one of the shortest departure "leave windows" in the industry, allowing **RF Patrol®** to report departures and arrivals quickly and accurately.

To prevent interference, tracing or duplication of the radio frequency signal, the **RF Patrol®** transmitter signal has a 64-bit data string with more than **four (4) million** unique combinations. This design prohibits duplicates or interference from other RF signals commonly found in homes. The RF transmissions are the most reliable, sophisticated, and highly encrypted in the industry and incorporate the following advanced security features:

- **Frequency Alterations:** The **RF Patrol®** transmitter signal features a patented circuit and is designed to discourage tracing or duplicating by automatically and constantly changing the PTX2 transmission pulse rates (unique to each transmitter) during every other pulse to provide added protection against signal duplication and/or frequency interference.
- **Encrypted Radio Transmissions:** The **RF Patrol®** transmitter uses more than **four (4) million** unique transmission combinations. The constantly changing pulse rate is unique for each active transmitter, making it virtually impossible to predict or duplicate through the use of counterfeit transmitters or other radio equipment. The PHMU is aware and anticipates how each specific transmitter will vary transmissions. **No other electronic monitoring companies have currently incorporated this intelligence into their radio frequency monitoring systems units or devices.**

3. The ankle transmitter must be compatible with both RF and GPS systems so that continuous GPS tracking and house arrest may be combined without requiring the offender to wear anklet transmitters for multiple devices.

**G4S meets this requirement.** G4S' proposed **OM210** GPS tracking and location based monitoring solution does not require any participant to wear multiple tracking devices at the same time as it incorporates state of the art Advance Forward Link Trilateration (AFLT) which gives the **OM210** device the ability to monitor indoors and at the participant's home. For house arrest, all that is required is the creation of an inclusion zone around the participant's home directing the **OM210** to monitor the presence and absence via authorized schedule assigned by the supervising officer. The proposed **OM210** device solution are compatible in that Lexington-Fayette UCG DCC will have the option to step-up or step-down the intensity of monitoring for participants without requiring the participants to wear multiple transmitter units.

4. The ankle transmitter and strap must have dual tamper resistant features that will enable the transmitter to immediately notify the monitoring center of any tamper attempt or removal from the offender's ankle. This would include severing the strap or removal of the transmitter without severing the strap.

**G4S meets this requirement.** The **RF Patrol®** has a highly advanced tamper detection scheme. G4S was the first to introduce its sophisticated fiber-optic strap design that uses light rather than a conductive circuit to ensure the participant cannot tamper with the unit without the generation of a tamper report. The 16 individual tamper detection circuits embedded in the strap send a pulse of light through the fibers at a rate faster than once every second, constantly confirming the status of the strap. If a participant attempts to cut the fiber-optic strap **or remove** the unit, the unit automatically activates a "tamper alert"



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

signal and transmits the "tamper alert" to the home monitoring unit on an average of once every 18 seconds while in range. G4S transmitters have proven successful and corrections agencies that rely on the most accurate technology available have confidently used this fiber-optic circuitry worldwide. This unique technology eliminates the concern of "false tamper" alerts created through normal usage at home or in typical work environments.

G4S provides varying length straps designed to fit any ankle size. When properly installed, participants cannot remove the transmitter without destroying the strap and setting off the primary tamper circuits. Properly installed, participants cannot stretch or slip off the PTX2 without detection. Following initial activation, **RF Patrol®** does not allow unattended, automatic resetting of tamper alarms. It does provide the capability for inspection of the band and clips and if determined necessary, agency personnel can use a unique key fob to disable, remove, inspect the back of the transmitter, and then reset the transmitter once the band is secure. A visual inspection produces a "Restart" event for the PTX2 bracelet, confirming that an authorized person has manually reset the device.

5. Each ankle transmitter must be able to be electronically matched to any base station in the field by Division of Community Corrections personnel.

**G4S meets this requirement.** The PTX2 transmitter is interchangeable with any Personal Home Monitoring Unit (PHMU), as the PHMU is officer programmable to match any **RF Patrol®** PTX2 transmitter. Therefore, any transmitter can easily be matched and/or replaced in the field.

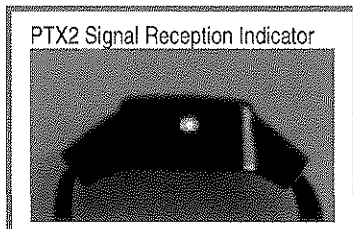
6. The case of the ankle transmitter shall be sealed and be shock-, water- and infestation resistant.

**G4S meets this requirement.** The **RF Patrol®** transmitter unit is manufactured as a completely sealed unit to provide a reliable battery life. The sealed unit ensures longer battery life by prohibiting leakage and eliminating the need for assembly during device installation. The **RF Patrol®** PTX2 is moisture and waterproof, shock resistant, infestation resistant, unaffected by normal human environmental and atmospheric conditions, and does not pose a safety or health threat to the wearer or unduly restrict the activities of the participant.

7. The ankle transmitter must emit a signal at a minimum of once every 25 seconds on a continuous basis, during the operating life of the battery and transmit a low battery signal to the base station when a low battery condition is present.

**G4S meets this requirement.** The **RF Patrol®** PTX2 emits a unique, constantly changing signal **more frequently than once every 25 seconds**. Each time the PTX2 transmits its signal, it reports the serial number of the PTX2 associated to the participant, its power status and tamper status. **RF Patrol®** will detect and store with a date and time stamp the low battery condition of the transmitter and the receiver.

**IMPORTANT G4S ADVANTAGE:** G4S is proposing its advanced transmitter (PTX2) which provides added confidence of reliable monitoring. This improved PTX2 continuously reports the remaining battery life to the Personal Home Monitoring Unit (PHMU) ensuring the agency will never be surprised by transmitter battery depletion.



PTX2 Battery Display on PHMU

RID: 150363 Present  
P: 97.1 D: 535.3 U51K

Agency personnel will have the ability during device installation or subsequent participant home visits to check the remaining battery life of the PTX2 directly through the Liquid Crystal Display (LCD) on the PHMU. As the example illustrates, the transmitter's remaining battery life is shown on the PHMU's LCD display reflecting current remaining power of 97.1% ("P: 97.1") and remaining battery life of 535.3 days ("D: 535.3"). Agency personnel can view this display through the simple



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

process of selecting the **INFO Menu** on the PHMU's main display, then selecting **Next** to scroll to the **Enrolled PTX2** options. The officer would then select **VIEW** to access the enrolled PTX2 serial numbers, their presence, percentage and number of days of battery power remaining, and firmware version.

8. The strap, which attaches the ankle transmitter to the offender, must be easily replaced in the field by the Division of Community Corrections personnel.

**G4S meets this requirement.** The **RF Patrol®** transmitter straps can easily be replaced in the field by Lexington-Fayette UCG DCC personnel.

9. The strap shall be made of hypoallergenic material and not of any metal or steel that may cause injury to either the field officer or offender.

**G4S meets this requirement.** The **RF Patrol®** transmitter strap is hypoallergenic and does not include any metal or steel that may cause injury to either the field officer or participant.

10. The batteries powering the transmitter shall have an operational life of one year, be easily replaced in the field by Division of Community Corrections personnel and shall not require replacement of the strap when the field staffs replace the battery.

**G4S exceeds this requirement.** The PTX2 is powered by a lithium thionyl-chloride, 3.6V, 750 milliamp hours (mAh) battery pack that is designed for a continuous operating life of 18 months and has a four (4) year shelf life. In the event of battery depletion, the entire PTX2 is easily swapped in the field and replaced with a new PTX2.

11. The ankle transmitter shall be easily installed on the offender with minimal training and experience of the installer.

**G4S meets this requirement.** The **RF Patrol®** PTX2 and PHMU installation is straightforward and easily installed on the participant with minimal installer training and experience. The unique bi-directional range test feature means the range can be set quickly and accurately. The installing officer is in full control of the installation and is led through the process via the PHMU unit's Liquid Crystal Display (LCD) screen which provides positive feedback and confirmation that the installation was a success. A Quick Reference Installation Guide has been included in the Exhibits section of this response.

12. The ankle transmitter shall allow for automatic reset of tamper status.

**G4S exceeds this requirement.** The advanced technology of **RF Patrol®** eliminates the need for automatic reset of tamper alerts. In less advanced equipment, transmitters are equipped with "Proximity" sensors that necessitate the transmitter remain in constant contact with the skin, which is often impossible. It is common for a transmitter to momentarily break contact with the skin, perhaps while the participant is sleeping or bathing, at which time units with "proximity" sensors provide a "false tamper." Many agencies require automatic reset of tamper statuses or ask the vendor not to notify them on these alarms, as they are unreliable. G4S believes false tamper alarms jeopardize officer and participant confidence in the system and the program.

When properly installed, the transmitter cannot be removed without destroying the strap and setting off the primary tamper circuits thereby producing a "tamper". Properly installed, the transmitter and strap cannot be stretched or slipped off without detection. Following this initial activation, **RF Patrol®** does not allow for unattended automatic resetting of tamper alarms. G4S believes that without visual confirmation of false tamper, all tamper messages should be considered authentic and therefore investigated. The unit provides the capability for officer inspection of the band, the dual tamper evident pins and sleeves and if determined necessary, the officer can use the unique key fob to reset the transmitter once the band





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

has been secured. It is important to recognize that this reset produces a "Restart" event for the PTX2 Bracelet, confirming that the device has been manually reset by an authorized officer.

13. The ankle transmitter must be approved by the FCC part 15.

**G4S meets this requirement.** The proposed RF equipment complies with all appropriate FCC regulations. The Identifier Numbers are listed below and copies of the certifications are included in the Exhibits section of this response:

### Part 15

■ RF Patrol® PTX2	NSNPTX08
■ RF Patrol® PHMU Landline	NSNPHMUL08
■ RF Patrol® PHMU Cellular	NSNPHMUC08
■ RF Patrol® Officer Personal Identification Device	NSNOPID08
■ RF Patrol® Drive-By	NSNPMD09

### Part 68

■ RF Patrol®	US:YEVMM06BPHMUL08
--------------	--------------------

14. Bidder must supply up to six replacement straps and one replacement battery per year at no charge while equipment is under a lease or maintenance contract.

**G4S meets this requirement.** G4S agrees to provide a minimum of six (6) replacement straps, three (3) replacement shelf-stock transmitters including battery and reasonable quantities of the necessary tools, kits and other accessories necessary for installation, adjustment and removal of all proposed monitoring equipment at no cost to the County during the life of the contract.

## F. Base Station

G4S is pleased to present **RF Patrol®**, the latest generation radio frequency monitoring technology manufactured by G4S. This technology platform includes **RF Patrol® Landline** and **RF Patrol® Cellular** supported by one web-based software platform, **WEB PATROL II®**. The first two elements of **RF Patrol®** are the Personal Transmitter Bracelet (PTX2) and the Personal Home Monitoring Unit (PHMU). **RF Patrol®** was developed for agencies with intensive supervision needs and heightened notification response requirements and/or the need to expand to use of additional technologies.

Home Monitoring Unit Features	G4S – RF Patrol® Landline	G4S – RF Patrol® Cellular
<b>Device</b>	Fully integrated one (1) piece unit Dual antennas and transceivers	Fully integrated one (1) piece unit Dual antennas and transceivers
<b>PHMU Specifications</b>	Smallest and lightest available on the market at 7.5 X 8.6 X 1.7 inches and weighs 16 ounces 100% humidity resistant	Smallest and lightest available on the market at 7.5 X 8.6 X 1.7 inches and weighs 16 ounces 100% humidity resistant
<b>Tamper Alert</b>	Yes, including tilt detection	Yes, including tilt detection
<b>Back-up Battery Life</b>	48 hours of continuous operation	48 hours of continuous operation



# **Scope of Work** **Lexington-Fayette Urban County Government** **Electronic Monitoring of Inmates**

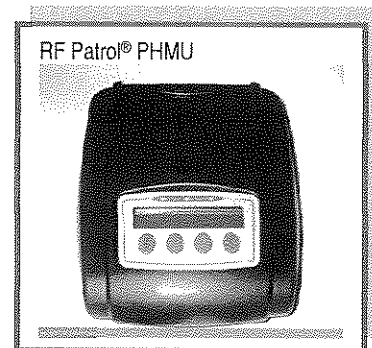
Home Monitoring Unit Features	G4S – RF Patrol® Landline	G4S – RF Patrol® Cellular
<b>Front Panel LED Display Activation</b>	Provides setup prompts for enrollment through LED display On-site programmable range testing during installation (no software required) Reports battery life of the PTX2 on screen	Provides setup prompts for enrollment through LED display On-site programmable range testing during installation (no software required) Reports battery life of the PTX2 on screen
<b>Deactivation</b>	Shutdown of transmitter (PTX2) via two-way RF link	Shutdown of transmitter (PTX2) via two-way RF link
<b>Required Assembly</b>	None	None
<b>Transmission Signal</b>	Transceiver technology with the PTX2 Landline communication with the monitoring center	Transceiver technology with the PTX2 Wireless cellular communication with the monitoring center
<b>Multiple Transmitters</b>	Ability to monitor up to 50 PTX2s at the same time	Ability to monitor up to 50 PTX2s at the same time
<b>Guest Detection</b>	Detects and reports unauthorized PTX2 units in range	Detects and reports unauthorized PTX2 units in range
<b>Memory/Storage</b>	Internal non-volatile memory capable of storing 1,024 events indefinitely	Internal non-volatile memory capable of storing 1,024 events indefinitely

1. The base station shall be easily installed by the offender in a central location in the offender's home near the telephone, if the system requires attachment to a telephone line.

**G4S meets this requirement.** The RF Patrol® PHMU is 7.5 x 8.6 x 1.7 inches and weighs less than one (1) pound, making it one of the smallest devices on the market capable of storage at 100% humidity.

The RF Patrol® Landline PHMU is installed in a central location, using a standard two-prong 110 volt AC power cord certified to UL standards and two (2) standard, universal RJ11C connectors that are common in participant homes. It is virtually impossible to connect the unit incorrectly, as installers can connect either RJ11C connector to the wall phone jack or the telephone.

The RF Patrol® Landline PHMU uses common telephone lines to transmit data to the monitoring center. The RF Patrol® Landline PHMU is programmed remotely to report over toll-free telephone numbers using rotary, pulse or touch tone telephone systems.



2. All base stations must be available in Landline and Cellular capabilities.

**G4S meets this requirement.** The RF Patrol® Landline PHMU uses common telephone lines to transmit data to the monitoring center. It is programmed remotely to report over toll-free telephone





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

numbers over rotary, pulse or touch tone telephone systems. If the participant does not have a residential telephone line, G4S offers **RF Patrol® Cellular** units, an integrated version of the PHMU that incorporates a cellular modem for reporting information to the monitoring center in lieu of using a conventional land-based phone line and utilizing the same transmitter bracelet as the traditional Landline unit.

3. The base station shall be capable of full communications to the central computer system by connection to a standard RJ-11-C modular telephone connector.

**G4S meets this requirement.** The **RF Patrol® PHMU** is installed in a central location, using a standard two-prong 110 volt AC power cord certified to UL standards and two (2) standard, universal RJ11C connectors that are common in participant homes. The PHMU is capable of full communications with the monitoring centers through the RJ11C modular telephone connector.

4. The base station shall be easily installed by the offender in a central location in the offender's home when the system is wireless cellular based.

**G4S meets this requirement.** The **RF Patrol® Cellular PHMU** is easily installed by the participant in a central location at the participant's residence. It is virtually impossible to connect the unit incorrectly, as participants can connect either RJ11C connector to the wall phone jack or the telephone. A Quick Reference Installation Guide has been included in the Exhibit section of this response.

5. The base station shall be easily attached to a standard pulse or touch-tone telephone as well as a standard two-prong, AC power source by the offender minimum instructions in installation.

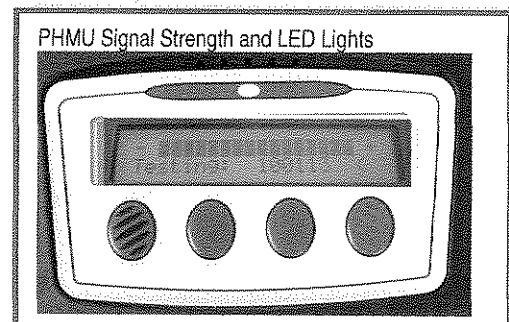
**G4S meets this requirement.** After enrollment, the **RF Patrol® Landline PHMU** can be easily installed by participants in a central location, using a standard two (2)-prong AC power cord certified to UL standards and two (2) standard RJ11C connectors that are common in participant homes all of adequate length for connection in most normal residences at over six (6) feet long. The **RF Patrol® Landline PHMU** uses common telephone lines to transmit data to the monitoring center. It is programmed remotely to report over toll-free telephone numbers over rotary, pulse or touch tone telephone systems.

6. The base station shall indicate that it is receiving the signal from the transmitter.

Upon initial activation, the **RF Patrol® PHMU** unit's front LCD panel displays visible written confirmation that the PTX2 band is securely closed and a visual signal strength indicator. Additionally, Light-Emitting Diode (LED) lights on the PHMU provide a clear indication that it is receiving the signal from the transmitter.

G4S' **RF Patrol® PHMU** provides both LED lights and an LCD display to ensure full functionality and to display power statuses, RF signal strength and many other operational messages. **RF Patrol® PHMU** features three (3) LED lights directly above the LCD screen that illuminate under the following conditions:

- The red light on the left is associated with PHMU calling in events
- The yellow light in the middle is associated with the phone line connection
- The green light on the right is associated with the power connection



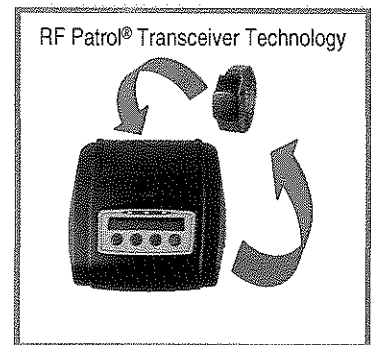


## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

7. The base station shall have a dual internal antenna.

**G4S exceeds this requirement.** G4S' unique dual transceiver approach incorporates both a transmitter and receiver in the PHMU, as well as having both in the PTX2. In fact, the **RF Patrol®** PHMU has two (2) constantly active internal antennas capable of both receiving from and transmitting signals to the PTX2 to maximize the ability to detect the presence of transmitter signals. For the first time in the industry, the two (2) components truly communicate with each other, automatically confirming alerts in advance of reporting. **RF Patrol's®** signaling is robust, fast and intelligent. The units can complete a closed loop signal confirmation up to three (3) times in one (1) second, resulting in the most sophisticated and reliable signaling in the industry. Some of the unique features of this innovative transceiver approach are:

- **Intelligent two-way transceiver technology**
- State-of-the-art Frequency Shift Keying (FSK) transceiver-based design
- Compliance with all applicable United States and International requirements
- Dual Transceiver with multi-path mitigation
- Acknowledgment of message delivery (PHMU will send acknowledgment to PTX2)
- Robust over-the-air (OTA) radio protocol, checksums and automatic retries
- Bidirectional protocol enabling the PTX2 to know:
  - ✓ When it's in "range test mode" through a blinking light on the PTX2 on successful message delivery
  - ✓ When it's in range of the PHMU and conserves power when out of range
  - ✓ Information used to optimize RF communications



8. The base station shall have an adjustable range for receiving transmitter signals. The range shall be adjustable from a maximum of 150 feet, and minimum of 35 feet.

**G4S meets this requirement.** The **RF Patrol®** monitoring system has a variable signal range between the PTX2 and PHMU that is agency programmable with three (3) settings as follows:

- Low, approximately 50 feet
- Medium, approximately 100 feet
- High, approximately 150 feet

9. The base station shall have a programmable callback time that can be tailored by the Division of Community Corrections through the central computer. The default callback time shall be no more than 4 hours.

**G4S meets this requirement.** The PHMU will report at least once every four (4) hours to the monitoring center to confirm proper operation and telephone connectivity. **On average, an RF Patrol® PHMU will communicate with the monitoring center approximately 10 to 20 times a day.** The G4S monitoring center does not need to call the PHMU or ring the participant's home telephone to verify operation and location. Instead, **RF Patrol®** silently verifies proper operation by implementing regularly scheduled calls from the PHMU to the central computer, using an internal timer unique for each PHMU enrolled. If the PHMU does not report to the monitoring center after four (4) hours, the PHMU generates an "**HMU Overdue**" notification signifying that the PHMU cannot or has not been able to report at its regular interval. The duration of the reporting interval is programmable in one-hour increments and remotely programmable by the monitoring center via remote access with the PHMU, without the need for the case manager to go to the participant's home.



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

10. The base station shall call the central computer after it detects and logs a telephone line disconnected and AC power failure within a specified time period.

**G4S meets this requirement.** The **RF Patrol®** PHMU is designed with a built-in auto-recharging backup battery that functions for up to 48 continuous hours of full operation in the event of a commercial power failure at the participant's home or power cord disconnection. Additionally, the PHMU will produce a red front panel indicator light to encourage the participant or other person in the home to ensure the unit is properly plugged in and to reconnect the PHMU power cable if he or she discovers a problem. Despite the reason for power outage, the built-in back-up battery will provide full operation (including dialing and reporting) during continuous power outages for up to 48 hours. Receivers of some other manufacturers do not offer complete operation until 110 volt AC power is restored, dramatically impacting response times for notification. This feature is particularly important to agencies that do not have weekend/holiday officer coverage to respond to exceptions. G4S can notify the agency immediately each time there is a power outage or restoration of power.

In the unlikely event that a power outage exceeds the 48 hour battery back-up and is forced to shut down prior to reporting any event, the **RF Patrol®** PHMU has an internal non-volatile memory capable of indefinitely storing 1,024 events, including date/time stamps. The unit retains all stored events **and reports them to the monitoring center upon power restoration.** G4S' proposed solution is also capable of retaining monitoring information in the event of loss of communications with the monitoring center. If telephone service is interrupted, the PHMU will prioritize and store activity data in the PHMU non-volatile internal memory, automatically reporting the statuses immediately upon the return of telephone service.

11. Each base station shall be able to be matched to any transmitter in the Division of Community Correction's inventory by field staff without having to be sent back to the factory.

**G4S exceeds this requirement.** The PTX2 and PHMU are synchronized as a matched set upon activation. The PTX2 and PHMU are also interchangeable components enabling easy replacement of either component without replacement of the entire system. **In addition, any one PHMU can be programmed to recognize and report statuses from multiple transmitter units (up to 50 PTX2 bracelets on one PHMU),** including multiple participants in the same home or guest transmitters in the vicinity of the participant.

12. The receiver/monitor shall be able to communicate with the Bidder's remote host computer on battery backup in the event of an AC power loss.

**G4S meets this requirement.** The **RF Patrol® Landline** and **RF Patrol® Cellular** units have a built-in auto-recharging backup battery that allows communication for up to 48 continuous hours of full operation in the event of a commercial power failure at the participant's home. Despite the reason for power outage, the built-in back-up battery will provide full operation (including dialing and reporting) during continuous power outages for up to 48 hours. Receivers of some other manufacturers do not offer complete operation until 110 volt AC power is restored, dramatically impacting response times for notification. This feature is particularly important to agencies that do not have weekend/holiday officer coverage to respond to exceptions. G4S can notify the agency immediately each time there is a power outage or restoration of power.

13. The system must have internal battery backup of at least 24 hours and be equipped with a nonvolatile memory.

**G4S meets this requirement.** The **RF Patrol®** PHMU has an auto-recharging backup battery that functions for up to 48 continuous hours. In addition, the **RF Patrol®** PHMU has an internal non-volatile



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

memory capable of indefinitely storing 1,024 events, including date/time stamps. The unit retains all stored events **and reports them to the monitoring center upon power restoration.**

14. The base station shall be capable of seizing a telephone line when not in use. It shall not seize a line while in use, but instead shall deliver courtesy tones as a yield warning to any person using the line. The base station shall feature a progressive phone line annoyance feature for those offenders who refuse to surrender the phone line.

**G4S meets this requirement.** If the PHMU needs to report a status and cannot due to telephone usage, the PHMU delivers courtesy beep tones alerting the participant to relinquish the telephone line and allow the unit to report. If the participant does not relinquish the telephone line, the beep tones will repeat approximately 40 to 70 seconds apart. The PHMU will generate a "No Dial Tone" event for each attempt and store the event in its internal memory. The PHMU continue trying to report indefinitely and will automatically send all stored data to the monitoring center when telephone communications are restored or the unit is retrieved from the participant's home and connected to a phone line.

15. The base station shall contain an internal clock and sufficient memory to continue and store with a time stamp, all events that may occur for at least one week, in the event the communication link with the central computer system is disrupted.

**G4S exceeds this requirement.** The **RF Patrol®** has an internal clock that stamps all participant events with a date/time stamp. If the phone line disruption and/or power outage lasting longer than 48 hours, the **RF Patrol®** receiver has an internal non-volatile memory capable of indefinitely storing up to 1,024 events or on average 30 days of events including date/time stamps. The unit retains the stored events **and reports the data upon power/telephone service restoration.**

16. The base station shall detect and immediately report to the central host computer with time stamp the following events as a minimum:

- a. Arrival of the transmitter within the range of the base station.
- b. Departure of the transmitter out of range of the base station after a present time interval not to exceed 6 minutes.
- c. Tampering by cutting or by severing the transmitter strap (while in range of the receiver) and removal of the transmitter without severing the strap. If a tamper occurs while out of range of the base station, then the tamper alert signal shall be reported when the offender enters the range of the base station.
- d. Loss and/or restorations of the home's AC power.
- e. Upon loss and/or restoration of the home's telephone service the disconnection of the telephone line shall be reported as soon as the telephone line is restored with the actual time of the disconnect.
- f. Low battery condition of the transmitter.
- g. Tampering with the base station by attempts to open the casing.
- h. Location verification successful or unsuccessful.

**G4S meets this requirement.** The **RF Patrol®** has an internal clock that stamps all participant events with a date/time stamp. The PHMU will detect and immediately report to the monitoring center arrivals and departures of the PTX2, tampering of the PTX, loss or restoration of power and telephone service, battery condition of the transmitter, tampering with the PHMU and telephone number from which the unit

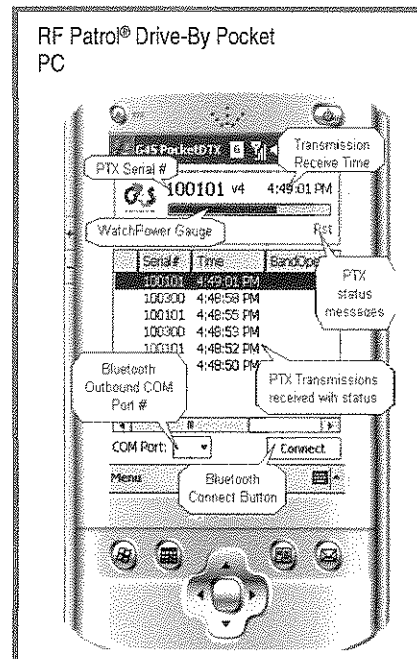
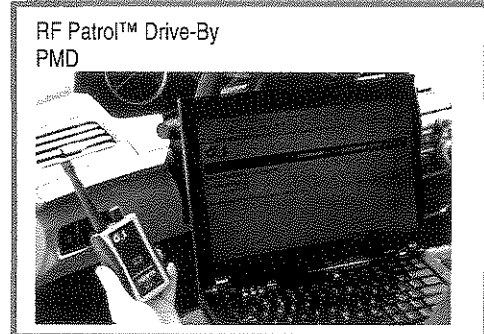


## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

is reporting. Tamperers that occur when out of range of the PHMU will be reported upon returning to range of the base station.

**IMPORTANT G4S ADVANTAGE:** By means of its unique two-way RF link, **RF Patrol®** has one of the shortest departure "leave windows" in the industry (5 minutes) allowing **RF Patrol®** to report departures and arrivals faster and more accurately than any other system available.

G4S' **RF Patrol®** technology platform also includes the **RF Patrol® Drive-By** that incorporates a Portable Monitoring Device (PMD) and the Pocket PC. The Portable Monitoring Device (PMD) is a portable, hand-held, battery operated receiver unit. An officer can utilize this device on



foot or in a surveillance vehicle. The PMD transmits data to the Pocket PC, a small hand-held device similar to a Personal Digital Assistant (PDA), via a Bluetooth connection for easy viewing.

The device detects and identifies all **RF Patrol®** transmitter (PTX2) signals in 300 to 500+ feet open field range and determines the condition of the transmitter including tamper and battery status of the PTX2. The PMD provides a remote, discrete and safe means of verifying a transmitter's presence without interfering with the participant. The PMD units do not acknowledge receipt of PTX2 status signals. The PTX2 will report all alerts and events stored in the PTX2's memory to the monitoring center when the participant returns within range of his or her Personal Home Monitoring Unit (PHMU) eliminating the need to download data from the PMD.

The PMD unit measures approximately 2.5" wide X 1.1" deep X 4" high, weighs approximately one (1) pound, making it one of the smallest and lightest units on the market. This unit can be belt worn or hand-held. The device is equipped with a low battery indicator and comes with 110VAC and 12VDC charging cables and is capable of multiple power functions including a stand-alone

rechargeable battery that exceeds 10-hour capacity, a DC car cigarette lighter and an AC adaptor.

The Pocket PC is rechargeable through a standard wall or car charger and offers a LCD backlit display, a handheld case and quick signal recognition. This device's standard PDA design will allow officers to covertly verify a participant's whereabouts while walking or driving. The main display panel shows information about the last transmitter transmission received, including the transmitter serial number, its message version number, the date and time that the transmission was received, a gauge indicating the transmitter power and the **RF Patrol®** PTX2 status messages (Band Open, Tamper, Low battery, and Restart). A list view displays the latest 100 transmitter transmissions received.

If an agency or individual officer desires to utilize an agency-owned standard PDA device, G4S will provide the necessary software in lieu of the Pocket PC.

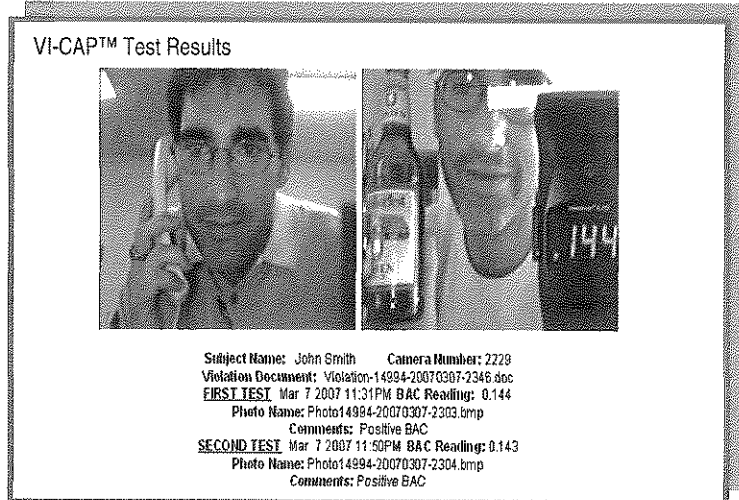




## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

### G. Remote Alcohol Unit

G4S is proposing **VI-CAP Patrol™**, the only fully supervised remote alcohol test available in the industry supported by G4S **WEB PATROL®** web-based information exchange. Lexington-Fayette UCG DCC will have the option to conduct random, scheduled and/or on-demand alcohol monitoring tests 24 hours a day on a case by case basis. The **VI-CAP Patrol™** equipment is easily installed in 10 minutes or less in the participant's home by the participant and requires only a home telephone line for communication. A live monitoring center operator speaks with each participant throughout each test and also visually supervises each test through the on-board camera that provides the live, streaming video image and records each positive test result for absolute participant identification.



1. The Bidder must have the capability to provide the Division of Community Corrections with remote alcohol testing technology on a case by case basis, determined by the Division.

**G4S meets this requirement.** Lexington-Fayette UCG DCC will have the option to conduct random, scheduled and/or on-demand alcohol monitoring tests on a case-by-case basis, 24 hours a day.

2. The System must verify the identity of the person by utilizing video verification technology or any other biometrics means of identifying the person being tested.

**G4S exceeds this requirement.** **VI-CAP Patrol™** is the only fully supervised remote alcohol test available in the industry. Monitoring center operators speak with each participant throughout each test, visually supervise each test through the on-board camera and record each positive test result for participant identification.

3. The system must be also have the ability to store the last three (3) failed video verifications and be available for playback by Division of Community Corrections staff helping identify uncooperative offenders.

**G4S meets this requirement.** Video screenshots from all positive tests conducted are stored at the monitoring center and may be viewed by the Lexington-Fayette UCG DCC staff upon request.

4. The system must also utilize current state-of-the-art fuel cell technology that is specific to alcohol, and must measure the exact Breath Alcohol Content (BAC) from the person being tested.

**G4S meets this requirement.** Each **VI-CAP Patrol™** device includes an Intoxilyzer S-D5 alcohol testing device designed to take a deep-lung sample and identify the participant's level of intoxication through a numeric display of Breath Alcohol Content (BAC).



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

5. Once the test is completed, the system must report the results (BAC level) to the Bidder's remote host computer. The Bidder's remote host computer must have the ability to automatically page, without human intervention, a designated Division of Community Corrections's contact if alcohol is detected.

**G4S meets this requirement.** During each positive test, the VI-CAP Patrol™ system records a color image of the participant and the BAC test results. These results are stored at the monitoring center and can be immediately emailed to the supervising officer for use in provoking an admittance or immediate action as a violation. It is important to note that test results are immediate at the time of testing and notifiable to the officer via email, text message, fax or optionally via phone.

6. The system must connect to the telephone with standard RJ-11 C jack.

**G4S meets this requirement.** The VI-CAP Patrol™ equipment is easily installed in 10 minutes or less in the participant's home by the participant and requires only a standard home telephone line for communication.

7. The system must have the ability to be attached to the radio frequency unit (either standard telephone or cellular) or be utilized as a stand-alone system.

**G4S meets this requirement.** The proposed VI-CAP Patrol™ equipment can be coupled with any RF Patrol® unit or utilized as a stand-alone system.

8. The system must be equipped with multiple testing capabilities.

**G4S meets this requirement.** Lexington-Fayette UCG DCC will have the option to conduct random, scheduled and/or on-demand alcohol monitoring tests including multiple tests in a 24 hour period.

9. The Division of Community Corrections must have the ability to set testing at fixed times during the day, on a random basis, and on-demand testing.

**G4S meets this requirement.** Lexington-Fayette UCG DCC will have the option to conduct random, scheduled and/or on-demand alcohol monitoring tests 24 hours a day.

10. The system must also be capable of testing the offender on entry, when combined with the radio frequency unit.

**G4S meets this requirement.** The proposed VI-CAP Patrol™ equipment when coupled with an RF Patrol® unit can be set up with a test schedule in WEB PATROL® to require the participant to take a test upon entry.

11. The system must have internal battery backup of at least 12 hours and be equipped with a nonvolatile frequency unit.

**G4S meets this requirement.** The VI-CAP Patrol™ equipment incorporates an internal battery backup and because all test are supervised by live operators, all test are stored in G4S' monitoring platform database. This data will be stored and made available for the life on the contract.

12. The system must be able to test the offender even in the event of an A/C power outage and telephone line outage.

**G4S meets this requirement.** The proposed VI-CAP Patrol™ remote alcohol system is the only remote alcohol testing device that provides a live supervised test via streaming video, in order to positively verify



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

the correct offender to test. In addition, the live operator test provides proper instruction to the participant when needed. Therefore, the **VI-CAP Patrol™** equipment does require a telephone line in order to conduct a test. However, as an alternative, G4S is pleased to make available the **CAM Patrol Plus™** testing device that would provide the County the ability to continuously monitor alcohol levels and transmission of results every 15 minutes via cellular phone and cellular network.

13. The unit must test and store these results, and once the telephone line is restored, the system will report the BAC level of the stored tests.

**G4S meets this requirement.** The proposed **VI-CAP Patrol™** remote alcohol system is the only remote alcohol testing device that provides a live supervised test via streaming video, in order to positively verify the correct offender to test. In addition, the live operator test provides proper instruction to the participant when needed. Therefore, the **VI-CAP Patrol™** equipment does require a telephone line in order to conduct a test. However, as an alternative, G4S is pleased to make available as an option the **CAM Patrol Plus™** testing device that would provide the County with the ability to continuously monitor alcohol levels and transmission of results every 15 minutes via cellular phone and cellular network. Please see the Optional Transdermal Alcohol Monitoring section.

14. The system must be multi dimensional, with testing capabilities of the offender in the home, in the office of the Division of Community Corrections, and in the field.

**G4S meets this requirement.** The proposed **VI-CAP Patrol™** remote alcohol system is the only remote alcohol testing device that is equipped with an S-D5 portable handle held intoxilyzer equipped with fuel cell accuracy and approved by the Department of Transportation for automatic sampling and alcohol screening. Since this device is portable, the County can test participants in their home, in the office or in the field.

15. The system must be compliant with Part 15 of the FCC rules as a Class B digital device, which is designed to provide reasonable protection against harmful interference in a residential installation.

**G4S meets this requirement.** The **VI-CAP Patrol™** system is compliant with Part 15 of the FCC certification. A copy of the FCC certificate has been included in the Exhibits section of this response.

16. The interface must be an Internet Web based access for the officer.

**G4S meets this requirement.** **VI-CAP Patrol™** is supported by G4S' **WEB PATROL®** web-based information exchange for officer access.

### Optional Transdermal Alcohol Monitoring

G4S understands the importance of reliable monitoring to the agencies it serves and is pleased to offer the agency an enhanced local presence along with financial stability to service this future contract. G4S will provide the agency continuous service throughout the life of the contract in conjunction with the proven alcohol monitoring and GPS tracking technologies presented.

G4S is offering a unique combined GPS and alcohol monitoring solution, the **CAM Patrol Plus™** continuous alcohol monitoring device, which incorporates a small lightweight transmitter bracelet with built-in alcohol sensor, to detect traces of Ethanol in a person based on their alcohol consumption. The proposed solution is unique in that it also incorporates GPS tracking and location based monitoring. In addition, the electronics contain tamper detection mechanisms and system controls for collecting and transmitting data. The device allows authorized agency personnel to configure the alcohol sensors remotely, as well as review location monitoring data available through the View User Interface (VUI) via the Internet.





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

This solution provides for the lease of continuous alcohol monitoring and GPS tracking equipment that distinguishes episodes and severity of alcoholic consumption on an on-going basis. Also, this solution is designed to work as a stand-alone solution or in conjunction with a GPS enabled cellular telephone to track the location of a participant and consists of four (4) independent components that are all integrated to deliver a comprehensive solution:

1. Patented alcohol monitoring bracelet with six (6) individual alcohol sensors
2. Bluetooth-enabled wireless GPS tracking handset
3. Wireless network for data transmission
4. "View User Interface" (VUI) available through the monitoring software application

The proposed alcohol monitoring bracelet does not simply measure Blood Alcohol Content (BAC) but instead uses six (6) individual alcohol sensors to measure alcohol consumption transdermally. The device is designed as a screening tool to verify compliance with court orders for abstinence of alcohol over a given period of time. The alcohol monitoring bracelet monitors and measures the changes in the molecules of ethanol gas emitted transdermally through the skin on a continuous basis.

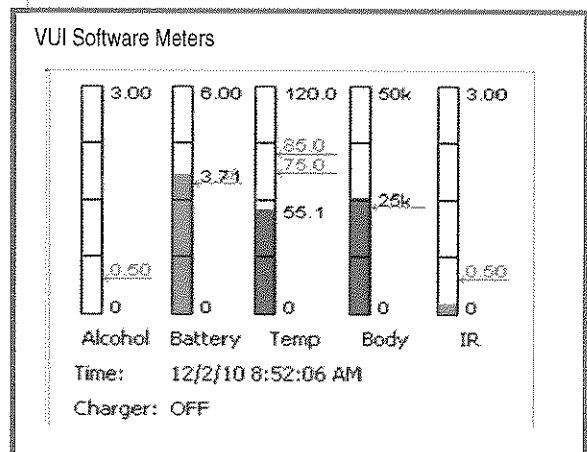
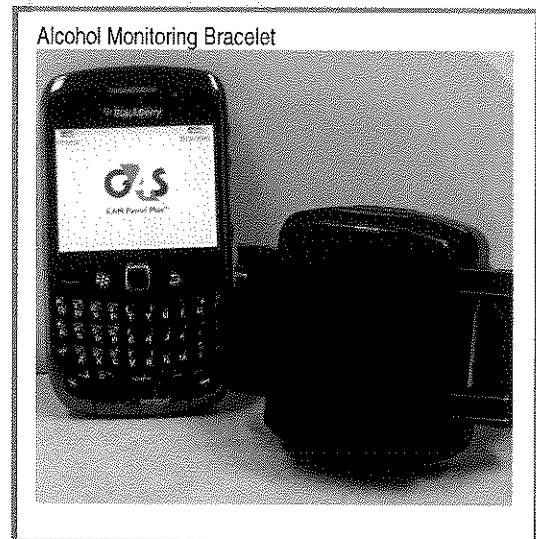
### Alcohol Monitoring Bracelet

The alcohol monitoring bracelet has the capability to provide a normal operating level or baseline on a per participant basis. The agency will be able to choose individual alcohol trip levels for each participant. Changes in the ethanol molecules accumulated in the test chamber are measured against the trip level to determine if the participant has been drinking alcohol. The measurements are continuously monitored by the bracelet and logged in fifteen-minute cycles. The alcohol monitoring bracelet performs and stores its measurements 96 times a day at minimum. This constitutes over 480 individual tests per day. If an alert level is surpassed with any readings, the bracelet will immediately respond by sending an alert signal to the agency.

The alcohol monitoring bracelet contains electronics for tamper detection and system controls for collecting and transmitting data through a modem. The alcohol monitoring bracelet's six (6) alcohol sensors can be accessed remotely from the monitoring software's View User Interface (VUI). This will save the agency time and money. Furthermore, this solution also has the ability to provide a voice alert to the participant when the battery needs to be recharged.

The alcohol monitoring bracelet is unique in that it uses a test chamber where ethanol molecules released from the skin are accumulated. Measurements are taken from the chamber, stored into the alcohol monitoring bracelet logs and simultaneously transmitted to the monitoring software via a GPS enabled cellular phone. The alcohol monitoring bracelet takes the following measurements to ensure a constant assessment of compliance with court orders:

1. **Transdermal Alcohol:** Alcohol diffuses throughout the body and is present in various bodily substances including blood, breath, urine





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

and perspiration. When alcohol is ingested into the body, most of the alcohol is metabolized in the liver, some is metabolized through breathing and some leaves the body unchanged in urine. Approximately one percent (1%) of ingested alcohol passes through the skin either as sensible (liquid) or insensible (gaseous) perspiration. The alcohol monitoring bracelet utilizes a semiconductor sensor to measure changes in gaseous molecules emitted during insensible perspiration.

2. **Body Mass:** The alcohol monitoring bracelet measures the baseline density of the participant's body type and the proximity of the bracelet to the skin. A sudden change in body mass will show tampering, removal and/or excessive exposure to water detection.
3. **Infra-Red:** An infrared beam (IR) is emitted in the gas chamber underneath the bracelet. If light is sensed, it will show the bracelet is being tampered with or removed and send a quantified alert.
4. **Battery Level:** Constant awareness of the bracelet's battery voltage as well as low battery alerts. Included are acknowledgements of bracelet charging on and off. This creates an opportunity to confirm participant compliance. A backup battery is also in place to store bracelet events.
5. **Body Temperature:** It is a well-known fact that body temperature rises for a period of time during an episode of alcohol consumption. By reading temperature in close proximity to the skin, the alcohol monitoring bracelet will monitor and report any sudden increases in overall body temperature. In addition, if body temperature decreases below normal, the alcohol monitoring bracelet sends a tampering/removal message to the corresponding agency.
6. **GPS Mapping:** Through a Bluetooth connection, the alcohol monitoring bracelet can be partnered with a GPS enabled cellular telephone and uploads location and alcohol consumption levels to the VUI monitoring software. This monitoring software includes full exclusion and inclusion zone mapping capabilities allowing violations to be reported within minutes to the participant.

Assisted by the monitoring software, agency will establish the participant's baseline levels for various sensor items shown above during the initial installation of the ankle bracelet.

The alcohol monitoring bracelet is a durable, lightweight, hypoallergenic, small, waterproof and shock resistant device securely attached to the participant that does not pose a safety hazard or unduly restrict activities. The alcohol monitoring bracelet contains electronics for tamper detection and system controls for collecting and transmitting data through a modem. The alcohol monitoring bracelet measures the baseline density of the participant's body type and the proximity of the bracelet to the skin. A sudden change in body mass will show tampering, removal and/or excessive exposure to water detection. An infrared beam (IR) is also emitted in the gas chamber underneath the bracelet. If light is sensed, it will show the bracelet is being tampered with or removed and send a quantified alert. By reading temperature in close proximity to the skin, the alcohol monitoring bracelet will monitor and report if body temperature decreases below normal indicating tampering or removal of the device.

The alcohol monitoring bracelet features an internal rechargeable battery with an operational life that is exceeding four (4) years, eliminating the need for battery replacement in the field. In the unlikely event that a battery does fail in the field, G4S will promptly install a new alcohol monitoring bracelet on the participant.

The bracelet is charged by the participant through a standard wall-charging unit. The bracelet must be charged every three (3) days and can have up to 500 recharges. The bracelet and monitoring system are constantly aware of the bracelets battery voltage as well as low battery status. The agency can



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

receive notifications of when and for how long the participant charges the bracelet. This creates an opportunity to confirm participant compliance with program rules. A backup battery is also in place to store bracelet events. Furthermore, this solution also has the ability to provide a voice alert to the participant when the battery needs to be recharged.

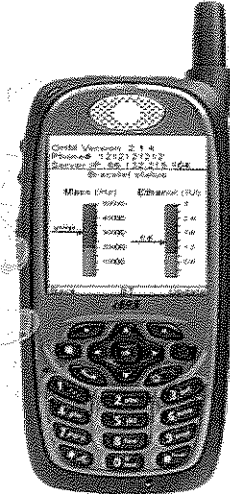
### GPS Companion Cellular Phone

The proposed continuous transdermal alcohol monitoring solution is designed to operate with a companion GPS-enabled Cellular Telephone, specifically Motorola's i635 or Blackberry Curve Bluetooth enabled handsets and the Sprint Nextel iDEN, Sprint CDMA, and Verizon CDMA wireless network. The VUI monitoring software enables the handsets to interact through a Bluetooth connection with the alcohol monitoring bracelet worn by the participants.

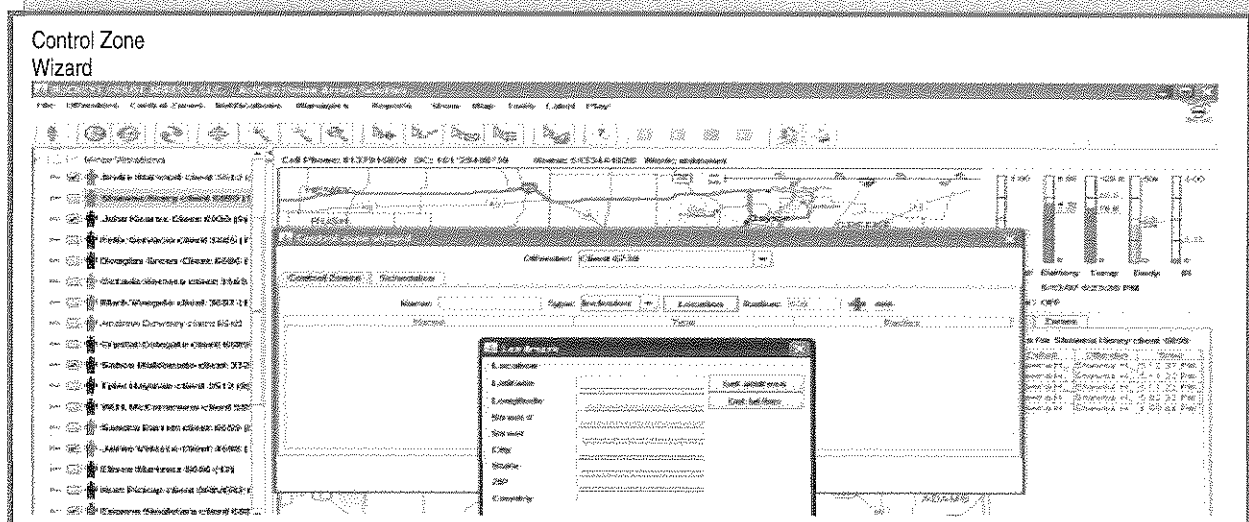
The **CAM Patrol Plus™** alcohol monitoring bracelet functions as an independent ancillary device and is integrated with the Sprint Nextel wireless network via the monitoring software downloaded to the i605/i615 handsets. The software utilizes Bluetooth technology as the primary communications protocol between the handset and the ankle bracelet.

This configuration indicates that the handset is responsible for locating, establishing and maintaining a connection with the **CAM Patrol Plus™** alcohol monitoring bracelet. As the master device, the handset must continue to query the alcohol monitoring bracelet to determine if its location is within Bluetooth Range based on the level of Bluetooth connectivity in the alcohol monitoring bracelet. The Bluetooth Range is approximately 30 feet between the devices. Each Alcohol monitoring bracelet has a unique 12-character Bluetooth address that allows the VUI monitoring software to locate each bracelet. Following baseline configurations, the application requests the status of the six (6) sensors on the alcohol monitoring bracelet.

GPS Enabled Cellular Telephone

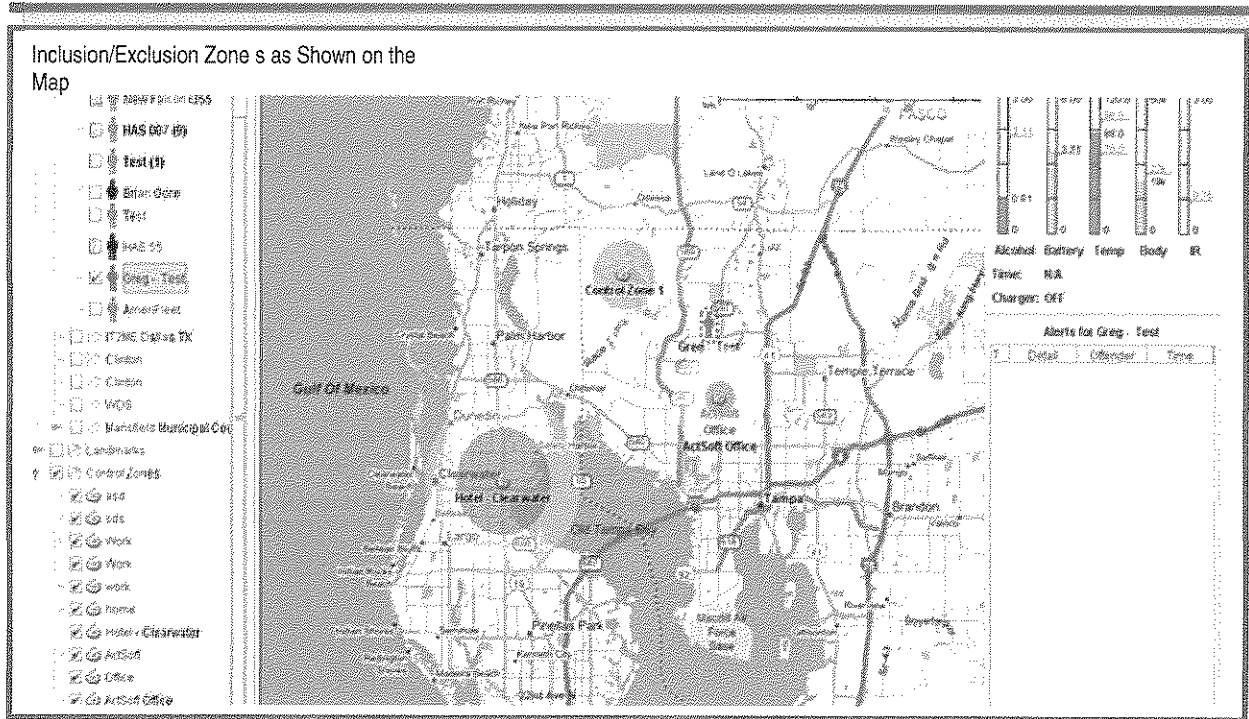


The View Monitoring Software allows Control Zones to be defined by type including Inclusion or Exclusion Zones and apply specific parameters to each Zone. Personnel can use the Control Wizard to define Control Zones by day-of-the-week and time-of-day or personnel can zoom in on a specific participant's location to monitor if any Exclusion Zones were violated.

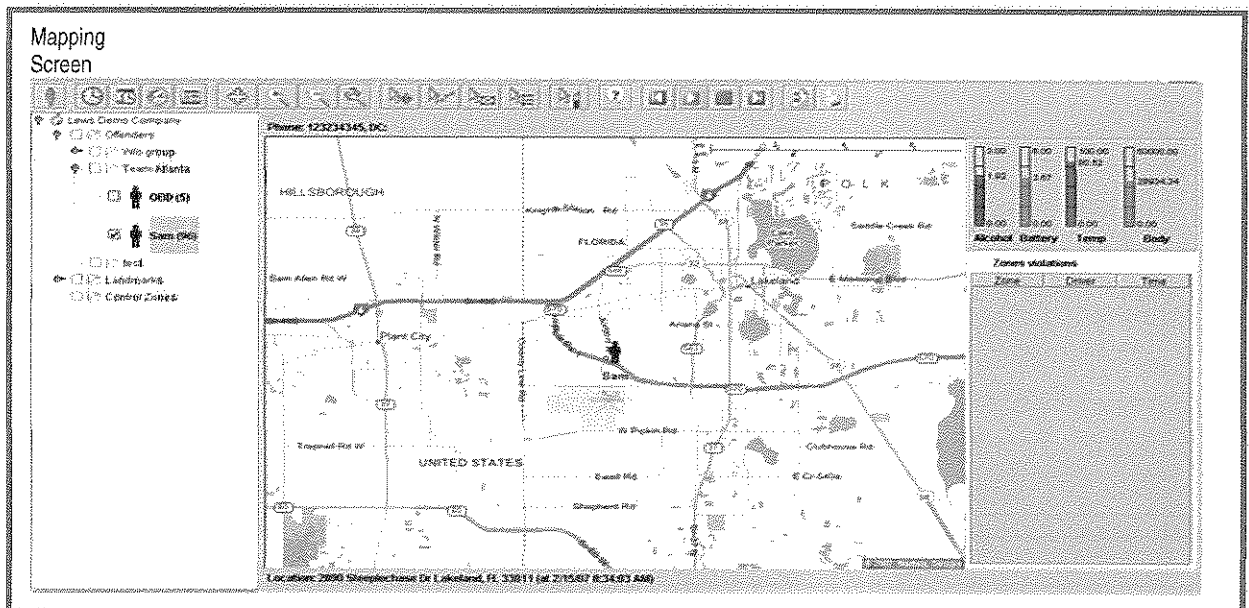




## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates



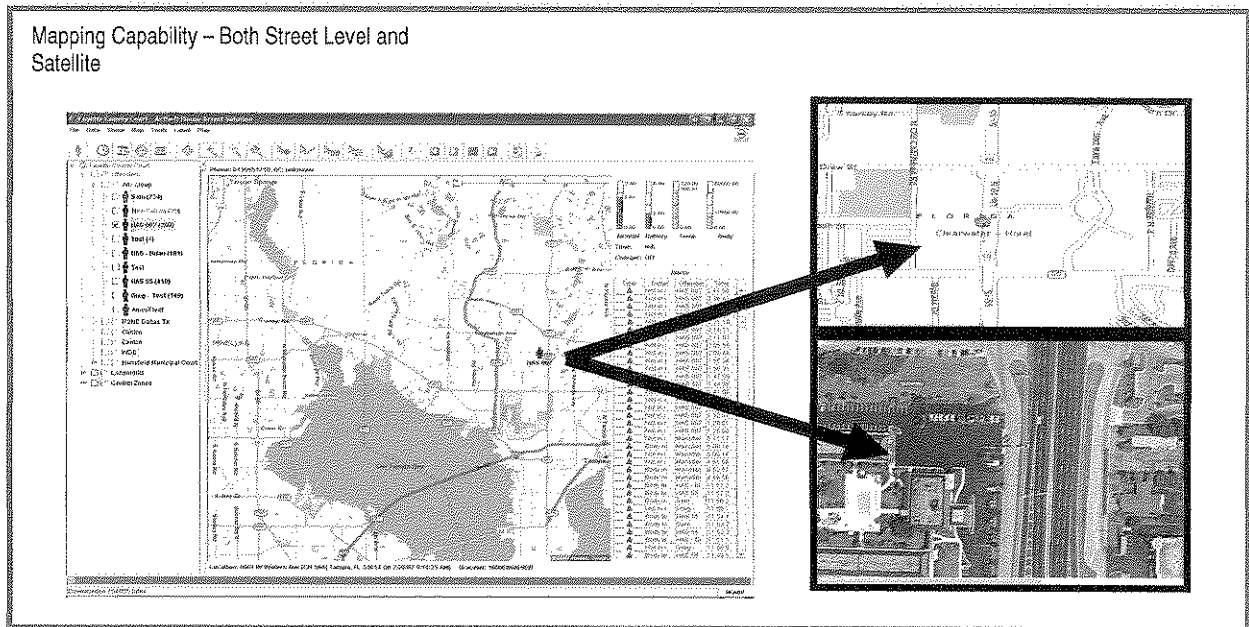
The View User Interface uses NAVTEQ mapping content, which is an industry leading source of mapping information. The View User Interface allows Agency Personnel to obtain a Historical Breadcrumb Trail for each participant, displaying where he/she went including Date, Time, Location and Status of the alcohol sensors.





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Agency Personnel can obtain Street Level Mapping or Satellite Images based on their specific requirements.



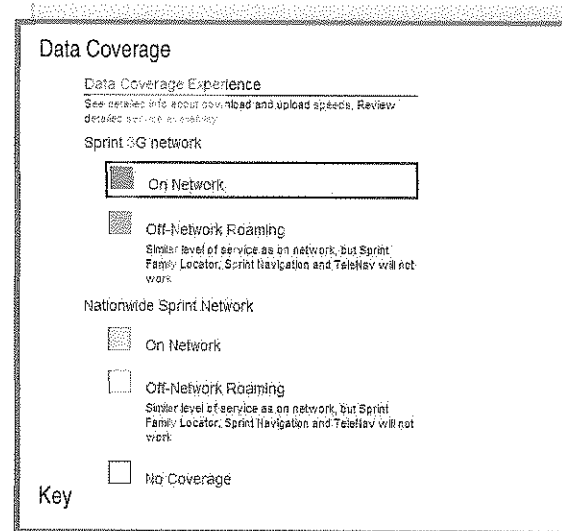
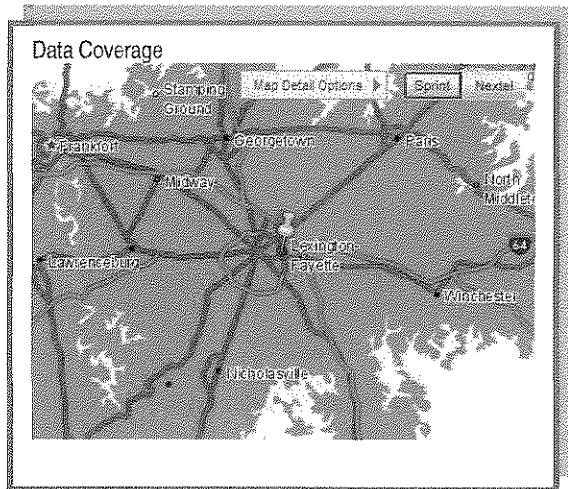
The proposed monitoring system will store participant locations and rules, process violations and send out the appropriate officer notifications of alerts or violations. Agency officers can define how they want to receive alerts and notifications for any Control Zone Violations. In addition, alerts and notifications are automatically generated if any alcohol sensor Trip Levels are exceeded based on the original baseline of the sensors on the alcohol monitoring bracelets.

Additionally, through the monitoring software, officers can receive Active GPS location data for each participant wearing the alcohol monitoring bracelet and the wireless handset. Personnel can track the date, time and location information including the current status of each alcohol sensor on each alcohol monitoring bracelet. Agency personnel will be alerted when an offender steps out of range or violates a condition set by personnel (e.g. a sex offender cannot go within 500 feet of a school or mall). Additionally, the participant is alerted through a voice alert sent in the form of a WAV file from the server directly to the handset device. There are a number of reports available for personnel to review, including information for each participant or a group of participants. The VUI monitoring software will store all participant events and alerts in a history file available for officer viewing and printing. The proposed technologies communicate data to the monitoring center through the integrated Sprint Nextel Wireless Network. As evidenced by the coverage maps shown on the following page, Sprint provides robust coverage in Lexington-Fayette County and surrounding areas.

[The remainder of this page intentionally left blank.]



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates



### H. GPS System Specifications

G4S is also pleased to present the OM210, a latest technology GPS tracking and location based monitoring system. The OM210 is truly an innovative and one-of-a-kind GPS tracking device that includes the ability to **track indoors** when the devices are not registering GPS signals. This "Impaired Locating" technology provides the capability to track through shopping malls, workplaces, parking ramps and more. The unique OM210 technology tracks locations via GPS as well as cellular tower triangulation technology known as Advance Forward Link Trilateration (AFLT). Combining these two (2) location techniques together with the proprietary "Precision Engine" location technology, the OM210 provides agencies the most accurate and reliable location based monitoring system available. In addition, the OM210 device offers one (1) of the longest battery life in the business. The following list highlights some of the unique features of the proposed OM210 device.



The following list highlights some of the unique features of the proposed GPS tracking solution:

- **Unique Location Technology:** The OM210 GPS location-tracking device was the first device on the market to utilize Advanced Forward Link Trilateration (AFLT) in addition to GPS to monitor participants.
- **Impaired Locate:** The OM210 device reliably provides location monitoring from a single device in impaired environments where GPS alone does not work, for example, in the participant's home, as well as areas outside the home such as the car floorboards, shopping malls, buildings, buses, etc.
- **Most Accurate GPS Points:** The OM210 device features the proprietary "Precision Engine" generating the most accurate GPS points available.
- **Decreased Loss Rates:** The OM210's one-piece design and unique location technology provides the lowest loss rate for devices in the industry.
- **Truly Safe Device:** The proposed device is truly 100% waterproof, safe to the wearer, engineered for heavy-duty shock resistance and FCC, CE, ROHS, IC and SAR compliant.

*"The (OM210) tracking system alone is heads above anything else that's out there. The entire solution has been problem-free for us."* – Bill Delehanly,  
Director Clark County Courts Home Incarceration  
Office





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

- **Reduction in False Alerts:** Compared to other electronic monitoring and GPS systems, officers will spend far less time working with the equipment and responding to “false positive alerts” leading to increased efficiency and productivity.
- **Easiest Installation Process:** The proposed device is the easiest one-piece GPS device to install in the industry, no tools or strap cutting are needed. The OM210 works out of the box each time and the GPS acquisition time is less than 60 seconds.
- **Widely Variable Intensity Rate Plans:** The proposed device allows agency staff to match monitoring intensity with level of supervision needed within the field. This capability provides tremendous cost savings.
- **Long Battery Life:** The OM210 tracking system features one (1) of the longest battery lives at the most intense monitoring levels and does not require the participant to carry extra batteries, car chargers, home units or phone lines. The batteries also have rapid charging capability.
- **Triple Layer Tamper Detection:** The proposed device has an adjustable, replaceable hypoallergenic strap with a tamper evident locking mechanism and multi-level tamper detection including 1) strap tamper, 2) device tamper and 3) device removal.
- **SafeZone™ - Mobile Exclusion Zones:** Staff will have the ability to create mobile exclusion zones around a victim by providing the victim with his or her own OM210 device. The agency determines the size of any zone.
- **Victim and Gang Member Tracking:** The OM210 unit can track monitored gang members or victims (carrying a device) in relation to program participants to provide needed proximity alerts. This capability is of significant value to expand the notification capabilities to victims of domestic violence that have restraining orders in place.
- **Buffer Zones:** The agency will have the unique ability to create buffer zones around fixed or mobile exclusion zones to alert participants of an upcoming potential violation.
- **Crime Scene Correlation:** The agency will have the ability to locate multiple defendants' proximity to any location or crime scene.
- **Maximum Up-time Performance and Redundancy:** The system has geographically redundant servers and redundant personnel to ensure optimum up-time.
- **Superior Technical Support:** Twenty-four hour a day staffed technical support and optional managed monitoring center services ensure all service requests and response protocols will be handled quickly and accurately.
- **100% Web-based Solution:** G4S offers 100% secure web-based solution for accessing participant data and case management functions. Officers can view participants and victims on a laptop or desktop computer from anywhere. The secure web application allows changes to be made in real time.

1. The Bidder may have a unit that fulfills both the GPS and RF portion of this RFP.

**G4S understands this requirement.** G4S' proposed OM210 GPS tracking and location based monitoring solution does not require any participant to wear multiple tracking devices at the same time as it incorporates state-of-the-art Advance Forward Link Trilateration (AFLT) which gives the OM210 device the ability to monitor indoors and at the participant's home. For house arrest, all that is required is the creation of an inclusion zone around the participant's home directing the OM210 to monitor the presence and absence via authorized schedule assigned by the supervising officer. The proposed OM210 device solution is compatible in that Lexington-Fayette UCG DCC will have the option to step-up or step-down the intensity of monitoring for participants without requiring the participants to wear multiple transmitter units.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

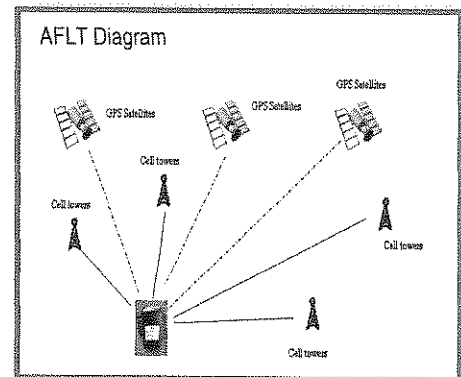
2. The Bidder should be able to demonstrate that its GPS system is capable of tracking individuals by use of its system 24 hours a day.

**G4S meets this requirement.** Once the OM210 is installed on a participant, monitoring is supported by the web-based information exchange FocalPoint™ which is available to Lexington-Fayette UCG DCC officers 24 hours a day, seven (7) days a week. The OM210 device incorporates a cellular modem and communicates information to the monitoring center over the CDMA cellular network. When the OM 210 device is not able to get a GPS signal due to limited satellite visibility the system uses cellular tower triangulation to figure out where the device is. This works inside and outside of buildings unlike other devices in the industry.

3. The system should use the triangulation of signals to determine the horizontal and vertical locations of clients under the supervision by the Division of Community Corrections. The system must be able to determine the offender's location to within fifty (50) feet. The system should also be able to utilize cellular towers to enhance the ability of the system to track offenders.

**G4S exceeds this requirement.** G4S is pleased to propose the OM210 device, a continuous tracking GPS enabled device that is both the receiver of location information and the transmitter of status and location information. The OM210 is supported by the web-based information exchange FocalPoint™. The FocalPoint™ software application is a secure web-based application providing access to monitoring data that is easily accessible for authorized users worldwide 24 hours a day, seven (7) days a week, 365 days a year.

**IMPORTANT G4S ADVANTAGE:** GPS alone does not reliably work in some impaired environments such as the participant's home, car floorboards, buildings, buses and/or other weak satellite locations. Unique to the OM210 device is the utilization of **Advanced Forward Link Trilateration (AFLT)**, GPS and Assisted GPS to locate the unit. This enhanced dual-monitoring feature allows reliable location tracking from a single device even in impaired environments. AFLT triangulates utilizing ambient longitude and latitude data advertised in the environment. Sprint and Qualcomm employ this technology to locate cell phone users who dial 911. In ideal conditions, the OM210 acquires a GPS signal within 60 seconds and provides virtually continuous real-time location data of monitored participants. When the device registers no GPS signal, the **OM210 device's AFLT will provide the agency unmatched confidence that the device is reliably monitoring the participant's location.** Older technologies that use GPS alone cannot do this and will not track participants in areas where GPS is impaired (for example: inside buildings) but OM210 devices will. **NOTE: As a result of using the OM210, Lexington-Fayette UCG DCC officers will not receive the hundreds of "Motion No GPS" and "Bracelet Gone" nuisance alarms when GPS signal is not available because the OM210 will locate the participant using secondary AFLT.**



**IMPORTANT G4S ADVANTAGE:** All GPS manufacturers utilize the same government satellites. Therefore, all GPS leading systems are comparable in accuracy terms as the accuracy is directly related to the number of satellites that are being received by the GPS receiver; the more satellites the more accurate the positioning fix. The accuracy could roughly be broken out as shown in the following chart:

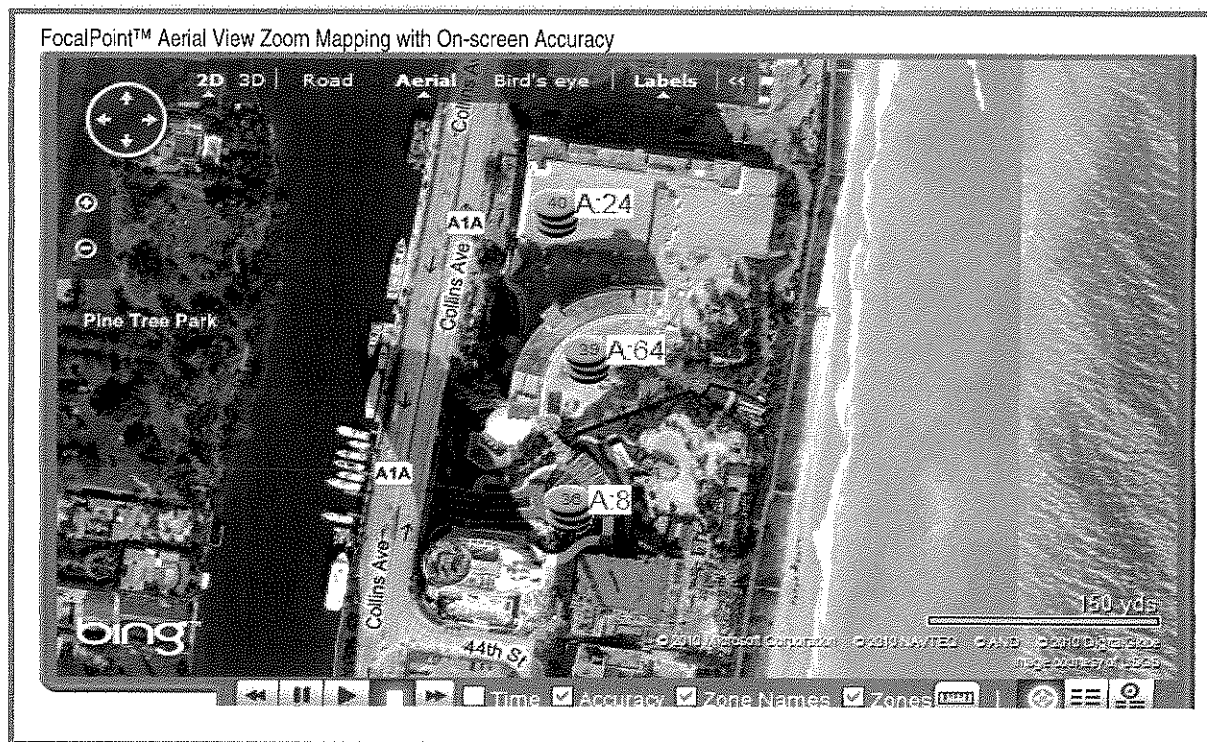




## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Number of Satellites	Degree of Accuracy
1 - 2 satellites	No fix can be established
3 - 4 satellites	30 meter accuracy
4 - 6 satellites	10 - 30 meter accuracy
7 - 9 satellites	3 - 10 meter accuracy
10 or more	Better than 3 meter accuracy

For that reason, GPS accuracy can vary with any GPS manufacturer based on the satellite reception at any given point therefore it is important for officer's to be able to promptly determine the accuracy of any tracking point in order to determine the basis for compliance and/or potential violation. The following mapping screen has a unique on-screen accuracy toolbar identified at the bottom of the screen with a check box for "Accuracy." Clicking this box adds a comment next to each tracking point referencing "A:XX." This references the accuracy at each point whereby the "XX" is the number of meters in deviance. (Example: The point with "A:8" is within approximately 8 meters (roughly 26 feet) of accuracy.)



Additionally, the OM210 device utilizes Assisted GPS and AFLT to determine participant locations and the proposed software features the proprietary "Precision Engine" software that automatically maximizes the accuracy of the multiple location technologies into one (1) point, generating one (1) of the most accurate GPS points available.

4. The system must be able to provide the Division of Community Corrections with automatic reports on Failure to Track, Violations of Exclusion and Inclusion Zones, and Transmitter and Strap Tamperers. It should also be able to generate on demand reports such as offender history and background.

**G4S meets this specification.** The FocalPoint™ software offers a continuum of user-defined officer/user alerts and notifications. For each participant alert, an unlimited number of people including administrators, officers, police, victims and judges can be sent notifications. Alerts can be delivered via



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

SMS text message, automated voice call, page (numeric or alpha-numeric), e-mail and/or fax. Privacy rules can be configured to ensure all participant and user data is kept confidential. The agency can set instantaneous response, end of day notification summary or no notification requirements. G4S will work with the staff to ensure all notifications are customized to meet personnel schedules, set work day hours, off time, etc. to guarantee the appropriate response times to ensure public safety.

Each officer will have the capability to easily establish the desired per participant, per event notifications schedule through the Notification Profile feature in the FocalPoint™ software. As shown on the following screen, easy-to-use check boxes are provided to ensure officers, supervisors or other necessary personnel receive the proper notification of all events deemed necessary by the agency. However, officers can also choose to receive end of day summary reports for less risky participants or events. This software 'exceptions based' architecture allows for less time spent monitoring compliant participants, allowing for an added concentration of officer time on real violations.

### FocalPoint™ Notifications Profile

#### Notification Settings

Alert Name	Fax	Pager	Email	Voice	Text	Send Immediately	Send Summary
Buffer Zone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buffer Zone Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Device Tamper	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Tamper Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exclusion Zone Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exclusion Zone Alert Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inclusion Zone Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inclusion Zone Alert Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low Battery	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low Battery Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Moving On Charger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving On Charger Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No Communication Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No Location	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No Location Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recharge Schedule Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Recharge Schedule Alert Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strap Tamper	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Strap Tamper Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Zone Enter	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone Enter Closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Zone Exit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Zone Exit Closed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Each alert provides a variety of information designed to assist officers to investigate or confirm a participant's violation status including but not limited to the purpose for the notification, participant's contact phone numbers, participant's physical description and last known location. Providing this information through the notification process eliminates the need for the officer to log into the FocalPoint™ system to obtain the necessary information to investigate alerts, allowing quicker case management response times. G4S has provided the following example emailed alert notification to display the capabilities of the FocalPoint™ notification system.



Scope of Work  
Lexington-Fayette Urban County Government  
Electronic Monitoring of Inmates

From: omnalink@omnilinkalert.com  
Sent: Monday, January 25, 2010 8:34 AM  
To: Officer Test  
Subject: Inclusion Zone Alert - Participant, Test

Alert: Inclusion Zone Alert  
Offender: Participant, Test  
Opt ID:  
Alert ID: 18754220  
Device ID: 6789934294  
Device ESN: 5652ED5  
Agency: Sales - Todd Shapiro  
Officer Name: Officer Test  
Date: 01/25/10 8:33 AM EST

Contact Information:  
Home Phone: 5553732394  
Work Phone: 5554745933  
Cell Phone: 5558455722  
License Plate: G4S 2393

Last Communicated: 01/25/10 8:33 AM CDT  
Last Known Location: 4125 Springfield Ave, Richmond, VA 23238 Location Time:  
01/25/10 8:32 AM EST Current Battery Level: 30 Battery Time: 01/25/10 8:32 AM  
EST

Offender Details:  
Marital Status: Single  
Race: White  
Gender: F  
Hair Color: Black  
Eye Color: Brown  
Status: ACTIVE  
Height: 62  
Weight: 205  
Language: English  
Other Info:

Schedule Name: School 8:30-17:30 inclusion zone

Schedule Period: From 2008-09-22 to 2108-09-22 between 00:00:00 and Mid Night  
CDT

Zone Name: School Inclusion

Zone Address: 9609 Gayton Rd Richmond VA 23238

Zone Radius: 23788.0 feet (4.5053 miles) Zone Type: Inclusion

The proposed system will alert designated officers when the following alerts occur for participants on GPS monitoring on a per participant basis:



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Notification Alerts	Alert Generated/Cleared	Description
Buffer Zone Alert	System Generated  Auto or Manually Cleared	Occurs when the participant enters a user defined zone. A buffer zone is an extra distance that can be attached to an exclusion zone and can be set at 50 foot minimum radius with no maximum limit. Once a device is in a buffer zone, it will automatically get assigned a one minute rate plan until the device is located outside of the buffer zone. It will then resume its normal rate plan. Occurs when the participant exits the buffer zone attached to the exclusion zone.
Communication Failure	System Generated  Auto or Manually Cleared	Occurs if device is unsuccessful in communicating with Sprint for two consecutive intervals according to the set Communication Failure System Generated rate plan. The device will attempt to use the cellular network two (2) times and then will start a 45 minute timer. If it is still unable to contact Sprint during this timeframe, a communication failure alert is generated. This condition may be cleared by the user or by the system when the device is able to obtain a Sprint signal again. If data is saved in the device's memory, it is sent at this time.
Device Tamper	System Generated  Manually Cleared	Occurs if the participant attempts to remove /disassemble the device. This alert must be manually cleared through FocalPoint™. Occurs after the device tamper condition has been corrected and the user clears the Device Tamper manually through FocalPoint™.
Exclusion Zone Alert	System Generated  Auto or Manually Cleared	Occurs when a participant is in violation of his schedule by entering a user defined zone that is prohibited. Occurs when a participant has left a prohibited zone and the alert is cleared by the system or by the user.
Inclusion Zone Alert	System Generated  Auto or Manually Cleared	Occurs when a participant leaves a user defined zone they are required to remain within during scheduled times. The system will automatically clear this alert if the participant returns to the inclusion zone during the scheduled time. If the participant does not return to the inclusion zone during the scheduled time, the user must manually clear this alert through FocalPoint™.
Location Failure	System Generated  Auto or Manually Cleared	Occurs when the device is not able to obtain its location. This alert automatically clears through FocalPoint™. Occurs when the device is able to obtain its location and the system or user clears the alert.
Low Battery	System Generated  Automatically Cleared	Automatic system generated message that occurs when the device reaches 35-40% of remaining battery power. Automatically clears when the device has been recharged to 80% or more.
Recharge Schedule Alert	System Generated  Auto or Manually Cleared	Occurs when a participant misses their mandatory recharge schedule. Creating a battery recharge schedule is optional and managed by the FocalPoint™ Administrator. Occurs when the Recharge Schedule alert is cleared by the user.
Strap Tamper	System Generated  Manually Cleared	Occurs when the participant attempts to cut, remove or tamper with the strap attached to the device. This alert must be manually cleared in FocalPoint™. Occurs when a strap tamper is cleared by the user in FocalPoint™.

Notification Event	Description
Zone Exit	Occurs when a participant exits an assigned zone. Zone Exits are standalone events and do not have to be in a target entities schedule to generate. These notifications are usually requested when an officer just wants to know if the participant has exited a specific area, but was not necessary prohibited from or restricted to this area.
Zone Enter	Occurs when a participant enters an assigned zone. Zone Enters are standalone events and do not have to be in a target entities schedule to generate. These notifications are usually requested when an officer just wants to know if the participant has entered a specific area, but was not necessary prohibited from or restricted to this area.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

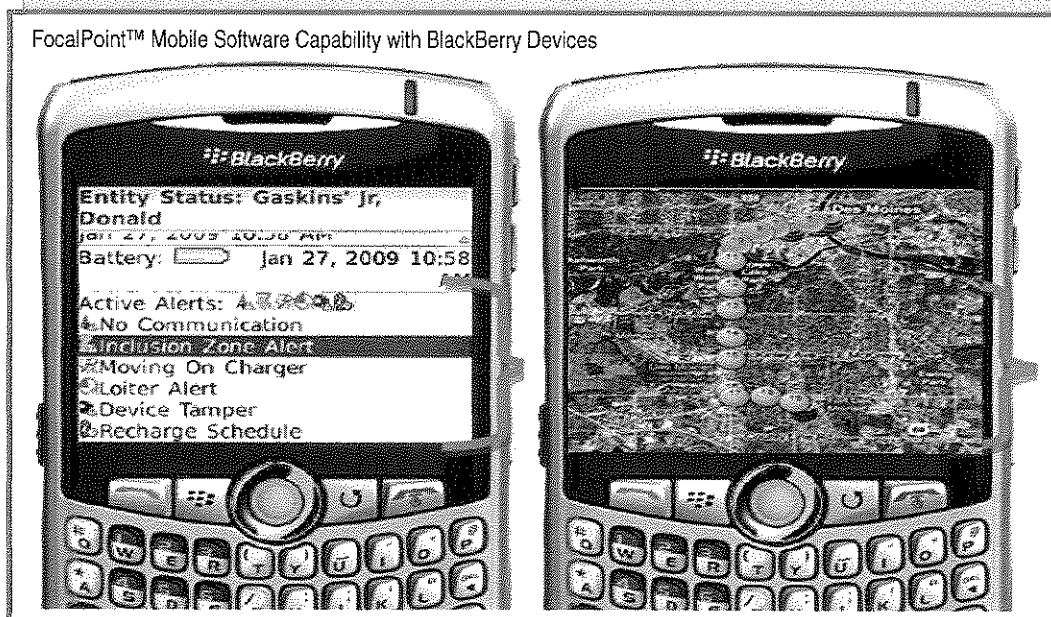
Log Events	Description
Initial GPS Success	Occurs when the device first establishes GPS after being assigned to a participant.
Recharge Begin	Occurs when a participant successfully plugs in their device. Once the participant has charged the device, the device will locate every 20 minutes minimum. If they are on a rate plan that is greater than 20 minutes then they will obtain location points per their specified rate plan.
Recharge End	Occurs when a participant disconnects the charging cord from their device.
Insufficient Charging Time	A system generated message that automatically records when a participant charges their device for less than an hour.
Battery Full	Occurs when the battery level reaches maximum capacity on a scale of 1 - 100%.
Device Logged In Successfully	Occurs when the device is plugged in to charge and the device communicates with the server.
Get Current Position Requested	User requests the current location for a participant.

**IMPORTANT G4S ADVANTAGE:** G4S' proposed solution provides an advanced tamper reset methodology that is consistent with agency program goals of requiring officers to investigate each and every tamper event. Even after a notification has been sent, a tamper event icon remains attributed to the participant's name on the FocalPoint™ Dashboard screen (see sample screen below) as a constant reminder to the officer of the need to investigate the tamper. This dashboard is the heads-up display that prompts the officer each time they log into FocalPoint™, thus providing a constant reminder of pending events that warrant attention.

**IMPORTANT G4S ADVANTAGE:** The FocalPoint™ web-based software offers a unique Mobile Client application designed specifically for field officers, providing mobile web-based access to view GPS participant activities, including the ability to:

- Retrieve text of participant locations
- View road maps with participant tracks
- View Ariel view maps with participant tracks
- Obtain turn-by-turn direction to participant's tracking point
- View unit battery charge level
- View participant alerts
- Clear alerts and enter comments as part of clearing an alert

The following examples reflect the FocalPoint™ Mobile's dashboard monitoring and mapping application.





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

5. The system must be capable of sending immediate violation notifications via fax, telephone, and pager or to a designated contact point or person. The system should also be capable of having various security levels set by the Division of Community Corrections for offenders.

**G4S meets this requirement.** G4S abides by the ideals of providing accurate and timely information and provides several methods of immediate automatic officer notification. G4S supports standard methods of notification such as fax or page (alpha or numeric) to the officer as well as electronic mail, manual voice phone call, and/or text message to a cell phone. The FocalPoint™ software offers a continuum of user-defined officer/user alerts and notifications. For each participant alert, an unlimited number of people including administrators, officers, police, victims and judges can be sent notifications. Alerts can be delivered via SMS text message, automated voice call, page (numeric or alpha-numeric), e-mail and/or fax.

Privacy rules can be configured to ensure all participant and user data is kept confidential. The agency can set instantaneous response, end of day notification summary or no notification requirements. G4S will work with the staff to ensure all notifications are customized to meet personnel schedules, set work day hours, off time, etc. to guarantee the appropriate response times to ensure public safety.

Additionally, G4S will provide each user a unique login name and password to access the FocalPoint™ system. Through the FocalPoint™ system, agency administrators have the ability to control the access level of each user based on a hierarchy of officers and agency administrators. The system is flexible enough to provide tiered-level access for senior level staff to view all officer's caseloads and participant's statuses while also limiting some officer's access to only his or her caseload statuses. Agencies can also choose to allow individual users subordinate or peer level access, ensuring effective and efficient information exchange and report generation. For example, you can prevent one (1) officer from seeing another's cases and related data while still allowing a Judge or State's Attorney to view an agency's participant tracking reports but not alter schedules or personal data.

6. The Bidder must supply the Division of Community Corrections with a web based offender tracking site available 24 hours per day, seven days a week to review location history, information, offender status, and enter/remove offenders from the program. This site should also be compatible with the radio frequency system.

**G4S meets this requirement.** Currently, all authorized personnel at the Division of Community Corrections has access to his or her GPS caseloads through the FocalPoint™ monitoring platform. This easy-to-use, open architecture relational database application is used for enrolling or removing participants, activating and deactivating devices, monitoring the current and prior status of any or all participants, gathering current and historical location information, making real time adjustments to the monitoring of participants and generating all management reports. G4S is offering the Division of Community Corrections a choice of either continuing to use the FocalPoint™ monitoring software or transition to **WEB PATROL II®** FocalPoint Integrated Monitoring Platform which contains both RF Patrol monitoring access and OM210.

The FocalPoint™ and/or **WEB PATROL II®** software application are a secure web-based application that is easily accessible for authorized users worldwide 24 hours a day, seven (7) days a week, 365 days a year. The FocalPoint™ software system maintains 99.999% uptime performance and features multiple Local Area Networks (LANs). **Officers will not have to install any software components, applications or client requirements on agency computers.** The application supports Internet Explorer 5.0 or later, uses HyperText Transfer Protocol (HTTP) and is accessible through a standard high-speed Internet connection. This application uses leading Internet security features, including 128-bit encryption, Secure Sockets Layer (SSL) and multiple firewalls to ensure the utmost security for agency and participant data. For additional security, FocalPoint™ will automatically time out should any user remain idle for more than 60 minutes.





**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

7. The system must provide active (1 minute GPS fix / 15 minute transmit / 15 impaired location) and passive (1 minute GPS fix / 4 hour transmit / 30 minute impaired location) tracking capabilities without the changing of equipment and/or software. Equipment must have impaired tracking abilities.

**G4S exceeds this requirement.** The OM210 device, through its supporting software, provides the flexibility an agency needs for controlling the level of supervision each participant receives to meet individual monitoring needs and budget constraints. This level is defined by the type of monitoring assigned in the participant's risk profile. The risk profile not only defines the monitoring intensity, but also allows the agency to change the level, based on a participant's current monitoring status. Risk profiles available include, but are not limited to:

<b>Risk Profile</b>	<b>Mode of Operation</b>	<b>Description of Risk</b>
<b>Active Monitoring</b>	Acquires a GPS point in 60 second increments, transmits data every 15 minutes and performs an impaired locate every 15 minutes. Tamperers are immediately transmitted. Also, should the Division want to have access to a one (1) minute data transmit, they will have this rate plan as an option at the same daily rate for the Active GPS system,	Riskiest participants requiring a very high level of supervision
<b>Hybrid Monitoring</b>	Acquires a GPS point in 60 second increments, transmits data every thirty (30) minutes and performs an impaired locate every 30 minutes. Tamperers are immediately transmitted.	Less risky participants requiring only strong supervision

In the event of an alert condition and regardless of the mode of operation, the device will automatically increase its transmission frequency to a one (1) minute GPS point, one (1) minute impaired locate through AFLT and a one (1) minute transmission of monitoring data under alert conditions. Also, an officer can change a participant's risk profile at any time during monitoring. For example, an officer may initially assign a participant with a hybrid monitoring profile for low risk monitoring, but determine the need to increase the monitoring intensity to active monitoring if the participant has recurring violations. In contrast, if an officer determines during a participant monitoring timeframe that the participant poses less risk to the community than originally observed, the officer can easily modify that participant's risk profile from active monitoring to passive monitoring. Any single OM210 device can be software controlled to operate at increased and decreased intensities, allowing for real-time monitoring changes without the need to have contact with the participant or the monitoring equipment.

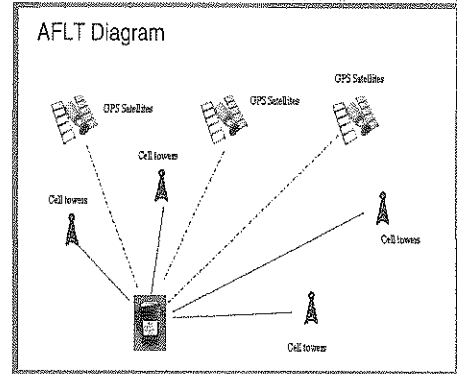
The OM210 device has the capability to change the frequency of monitoring automatically when an exclusion zone has been breached. When an exclusion zone is breached several things occur. First, an exclusion zone alert is sent out immediately as directed by agency users assigned to the participant. Second, the device reverts into "constant tracking" mode. In this mode, the device will use all three (3) location methods (GPS, Assisted GPS and AFLT via cellular tower triangulation) to determine and report locations in real time. It will remain in this mode until the device leaves the exclusion zone or the battery is exhausted. In addition, users can add a buffer zone around an exclusion zone for added safety. Buffer zones may or may not be alert situations as defined by the agency user, but if a buffer zone is entered, the constant tracking mode is activated to track the participant more accurately and to "catch" them entering the exclusion zone with greater reliability.

**IMPORTANT G4S ADVANTAGE:** GPS alone does not reliably work in some impaired environments such as the participant's home, car floorboards, buildings, buses and/or other weak satellite locations. Unique to the OM210 device is the utilization of **Advanced Forward Link Trilateration (AFLT)**, GPS and Assisted GPS to locate the unit. This enhanced dual-monitoring feature allows reliable location tracking from a single device even in impaired environments. AFLT triangulates utilizing ambient longitude and



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

latitude data advertised in the environment. Sprint and Qualcomm employ this technology to locate cell phone users who dial 911. In ideal conditions, the OM210 acquires a GPS signal within 60 seconds and provides virtually continuous real-time location data of monitored participants. When the device registers no GPS signal, the **OM210 device's AFLT will provide the agency unmatched confidence that the device is reliably monitoring the participant's location.** Older technologies that use GPS alone cannot do this and will not track participants in areas where GPS is impaired (for example: inside buildings) but OM210 devices will.



### I. GPS Tracking Unit Specification

1. Bidder shall offer portable GPS tracking units, which can be hand carried or used in an automobile to detect clients who are wearing a transmitter and acquire GPS signals to determine movement as they travel around the community.

**G4S meets this requirement.** The OM210 is a one-piece GPS tracking unit that is attached to participant's ankle that is both the receiver of GPS signals determining participant location and the transmitter of this information to the monitoring center. G4S offers FocalPoint™ Mobile which is accessible via BlackBerry device that will provide officers the ability to access the FocalPoint™ software and allow officers the ability to locate participant's movements and locations as they travel around the community.

**IMPORTANT G4S ADVANTAGE:** G4S and Omnilink offer email notification to a portable data device such as a BlackBerry. In addition to receiving email notification directly from the monitoring center, G4S offers a unique FocalPoint™ Mobile software application enabling officers to view GPS defendant location and mapping including Virtual Aerial view mapping using the BlackBerry.

**IMPORTANT G4S ADVANTAGE:** The FocalPoint™ web-based software offers a unique Mobile Client application designed specifically for field officers, providing mobile web-based access to view GPS participant activities, including the ability to:

- Retrieve text of participant locations
- View road maps with participant tracks
- View Aerial view maps with participant tracks
- Obtain turn-by-turn direction to participant's tracking point
- View unit battery charge level
- View participant alerts
- Clear alerts and enter comments as part of clearing an alert

The following examples reflect the FocalPoint™ Mobile's dashboard monitoring and mapping application.





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

FocalPoint™ Mobile Software Capability with BlackBerry Devices



The Dashboard section of the FocalPoint™ home screen has roll-over features allowing users to hover the mouse over any participant's name to display menu options. From this rollover feature on the Dashboard, users can link directly to Recent Events, Manage the Offender, Zones, Notes, and Schedules, Last Known Location or Today's Location History. Officers can easily view a participant's recent events from the dashboard screen by hovering the mouse over the participant's name and clicking View Recent Events from the popup window.

FocalPoint™ Recent Events Screen

### Current Status

Last Login: 11/19/2010 02:50:29 PM

Search For:  Name Search  Entity Filter:   Group By:

Alert Filter:

#### Recent Events for McQuoid, Darren

Type	Message	User	Occurred Time
Alert	Strap Tamper		01/12/2011 11:29:41 PM
Alert	Home Schedule: Inclusion Zone Alert Clear		01/12/2011 06:23:07 PM
Alert	No Location Clear		01/12/2011 06:22:59 PM
Event	Device Login		01/12/2011 06:22:55 PM
Event	Recharge Begin		01/12/2011 06:22:49 PM
Alert	No Communication Clear		01/12/2011 06:22:40 PM
Alert	No Communication		01/12/2011 12:36:01 PM
Alert	Device Tamper		01/12/2011 07:40:05 AM
Alert	Home Schedule: Inclusion Zone Alert		01/12/2011 07:15:49 AM

Close

McQuoid, Darren

- View Recent Events
- Manage this Offender
- Manage Offender Zones
- Manage Offender Notes
- Manage Offender Schedules
- Last Known Location
- Today's Location History



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Data collected over a 24 hour period of activity is also readily available and simple to access using the Dashboard functionality in the FocalPoint™ software if the user simply clicks on the selection in the pop-up menu options labeled "Today's Location History."

**FocalPoint™ Dashboard Roll-Over Menu Options**

Alert Filter: All Alerts Device Ex Zone In Zone Low Bat No Com No Loc Recharge Strap Tamp

Offender Name	Offender Type	Offender Name	Device ID	Battery Level	Alerts
Boquet, Cheryl	Offender	Barela, Cheryl			
Brown, Michael	Offender				
Caldwell, V2	Offender	akalii	56515E9	3%	
Carson, Leo	Offender				
Clinton, Hilla	Offender				
Creeper, John	Offender				
Dawg, Big	Offender				
Example, G4	Offender	ara	564076A	3%	
Example, W	Offender	akalii			
Fax, Keri	Offender		5652A3C	3%	
Female, Unknown	Offender				
G4S, Brent Test 2	Offender				
G4S, Brent Test 3	Offender				

View Recent Events  
Manage this Offender  
Manage Offender Zones  
Manage Offender Notes  
Manage Offender Schedules  
Last Known Location  
Today's Location History

Navigate to the Location History Page for Brown, Michael.

This prompts the officer with the mapping screen to view the tracks for the most recent 24 hours.

**FocalPoint™ Location History Screen**

**Location History**

Last Known Location Current Location Location History Track Location

Today Yesterday Last 7 Days Custom

From: 01/11/2011 12 am To: 01/12/2011 Midnight

Group Points View in Map Show All Points Export as KML

Show History for: McQuoid, Darren

Show Location History

**McQuoid, Darren**

Officer: Darwin Reule  
Device #: 9139529461  
Serial #: 564620E  
Accuracy Settings: Yes

Offender Zones:  
Work Zone 2

Add or Remove Entities

Map of location history for McQuoid, Darren

McQuoid, Darren  
01/12/2011 11:34:18 AM  
Type: MS Based Fix

Location: G4S Office  
Address: 30201 Avenida  
Rancho Santa Margarita,  
CA 92688-2049

Latitude: 33.6364604358209  
Longitude: -117.603066325456

Speed: NA  
Alert: None

Create a circular zone from this point  
Create a polygon zone from this point  
Export this point's data in KML format  
Create a custom location from this point

Device: 9139529461  
Officer: Reule, Darwin



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

The software also allows a user to view location history in an easy-to-read spreadsheet format giving each location point time, address, longitude, latitude and accuracy.

**FocalPoint™ Location History**

**Location History**

Last Known Location | Current Location | Location History | Track Location

☐ Today ☐ Yesterday ☐ Last 7 Days ☒ Custom

From: 01/23/2010 12 am To: 01/26/2010 Midnight

☒ Group Points ☐ View in Map ☐ Show All Points ☐ Export as KML

Show History for: Shapiro, Todd

Show Location History

**Shapiro, Todd**

Officer: Todd Shapiro  
Device #: 9133788397  
Serial #: 5854684  
Accuracy Settings: No  
Zones:

Add or Remove Entities

Map of location history for Shapiro, Todd from 01/23/2010, 12:00:00 AM to 01/26/2010, 11:59:59 PM

#	Name	Type	Minim...	Device	Maxi...	Street	City, S...	Latitu...	Longit...	Accur...	Comp...	E...
1	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	Tucke...	Richm...	37.63...	-77.55...	4	G4ST...	16
2	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9595 ...	Richm...	37.64...	-77.55...	6	G4ST...	5
3	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	Tucke...	Richm...	37.63...	-77.55...	4	G4ST...	90
4	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	7915 ...	Henric...	37.62...	-77.52...	3	G4ST...	1
5	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	7111 ...	Henric...	37.61...	-77.52...	8	G4ST...	34
6	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	7200 ...	Henric...	37.61...	-77.52...	8	G4ST...	2
7	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	7818 ...	Henric...	37.62...	-77.52...	3	G4ST...	1
8	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	8208 ...	Henric...	37.62...	-77.53...	3	G4ST...	1
9	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	Home...	Richm...	37.63...	-77.54...	8	G4ST...	1
10	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9206 ...	Henric...	37.63...	-77.55...	3	G4ST...	1
11	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	3695 ...	Glen A...	37.64...	-77.55...	3	G4ST...	1
12	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9597 ...	Henric...	37.64...	-77.55...	8	G4ST...	25
13	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9523 ...	Henric...	37.64...	-77.55...	12	G4ST...	6
14	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9587 ...	Henric...	37.64...	-77.55...	16	G4ST...	1
15	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9523 ...	Henric...	37.64...	-77.55...	8	G4ST...	5
16	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9745 ...	Glen A...	37.64...	-77.56...	6	G4ST...	1
17	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	3808 ...	Richm...	37.64...	-77.56...	3	G4ST...	7
18	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9599 ...	Henric...	37.64...	-77.55...	6	G4ST...	1

Export to Excel Refresh

Export List of Data Point: ☐ Time ☐ Accuracy ☒ Zone Names ☒ Zones

Location histories can be exported to Excel to show every point or groups as well, at the user's discretion, allowing for the data to be easily transferred to the agency's crime analysis software.

**FocalPoint™ Location History Exported to Excel**

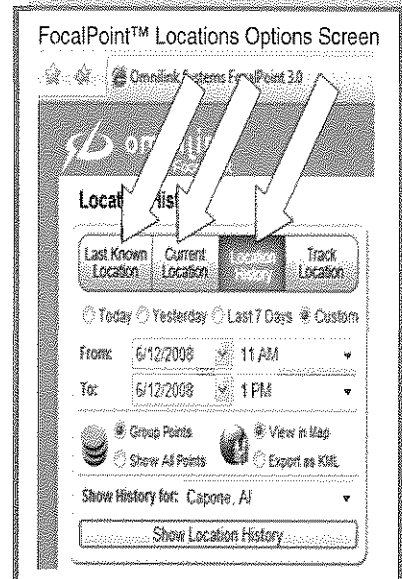
C	D	E	F	G	H	I	J	K	L
Type	Minimum Time	Device	Maximum Time	Street	City, State, Zip	Latitude	Longitude	Accuracy	Company
Offender	01/23/2010 09:20:25 PM	9133788397	01/23/2010 09:20:25 PM	Glenside Dr	Richmond Virginia 23226	37.60514456	-77.6298107	3	G4STest
Offender	01/23/2010 09:21:32 PM	9133788397	01/23/2010 09:21:32 PM	1508 Glenside Dr	Richmond VA 23226-3751	37.59814978	-77.62944262	12	G4STest
Offender	01/23/2010 09:23:39 PM	9133788397	01/23/2010 09:23:39 PM	6613 Monument Ave	Richmond VA 23226-2845	37.59225954	-77.62458492	6	G4STest
Offender	01/23/2010 09:23:45 PM	9133788397	01/23/2010 09:23:45 PM	5901 Monument Ave	Richmond VA 23226	37.58808161	-77.6127455	3	G4STest
Offender	01/23/2010 09:58:39 PM	9133788397	01/23/2010 09:58:39 PM	5858 Brevo Rd	Richmond VA 23226	37.58454674	-77.6138159	32	G4STest
Offender	01/24/2010 10:07:40 AM	9133788397	01/24/2010 11:55:20 AM	4198 Meadowgreen Ct	Henrico VA 23294-5505	37.64675617	-77.5590153	24	G4STest
Offender	01/24/2010 11:58:23 AM	9133788397	01/24/2010 11:58:23 AM	4651 Snow Goose Ln	Glen Allen VA 23060-6291	37.68297138	-77.56267165	6	G4STest
Offender	01/24/2010 11:59:38 AM	9133788397	01/24/2010 11:59:38 AM	10954 Rockpis Rd	Glen Allen VA 23069-6209	37.68879653	-77.57815336	12	G4STest
Offender	01/24/2010 12:00:41 PM	9133788397	01/24/2010 12:00:41 PM	L295	Glen Allen Virginia 23060	37.67978116	-77.54388989	24	G4STest
Offender	01/24/2010 12:01:44 PM	9133788397	01/24/2010 12:01:44 PM	L295	Glen Allen Virginia 23059	37.68138348	-77.52209057	3	G4STest
Offender	01/24/2010 12:02:47 PM	9133788397	01/24/2010 12:02:47 PM	L295	Glen Allen Virginia 23059	37.67574121	-77.50105665	6	G4STest
Offender	01/24/2010 12:03:56 PM	9133788397	01/24/2010 12:03:56 PM	L295	Glen Allen Virginia 23059	37.68552966	-77.48306552	8	G4STest
Offender	01/24/2010 12:04:54 PM	9133788397	01/24/2010 12:04:54 PM	Ramp	Richmond Virginia 23227	37.65422186	-77.44221031	16	G4STest
Offender	01/24/2010 12:05:57 PM	9133788397	01/24/2010 12:05:57 PM	L295	Mechanicsville Virginia 23116	37.65110305	-77.42881176	12	G4STest
Offender	01/24/2010 12:07:18 PM	9133788397	01/24/2010 12:07:18 PM	L295	Mechanicsville Virginia 23116	37.63846814	-77.40045239	6	G4STest
Offender	01/24/2010 12:08:29 PM	9133788397	01/24/2010 12:08:29 PM	L295	Mechanicsville Virginia 23116	37.63126923	-77.37861281	3	G4STest
Offender	01/24/2010 12:09:37 PM	9133788397	01/24/2010 12:09:37 PM	L295	Mechanicsville Virginia 23111	37.61555467	-77.35521372	6	G4STest
Offender	01/24/2010 12:10:42 PM	9133788397	01/24/2010 12:10:42 PM	L295	Mechanicsville Virginia 23111	37.59963552	-77.35430168	3	G4STest
Offender	01/24/2010 12:11:49 PM	9133788397	01/24/2010 12:11:49 PM	Street & L295	Mechanicsville Virginia 23111	37.60631585	-77.33626661	4	G4STest
Offender	01/24/2010 12:12:55 PM	9133788397	01/24/2010 12:12:55 PM	L295	Mechanicsville Virginia 23111	37.57749769	-77.31842687	8	G4STest
Offender	01/24/2010 12:14:02 PM	9133788397	01/24/2010 12:14:02 PM	L295	Mechanicsville Virginia 23111	37.56502421	-77.30135526	3	G4STest
Offender	01/24/2010 12:15:08 PM	9133788397	01/24/2010 12:15:08 PM	Ramp	Highland Springs Virginia 23075	37.55124835	-77.2867246	12	G4STest
Offender	01/24/2010 12:16:15 PM	9133788397	01/24/2010 12:16:15 PM	708 N Airport Dr	Sandston VA 23150-3431	37.54670891	-77.30436364	16	G4STest
Offender	01/24/2010 12:17:21 PM	9133788397	01/24/2010 12:17:21 PM	N Airport Dr	Highland Springs Virginia 23075	37.54196862	-77.31348165	24	G4STest
Offender	01/24/2010 12:18:28 PM	9133788397	01/24/2010 12:18:28 PM	S Airport Dr	Highland Springs Virginia 23075	37.53317763	-77.32601925	6	G4STest
Offender	01/24/2010 12:19:35 PM	9133788397	01/24/2010 12:19:35 PM	500 S Airport Dr	Sandston Virginia 23150	37.52402467	-77.32851967	6	G4STest
Offender	01/24/2010 12:20:41 PM	9133788397	01/24/2010 12:20:41 PM	5644 Williamsburg Rd	Sandston Virginia 23150	37.51984493	-77.33226462	3	G4STest
Offender	01/24/2010 12:21:48 PM	9133788397	01/24/2010 12:21:48 PM	5114 Williamsburg Rd	Henrico VA 23231-2930	37.51803855	-77.34291665	32	G4STest
Offender	01/24/2010 12:22:55 PM	9133788397	01/24/2010 12:22:55 PM	4621 Williamsburg Rd	Richmond Virginia 23231	37.51722943	-77.34978937	16	G4STest
Offender	01/24/2010 12:24:01 PM	9133788397	01/24/2010 12:24:01 PM	S Laburnum Ave	Richmond Virginia 23231	37.5105647	-77.34963998	4	G4STest
Offender	01/24/2010 12:25:09 PM	9133788397	01/24/2010 12:25:09 PM	6004 S Laburnum Ave	Richmond Virginia 23231	37.49737817	-77.35069377	24	G4STest
Offender	01/24/2010 12:26:16 PM	9133788397	01/24/2010 12:26:16 PM	2110 Darbytown Rd	Richmond Virginia 23231	37.48312679	-77.35681146	24	G4STest
Offender	01/24/2010 12:27:22 PM	9133788397	01/24/2010 12:27:22 PM	6242 N Midview Rd	Richmond Virginia 23231	37.48890209	-77.35909149	12	G4STest
Offender	01/24/2010 12:28:38 PM	9133788397	01/24/2010 12:28:38 PM	6374 N Midview Rd	Richmond Virginia 23231	37.49455118	-77.37924508	12	G4STest
Offender	01/24/2010 12:29:46 PM	9133788397	01/24/2010 12:29:46 PM	8515 Varina Station Dr	Henrico VA 23231-5212	37.49091247	-77.37809895	16	G4STest
Offender	01/24/2010 12:30:52 PM	9133788397	01/24/2010 12:30:52 PM	1351 Midview Rd	Richmond Virginia 23231	37.48787872	-77.38105523	48	G4STest
Offender	01/24/2010 12:31:59 PM	9133788397	01/24/2010 12:31:59 PM	1525 New Market Rd	Henrico VA 23231-5635	37.48463826	-77.39543403	4	G4STest
Offender	01/24/2010 12:34:15 PM	9133788397	01/24/2010 12:34:15 PM			37.47470179	-77.59003507	12	G4STest



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Additionally, since the OM210 it is always active and communicates through cellular coverage, authorized users will have the ability to perform on-demand location verifications. In fact, the FocalPoint™ web-based software enables agencies to view Last Known Location and Location History as well as Current Location.

Real-time participant information, including on-demand location verifications, can be accessed through the FocalPoint™ software Location History window “Current Location” button as shown to the right. While this on-demand location information is accessed at the time of request, virtually instantaneously, Last Known Location gives the user the fastest information, taking the last point stored in FocalPoint™ and displaying it on the map. The time of the point is given, along with the relative address and latitude and longitude. If more current information is needed, selecting Current Location will instruct FocalPoint™ to contact the device, perform an immediate location and display it on the map.

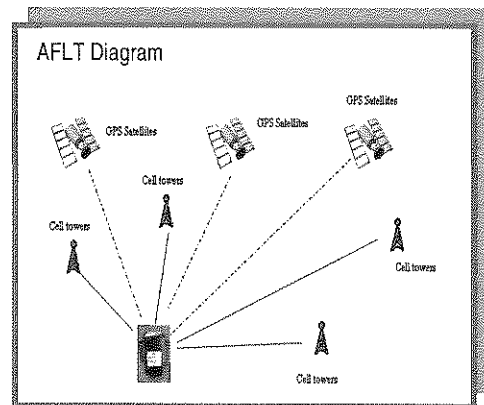


The interactive maps featured in the FocalPoint™ software have the capability to display the physical location of participants with varying degrees of detail through the zoom feature. The following maps are examples of an aerial view and can show state, county, municipality and street names at the discretion of the user.

2. The GPS tracking unit should be capable of monitoring an offender's movements at any time and in any location.

**G4S meets this requirement.** The OM210 device is a single unit device is capable of monitoring a participant's movements at any time in any location.

**IMPORTANT G4S ADVANTAGE:** GPS alone does not reliably work in some impaired environments such as the participant's home, car floorboards, buildings, buses and/or other weak satellite locations. Unique to the OM210 device is the utilization of **Advanced Forward Link Trilateration (AFLT)**, GPS and Assisted GPS to locate the unit. This enhanced dual-monitoring feature allows reliable location tracking from a single device even in impaired environments. AFLT triangulates utilizing ambient longitude and latitude data advertised in the environment. Sprint and Qualcomm employ this technology to locate cell phone users who dial 911. In ideal conditions, the OM210 acquires a GPS signal within 60 seconds and provides virtually continuous real-time location data of monitored participants. When the device registers no GPS signal, the **OM210 device's AFLT will provide the agency unmatched confidence that the device is reliably monitoring the participant's location.** Older technologies that use GPS alone cannot do this and will not track participants in areas where GPS is impaired (for example: inside buildings) but OM210 devices will.



**NOTE:** As a result of using the OM210, Lexington-Fayette UCG DCC officers will not receive hundred of “Motion No GPS” and “Bracelet Gone” nuisance alarms when GPS signal is not available because the OM210 will locate the participant using secondary AFLT.



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

3. The base station device must be able to be used with the ankle transmitter of the GPS tracking unit.

**G4S meets this requirement.** The OM210 device is a single unit device that is both the receiver of location information and the transmitter of status and location information supported by the web-based information exchange, FocalPoint™. Therefore, the OM210 requires no base station device.

4. The Bidder should note the number of points per hour the receiver will capture during normal monitoring verses the number of points captured per hour when a violation is detected.

**G4S meets this requirement. G4S meets this requirement.** The OM210 device, through its supporting software, provides the flexibility an agency needs for controlling the level of supervision each participant receives to meet individual monitoring needs and budget constraints. This level is defined by the type of monitoring assigned in the participant's risk profile. The risk profile not only defines the monitoring intensity, but also allows the agency to change the level, based on a participant's current monitoring status. Risk profiles available include, but are not limited to:

<b>Risk Profile</b>	<b>Mode of Operation</b>
<b>Active Monitoring</b>	Acquires a GPS point in 60 second increments, transmits data every 15 minutes and performs an impaired locate every 15 minutes. Tamperers are immediately transmitted. Also, should the Division want to have access to a one (1) minute data transmit, they will have this rate plan as an option at the same daily rate for the Active GPS system,
<b>Hybrid Monitoring</b>	Acquires a GPS point in 60 second increments, transmits data every thirty (30) minutes and performs an impaired locate every 30 minutes. Tamperers are immediately transmitted.

In the event of an alert condition and regardless of the mode of operation, the device will automatically increase its transmission frequency to a one (1) minute GPS point, one (1) minute impaired locate through AFLT and a one (1) minute transmission of monitoring data under alert conditions. Also, an officer can change a participant's risk profile at any time during monitoring. For example, an officer may initially assign a participant with a passive monitoring profile for low risk monitoring, but determine the need to increase the monitoring intensity to active monitoring if the participant has recurring violations. In contrast, if an officer determines during a participant monitoring timeframe that the participant poses less risk to the community than originally observed, the officer can easily modify that participant's risk profile from active monitoring to passive monitoring. Any single OM210 device can be software controlled to operate at increased and decreased intensities, allowing for real-time monitoring changes without the need to have contact with the participant or the monitoring equipment.

The OM210 device has the capability to change the frequency of monitoring automatically when an exclusion zone has been breached. When an exclusion zone is breached several things occur. First, an exclusion zone alert is sent out immediately as directed by agency users assigned to the participant. Second, the device reverts into "constant tracking" mode. In this mode, the device will use all three (3) location methods (GPS, Assisted GPS and AFLT via cellular tower triangulation) to determine and report locations in real time. It will remain in this mode until the device leaves the exclusion zone or the battery is exhausted. In addition, users can add a buffer zone around an exclusion zone for added safety. Buffer zones may or may not be alert situations as defined by the agency user, but if a buffer zone is entered, the constant tracking mode is activated to track the participant more accurately and to "catch" them entering the exclusion zone with greater reliability.





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

5. The GPS tracking unit device should be a one piece unit and fit on the offender's ankle and should be lightweight.

**G4S meets this requirement.** The OM210 GPS tracking unit is a one-piece device with dimensions of 3.5" X 1.5" X 1.75" and weighs 5.3 ounces. The device is easily installed on the ankle of the participant.

6. The GPS tracking unit should have the ability to vary rates of GPS recording from 1 to 10 minutes. The capability should be configured in the individual clients setup information by the Division of Community Corrections via the Web interface and provide for downloading new updates over the phone line.

**G4S meets this requirement.** The OM210 has a multitude of rate plan options that will allow Lexington-Fayette UCG DCC to vary the GPS recording time from one (1) to 10 minutes. **G4S meets this requirement.** The OM210 device, through its supporting software, provides the flexibility an agency needs for controlling the level of supervision each participant receives to meet individual monitoring needs and budget constraints. This level is defined by the type of monitoring assigned in the participant's risk profile. The risk profile not only defines the monitoring intensity, but also allows the agency to change the level, based on a participant's current monitoring status. Risk profiles available include, but are not limited to:

Risk Profile	Mode of Operation
Active Monitoring	Acquires a GPS point in 60 second increments, transmits data every 15 minutes and performs an impaired locate every 15 minutes. Tamperers are immediately transmitted. Also, should the Division want to have access to a one (1) minute data transmit, they will have this rate plan as an option at the same daily rate for the Active GPS system,
Hybrid Monitoring	Acquires a GPS point in 60 second increments, transmits data every thirty (30) minutes and performs an impaired locate every 30 minutes. Tamperers are immediately transmitted.

Also, an officer can change a participant's risk profile at any time during monitoring. For example, an officer may initially assign a participant with a passive monitoring profile for low risk monitoring, but determine the need to increase the monitoring intensity to active monitoring if the participant has recurring violations. In contrast, if an officer determines during a participant monitoring timeframe that the participant poses less risk to the community than originally observed, the officer can easily modify that participant's risk profile from active monitoring to passive monitoring. Any single OM210 device can be software controlled to operate at increased and decreased intensities, allowing for real-time monitoring changes without the need to have contact with the participant or the monitoring equipment.

7. The GPS tracking unit should be water resistant and shock resistant and able to withstand normal daily use.

**G4S meets this requirement.** The OM210 device casing is hardened and waterproof to a depth of 50 feet in both salt water and fresh water. The unit can withstand normal daily use including temperatures between -20° Celsius and 60° Celsius, normal household and atmospheric conditions and is shock resistant up to 500 MHz of random vibration of 1.25G rms.

8. The GPS tracking unit should be tamper resistant.

**G4S meets this requirement.** The OM210 unit detects three (3) tamper types including 1) strap tamper, 2) device tamper and 3) device removal. When properly installed, attempts to defeat, remove or tamper with the OM210 will also be visually obvious to trained personnel. The strap will show signs of cutting or



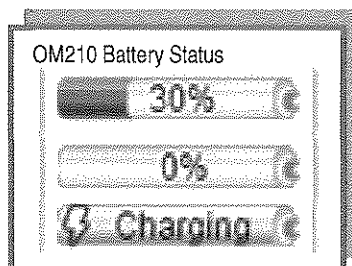
## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

dislodging as it is made of durable hypoallergenic materials that are molded into a uniform design. The back plate fits precisely in place and any attempts to pry it open are easily noticeable.

The OM210 devices offer the most advanced tamper detection and reset methodology. The devices have been proven to be highly reliable and reduce the production of false tamperers. The devices remain in tamper until inspected and reset through the FocalPoint™ software. The reduction in excessive tamper events that are a nuisance to officers reduces tamper events to only those that truly warrant investigation and necessitate oversight. If an officer is not near a computer, he or she may call the G4S monitoring center to clear any tamper event. For each tamper event, officers can program multiple notifications, such as reminders.

9. The GPS tracking unit shall provide Division of Community Corrections staff with the tamper status of the transmitter and the battery status of the transmitter when a transmitter signal is detected.

**G4S meets this requirement.** Within one (1) second of a tamper attempt, the device will communicate and send a unique alert to the FocalPoint™ web interface. **The OM210 device will automatically and instantly communicate to the FocalPoint™ software when a participant attempts to remove or tamper with the strap.** The FocalPoint™ system then immediately sends the alert to the appropriate agency defined personnel. The elapsed time for a device tamper to be executed and then have a notification via text message and/or voice call is under 45 seconds. The OM210 device will send a tamper alert if the participant severs the strap or if the unit loses contact with the back plate attached to the leg. Additionally, the unit will send a tamper alert if the unit is broken or if the unit's back plate is separated from the rest of the unit.

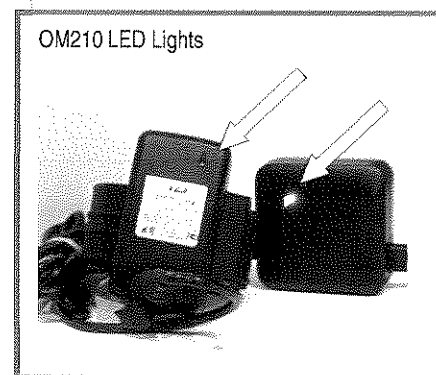


The device reports the battery status each time it reports to the monitoring center. If the device's power is low, the monitoring center will generate a low battery alert. A low battery alert is generally generated when the device is at 35% or less of battery power, but is configurable to occur between four (4) and twelve hours of remaining power. This alert will clear when battery power is restored above 85%. To mitigate low battery issues, agencies can incorporate a mandatory recharging schedule into the participant's daily schedule. If the device is not charging at the scheduled time, or if it is unplugged prior to the expiration of the charging schedule, the monitoring center will send an alert to the assigned officer.

10. The battery in the GPS tracking unit should be durable and should be rechargeable. The Bidder should indicate whether the receiver battery is replaceable in the field or that it needs to be returned to the Bidder for replacement. The battery's daily charge should be sufficient to allow an offender to be gone from home for up to twenty-four (24) hours between charges.

The OM210 features an internal battery that boasts the industry's longest battery life of 12 to 18 months with a shelf life of five (5) years and must be returned to G4S for replacement. Participants charge the unit daily through a standard 110V plug with a 15-foot cord easily connected directly to the front of the unit. The unit has an intensive monitoring battery up-time of 24 hours to 60 hours depending upon the rate plan used by the agency and is rechargeable in 1.5 hours. The OM210 features a multi-colored LED light that will illuminate during battery charging.

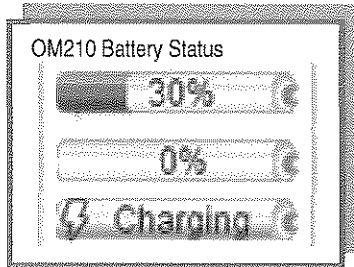
The device reports the battery status each time it reports to the monitoring center. If the device's power is low, the monitoring center will generate a low battery alert. A low battery alert is generally generated when the device is at 35% or less of battery power, but is configurable to occur







## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates



between four (4) and twelve hours of remaining power. This alert will clear when battery power is restored above 85%. To mitigate low battery issues, agencies can incorporate a mandatory recharging schedule into the participant's daily schedule. If the device is not charging at the scheduled time, or if it is unplugged prior to the expiration of the charging schedule, the monitoring center will send an alert to the assigned officer.

The proposed system will alert designated officers when the following alerts occur for participants on GPS monitoring regarding battery and recharge schedules on a per participant basis:

Notification Alerts	Alert Generated/Cleared	Description
Low Battery	System Generated	Automatic system generated message that occurs when the device reaches 35% of remaining battery power.
	Automatically Cleared	Automatically clears when the device has been recharged to 80% or more.
Recharge Schedule Alert	System Generated	Occurs when a participant misses their mandatory recharge schedule. Creating a battery recharge schedule is optional and managed by the FocalPoint™ Administrator.
	Auto or Manually Cleared	Occurs when the Recharge Schedule alert is cleared by the user.

11. The GPS tracking unit should be capable of continuing to monitor the offender while it is being charged.

**G4S meets this requirement.** The OM210 battery is easily recharged in less than 1.5 hours through plugging the unit into an electrical supply through a wall-charging unit with a 15 foot long cord. The device continues monitoring all participant activity while being charged. Additionally the device reports to the system log whether or not it is being charged, has had insufficient charging time or if the battery is fully charged.

Log Events	Description
Recharge Begin	Occurs when a participant successfully plugs in their device. Once the participant has charged the device, the device will locate every 20 minutes minimum. If they are on a rate plan that is greater than 20 minutes then they will obtain location points per their specified rate plan.
Recharge End	Occurs when a participant disconnects the charging cord from their device.
Insufficient Charging Time	A system generated message that automatically records when a participant charges their device for less than an hour.
Battery Full	Occurs when the battery level reaches maximum capacity on a scale of 1 - 100%.

12. The GPS tracking unit (or system) should be capable of establishing Exclusion Zones where a violation report will be generated when the offender moves into that zone. The system should also be able to establish Inclusion Zones where the offender is permitted to be and a violation report will be generated when they move outside of these zones.

**G4S meets this requirement.** The FocalPoint™ system provides the ability to create unlimited zones around fixed locations. These can be inclusion zones requiring the participant's presence, exclusion zones limiting the participant's presence and undifferentiated zones designed for notification of entry and exit without rules associated. Agencies will also have the ability to save frequently used zones into a "Company Zones" library. This capability will save officer time as these zones can be used for multiple participants without the need to recreate them.

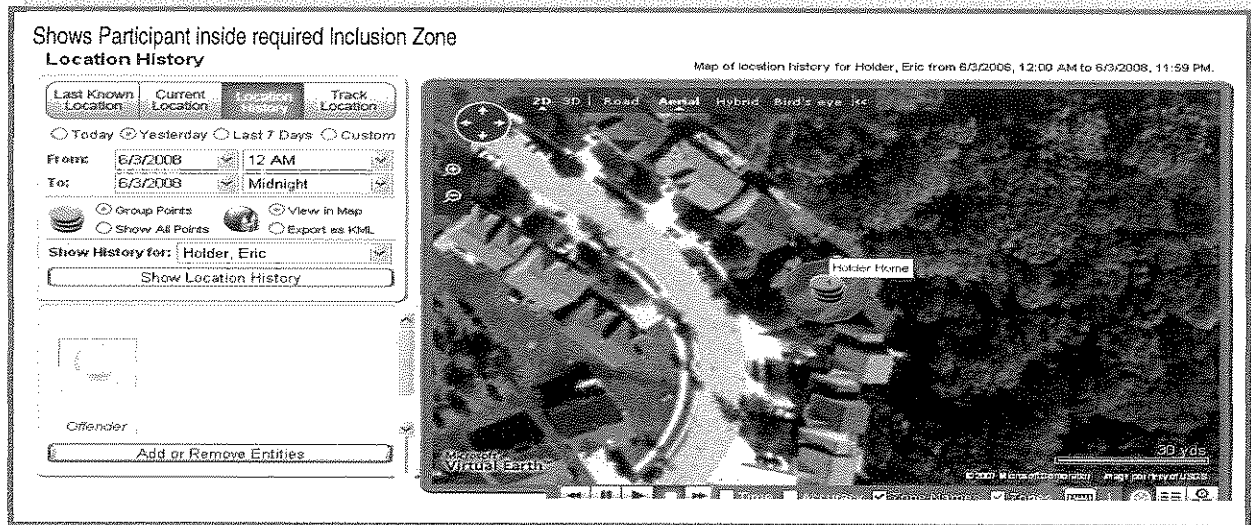
On the map, **Inclusion Zones** are green and **Exclusion Zones** are red. The FocalPoint™ system always for zones to overlap and change on a time basis. For example, a person may have to stay in the City of Bismark (Inclusion Zone) but not be allowed near a prior victim's house or any school or park



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

(Exclusion Zone). Exceptions to any Zones rules can be created using calendars and time. Inclusion and Exclusion zones can switch throughout the day based on rules set forth by the courts. These changes are represented on the mapping software, i.e. the zone would switch from a green inclusion zone to a red exclusion zone. The system has a process to work with agency staff to match monitoring intensity with level of supervision needed within the field.

The following are examples of inclusion and exclusion zones:



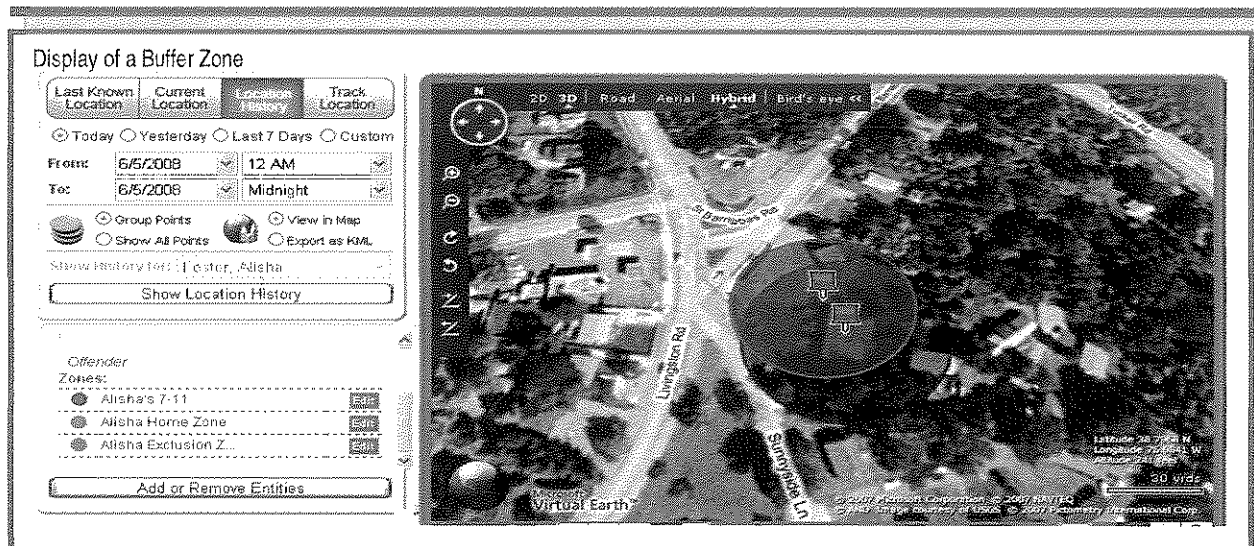
**IMPORTANT G4S ADVANTAGE:** The system provides the ability to create buffer zones around exclusion zones. Buffer zones can be attached to an exclusion zone and can be set at a 50-foot minimum radius with no maximum limit. Once a device is in a buffer zone, the device will automatically activate a constant tracking mode (get location information once every minute and report into the system once every minute) regardless of the participant's monitoring type until the device is located outside of the buffer zone. This capability allows agencies to more accurately track participants entering the exclusion zone with greater reliability.



## Scope of Work

### Lexington-Fayette Urban County Government

### Electronic Monitoring of Inmates



If a participant moves into or out of an Exclusion Zone or leaves an Inclusion Zone, the OM210 records the location of the participant and a violation notification is automatically sent to the applicable Lexington-Fayette UCG DCC officer upon reporting this violation to the system. The FocalPoint™ system will also alert applicable Lexington-Fayette UCG DCC officers when a participant enters or leaves a Buffer Zone.

Notification Alerts	Alert Generated/Cleared	Description
Exclusion Zone Alert	System Generated Auto or Manually Cleared	Occurs when a participant is in violation of his schedule by entering a user defined zone that is prohibited. Occurs when a participant has left a prohibited zone and the alert is cleared by the system or by the user.
Inclusion Zone Alert	System Generated Auto or Manually Cleared	Occurs when a participant leaves a user defined zone they are required to remain within during scheduled times. The system will automatically clear this alert if the participant returns to the inclusion zone during the scheduled time. If the participant does not return to the inclusion zone during the scheduled time, the user must manually clear this alert through FocalPoint™.
Buffer Zone Alert	System Generated Auto or Manually Cleared	Occurs when the participant enters a user defined zone. A buffer zone is an extra distance that can be attached to an exclusion zone and can be set at 50 foot minimum radius with no maximum limit. Once a device is in a buffer zone, it will automatically get assigned a one minute rate plan until the device is located outside of the buffer zone. It will then resume its normal rate plan. Occurs when the participant exits the buffer zone attached to the exclusion zone.

If a Lexington-Fayette UCG DCC officer has created undifferentiated zones, the FocalPoint™ system will log all enters and exits from these zones.

Notification Event	Description
Zone Exit	Occurs when a participant exits an assigned zone. Zone Exits are standalone events and do not have to be in a target entities schedule to generate. These notifications are usually requested when an officer just wants to know if the participant has exited a specific area, but was not necessary prohibited from or restricted to this area.
Zone Enter	Occurs when a participant enters an assigned zone. Zone Enters are standalone events and do not have to be in a target entities schedule to generate. These notifications are usually requested when an officer just wants to know if the participant has entered a specific area, but was not necessary prohibited from or restricted to this area.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

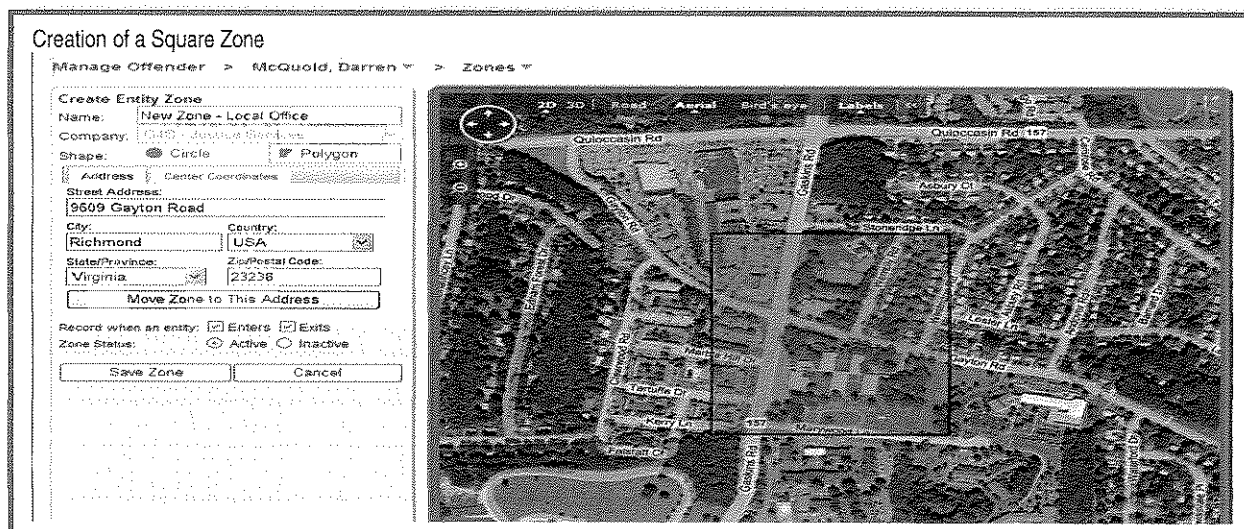
13. The Zones must be capable of being customized by Division of Community corrections staff via Internet Web-based access.

**G4S meets this requirement.** All zones for participants tracked through the OM210 tracking device can be customized by the agency via the FocalPoint™ Internet web-based software.

All zones are created in the FocalPoint™ software as undifferentiated zones and can then be used as inclusion, exclusion or undifferentiated zones depending on a participant's assigned schedule. To create a zone for a specific participant, officers simply select Zones from the Manage Offender, name the zone, select the shape of the zone (circle or polygon), select the zone radius in feet and enter either the address or coordinate position of the zone (latitude/longitude).



Please note the previous example showed the creation of circular zone, however agencies will also be able to create square or polygon shaped zones. To create a square zone, officer have to simply toggle from a circular shape to a polygon shape.





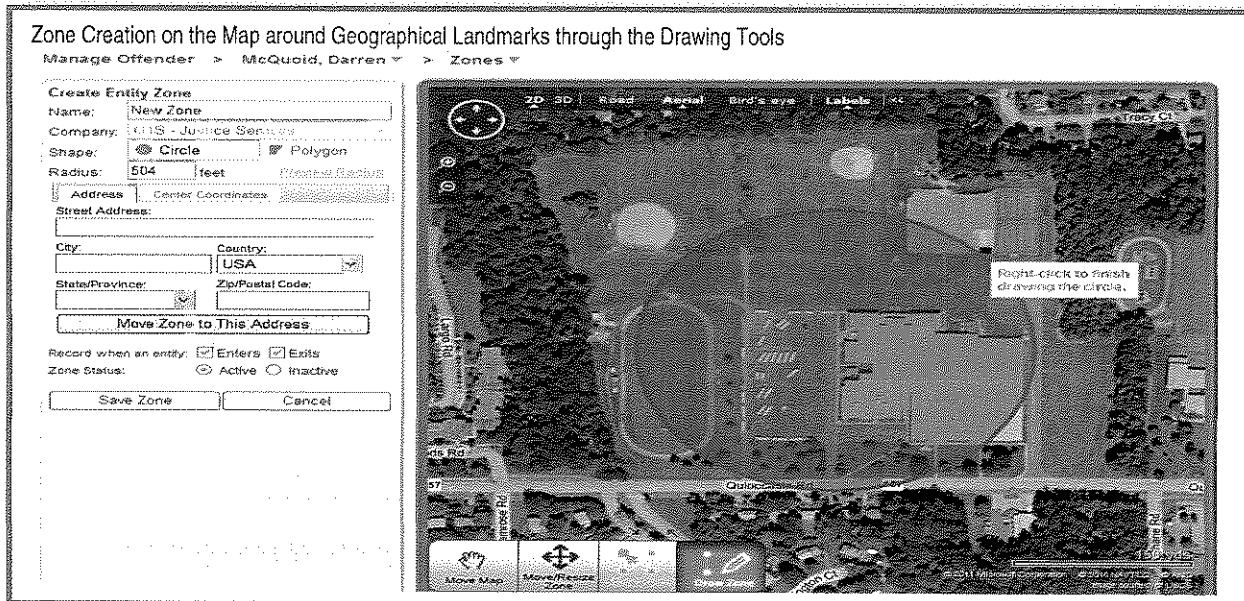


## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

After making the zone a square, officers can select the Move Points button on the mapping screen and reshape the zone as desired.



**IMPORTANT G4S ADVANTAGE:** The G4S proposed solution allows agencies several options for zone creation including the ability to draw zones on the map around geographical landmarks. The map below is an example of an aerial view with geographical locations, state, county, municipality and street names which can be displayed at the discretion of the user and the drawing tool for zone creation.



The FocalPoint™ system will allow authorized users to create, edit and delete all parameters for individual participants. Additionally, the system will allow approved staff the ability to apply monitoring schedules and zones for entire groups of participants. Users can create **unlimited** individual monitoring schedules as well as **unlimited** inclusion and exclusion zones for each participant.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

**FocalPoint™ View Scheduling Screen**  
Manage Offender > McQuoid, Darren > Schedules

**Zones and Schedules**

- Work Zone 2
- Work Schedule
- Exclusion Fat Zone
- Day Home Home Zone
- Home Schedule
- Battery Schedules
- Charging Schedule
- Create a New Schedule

**Map**

**Calendar**

January 10 - 16, 2011

12 AM 01 AM 02 AM 03 AM 04 AM 05 AM 06 AM 07 AM 08 AM 09 AM 10 AM 11 AM 12 PM 01 PM 02 PM 03 PM 04 PM 05 PM 06 PM 07 PM 08 PM 09 PM 10 PM 11 PM

Mon Jan 10 Home Schedule Work Schedule

Tue Jan 11

Wed Jan 12

Thu Jan 13

Fri Jan 14

Sat Jan 15

Sun Jan 16

**Work Schedule**

Zone: Work Zone 2

Days in Effect: 12/27/2010 - 12/27/2110

Start: 07:15 AM - 06:00 PM

Map Edit Delete

**FocalPoint™ Creating New Exclusion Zone Schedule**  
Manage Offender > McQuoid, Darren > Schedules

**Edit Schedule**

Name: Exclusion Zones

Start Date: 01/10/2011 End Date: 01/10/2111

Active Days: weekdays weekends

Start Time: 12:00 AM End Time: Midnight

Schedule Type: ☒ Zone ☐ Battery

Schedule Zone: School Zone

☒ Inclusion ☒ Exclusion

☒ Set up an exclusion buffer zone by selecting either speed or distance

Speed: 3 Miles/Hour MPH

Distance: 1 foot

Exclusion Buffer Capture Rate: 1

Cancel Next >

**Calendar**

January 10 - 16, 2011

12 AM 01 AM 02 AM 03 AM 04 AM 05 AM 06 AM 07 AM 08 AM 09 AM 10 AM 11 AM 12 PM 01 PM 02 PM 03 PM 04 PM 05 PM 06 PM 07 PM 08 PM 09 PM 10 PM 11 PM

Mon Jan 10 Home Schedule Work Schedule

Tue Jan 11 Home Schedule Work Schedule

Wed Jan 12 Home Schedule Work Schedule

Thu Jan 13 Home Schedule Work Schedule

Fri Jan 14 Home Schedule Work Schedule

Sat Jan 15 Home Schedule Work Schedule

Sun Jan 16 Home Schedule Work Schedule

Time exceptions to these rules can also be created using an easy to use calendar. Additionally, monitoring changes subsequent to installation can be completed through the FocalPoint™ software and do not require interaction with the participant. Officers are alerted when participants are not where they should be during a specified time or if they get too close to an exclusion zone.

Additionally, the system allows users to easily **modify** curfew schedules and GPS zones on a per-participant basis remotely at any time by clicking the Edit Icon (pencil) on the Completed GPS Schedule Screen.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

**FocalPoint™ Editing Inclusion Zone Schedule**  
Manage Offender > McQuoid, Darren > Schedules >

**Edit Schedule**

Name: [Work Schedule]  
Start Date: 12/27/2010 End Date: 12/27/2110  
Active Days: all week  
Start Time: 07:15 AM End Time: 06:00 PM  
Schedule Type: ☒ Zone ☐ Battery  
Schedule Zone: Work Zone 2  
☒ Inclusion ☐ Exclusion  
☐ Use a Starting Travel Time: 15 min  
☐ Use an Ending Travel Time: 15 min  
Cancel Next >

January 10 - 16, 2011

	12 AM	01 AM	02 AM	03 AM	04 AM	05 AM	06 AM	07 AM	08 AM	09 AM	10 AM	11 AM	12 PM	01 PM	02 PM	03 PM	04 PM	05 PM	06 PM	07 PM	08 PM	09 PM	10 PM	11 PM
Mon Jan 10	Home Schedule																							
Tue Jan 11	Home Schedule																							
Wed Jan 12	Home Schedule																							
Thu Jan 13	Home Schedule																							
Fri Jan 14	Home Schedule																							
Sat Jan 15	Home Schedule																							
Sun Jan 16	Home Schedule																							

**IMPORTANT G4S ADVANTAGE:** The software will allow the agency to create unlimited schedules for participants and apply inclusion or exclusion zones to these schedules. The GPS tracking unit should record if the offender moved into or out of an Exclusion Zone or leaves an Inclusion Zone and transfer the recorded data to the docking station upon return.

**G4S meets this requirement.** The OM210 device is a single unit device that is both the receiver of location information and the transmitter of status and location information supported by the web-based information exchange, FocalPoint™. This device does not require a base or docking station or landline communications to transmit data. The OM210 device incorporates a cellular modem and communicates information to the monitoring center over the CDMA cellular network at programmed call in times as determined by the selected rate plan. If a participant moves into or out of an Exclusion Zone or leaves an Inclusion Zone, the OM210 records the location of the participant and a violation notification is automatically sent to the applicable Lexington-Fayette UCG DCC officer upon reporting this violation to the system.

Lexington-Fayette UCG DCC officers will also have the ability to view participants movements into or out of an Exclusion Zone or leaves an Inclusion Zone on the Location History maps in the FocalPoint™ software.

**Exclusion Zone with Zone Breach**

Last Known Location Current Location **Exclusion History** Track Location

☐ Today ☐ Yesterday ☐ Last 7 Days ☒ Custom

From: 08/05/2009 12 am To: 08/05/2009 Midnight

☐ Group Points ☒ View in Map ☐ Show All Points ☐ Export as KML

Show History for: Jackson, Michael

Show Location History

Holman, Danielle  
Officer: Danielle Holman  
Device #: 5138075244  
Serial #: 555484E  
Accuracy Settings: No

Add or Remove Entities

2D 3D Road Aerial Bird's eye Labels

Victim Home - Michael Jackson

50 yds





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

14. The GPS tracking unit should record if the offender moved into or out of an Exclusion Zone or leaves an Inclusion Zone and transfer the recorded data to the docking station upon return.

**G4S meets this requirement.** The OM210 device is a single unit device that is both the receiver of location information and the transmitter of status and location information supported by the web-based information exchange, FocalPoint™. This device does not require a base or docking station or landline communications to transmit data. The OM210 device incorporates a cellular modem and communicates information to the monitoring center over the CDMA cellular network at programmed call in times as determined by the selected rate plan. If a participant moves into or out of an Exclusion Zone or leaves an Inclusion Zone, the OM210 records the location of the participant and a violation notification is automatically sent to the applicable Lexington-Fayette UCG DCC officer upon reporting this violation to the system.

15. The GPS tracking unit (or system) will generate a report when the cellular and/or the GPS signal is lost and the system can no longer track the offender or communicate with the data storage unit.

**G4S meets this requirement.** The OM210 will record and report to the monitoring center when the cellular and/or GPS signal is lost. The FocalPoint™ system will automatically produce either a "Location Failure" or "Communications Failure" and notify the appropriate officer with the following alerts based on user defined notification protocols.

Notification Alerts	Alert Generated/Cleared	Description
Communication Failure	System Generated  Auto or Manually Cleared	Occurs if device is unsuccessful in communicating with Sprint for two consecutive intervals according to the set Communication Failure System Generated rate plan. The device will attempt to use the cellular network two (2) times and then will start a 45 minute timer. If it is still unable to contact Sprint during this timeframe, a communication failure alert is generated. This condition may be cleared by the user or by the system when the device is able to obtain a Sprint signal again. If data is saved in the device's memory, it is sent at this time.
Location Failure	System Generated  Auto or Manually Cleared	Occurs when the device is not able to obtain its location. This alert automatically clears through FocalPoint™. Occurs when the device is able to obtain its location and the system or user clears the alert.

16. The GPS tracking unit will not be affected by the operation of other electronic devices (i.e., cell phone, satellite television receivers, microwave ovens, computers, radio towers) or other receivers when used in the same general geographic area.

**G4S meets this requirement.** The OM210 unit is not affected by the operation of other electronic devices or other receivers when used in the same general geographic area.

17. Each GPS tracking unit must be able to be electronically matched to any base station in the field-by-field personnel.

**G4S exceeds this requirement.** Since the OM210 device is a single unit device that is both the receiver of location information and the transmitter of status and location information, the device does not require a base or docking station or landline communications to transmit data.

18. The GPS tracking unit should have a field replaceable battery. The battery should last for one year.

**G4S exceeds this requirement.** The OM210 is a one-piece device manufactured as a completely sealed unit to maintain the operational integrity of the unit.



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

**IMPORTANT G4S ADVANTAGE:** This device boasts the one (1) of the industry's longest battery lives of 12 to 18 months with a shelf life of five (5) years. Should a battery need to be replaced, the participant will be given a new OM210 device from on-site spares and G4S will replenish the on-site spares upon notice from the agency.

19. The GPS tracking unit should receive GPS signals in any spatial orientation.

**G4S meets this requirement.** The OM210 will send and receive signals within all plans of motion in any spatial orientation.

20. The GPS tracking unit must be able to store the number of events in memory and must have download capabilities so that agency staff can print hard copy status reports.

**G4S meets this requirement.** The OM210 device has the capability of storing events in memory and will automatically report into the FocalPoint™ system when the unit is recharged and/or regains cellular communications. Each authorized user of FocalPoint™ can view location screens which show:

- ✓ Current location of any individual or group of people
- ✓ Location history of any individual for any time period up to 30 days
- ✓ Initiate constant tracking

In addition to viewing information on the screen, users may run reports for a single person or group of people for a day or up to any 30 day period on:

- ✓ Alerts, showing what actions were taken and if the notifications were successful
- ✓ Events, showing all events including alerts
- ✓ Speeding
- ✓ Proximity, allowing users to see if any or all offenders were near a specific location at a specific time
- ✓ Zone activity report, to show which offenders entered and left zones such as AA, shopping malls, known drug areas, etc.
- ✓ Stops, which shows where offenders stayed in one location over a given time period
- ✓ Movement, which shows the movement between stops, how long it took, where they began and ended, etc.
- ✓ User activity, which shows which users are logging into the system, and for how long

21. The Bidder **must** provide with the GPS system an ankle transmitter, which is capable of being worn by an offender in a comfortable, but secure manner at all times. The ankle transmitter must be attachable by a strap that is not abrasive to the offender's skin.

**G4S meets this requirement.** The OM210 unit is an inconspicuous one-piece tracking device that is attached to the participant's ankle in a comfortable, but secure manner. The device is attached to the offender's ankle with a reusable, adjustable and replaceable strap that is not abrasive to the participant's skin.

22. Both the strap and ankle transmitter must be water resistant and capable of withstanding normal shocks, vibrations, and wear and tear. The ankle straps must come in various sizes or be adjustable to size to fit the offender.

**G4S meets this requirement.** The OM210 device and strap are hardened and waterproof in both salt water and fresh water, safe to the wearer, engineered for heavy-duty shock and vibration, capable of withstanding normal wear and tear. The OM210 comes with a fully adjustable strap designed to fit the largest of ankles.



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

23. Both the strap and the ankle transmitter must be tamper resistant so that the offender cannot remove it without an alert being sent to the Monitoring Center.

**G4S meets this requirement.** The OM210 unit detect both a strap tamper and/or a device tamper so that the offender cannot remove it without an alert being sent to the monitoring center. Within one (1) second of a tamper attempt, the device will communicate and send a unique alert to the FocalPoint™ web interface. **The OM210 device will automatically and instantly communicate to the FocalPoint™ software when a participant attempts to remove or tamper with the strap or device.** The FocalPoint™ system then immediately sends the alert to the appropriate agency defined personnel. The elapsed time for a device tamper to be executed and then have a notification via text message and/or voice call is under 45 seconds. The OM210 device will send a tamper alert if the participant severs the strap or if the unit loses contact with the back plate attached to the leg. Additionally, the unit will send a tamper alert if the unit is broken or if the unit's back plate is separated from the rest of the unit.

Notification Alerts	Alert Generated/Cleared	Description
Device Tamper	System Generated	Occurs if the participant attempts to remove /disassemble the device. This alert must be manually cleared through FocalPoint™.
	Manually Cleared	Occurs after the device tamper condition has been corrected and the user clears the Device Tamper manually through FocalPoint™.
Strap Tamper	System Generated	Occurs when the participant attempts to cut, remove or tamper with the strap attached to the device. This alert must be manually cleared in FocalPoint™.
	Manually Cleared	Occurs when a strap tamper is cleared by the user in FocalPoint™.

When properly installed, attempts to defeat, remove or tamper with the OM210 will also be visually obvious to trained personnel. The strap will show signs of cutting or dislodging as it is made of durable hypoallergenic materials that are molded into a uniform design. The back plate fits precisely in place and any attempts to pry it open are easily noticeable.

The OM210 devices offer the most advanced tamper detection and reset methodology. The devices have been proven to be highly reliable and reduce the production of false tampers. The devices remain in tamper until inspected and reset through the FocalPoint™ software. The reduction in excessive tamper events that are a nuisance to officers reduces tamper events to only those that truly warrant investigation and necessitate oversight. If an officer is not near a computer, he or she may call the G4S monitoring center to clear any tamper event. For each tamper event, officers can program multiple notifications, such as reminders.

**IMPORTANT G4S ADVANTAGE:** Inherent to the state-of-the-art design of the OM210 device is the reduction in false tamper alerts. The elimination of the time and frustration associated with unnecessary false tamper alerts translates into improved officer service levels and significant benefit to the County.

24. The distance between the ankle transmitter and the receiver device when a violation is reported should be noted in the Bid and that distance should be no greater than two-hundred (200) feet from the RF receiver and/or no greater than twenty-five (25) feet from the GPS tracking unit. The distance should also be adjustable if possible.

**G4S exceeds this requirement.** Since the OM210 device is a single unit device that is both the receiver of location information and the transmitter of status and location information, the device does not require a base or docking station or landline communications to transmit data.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

25. Battery life for the ankle transmitter battery should be noted in the Bid and it should be sufficiently durable to not require frequent replacement of the battery.

**G4S exceeds this requirement.** The OM210 features an internal battery that boasts the industry's longest battery life of 12 to 18 months with a shelf life of five (5) years.

26. The Bidder must furnish the necessary tools to attach the ankle transmitter and/or straps.

**G4S exceeds this requirement.** Officers will not need tools to install the OM210 on participants.

### J. Monitoring Center Services

1. Monitoring services are to be provided by the Bidder 24 hours a day, seven days a week, and 365 days a year for all participants utilizing any of the Bidder's monitoring devices.

**G4S meets this requirement.** Staffed monitoring services and support are available from G4S 24 hours a day, seven (7) days a week, 365 days a year to respond in a timely manner to requests for assistance from Lexington-Fayette UCG DCC. **IMPORTANT G4S ADVANTAGE:** To G4S' knowledge, G4S is the only leading provider of monitoring services that operates two (2) redundant electronic monitoring centers in Irvine, California and Atlanta, Georgia that are both staffed and fully operational 24 hours a day. Lexington-Fayette UCG DCC can be confident that G4S is experienced and fully capable of providing the necessary transactional, technical and support services on a continuous basis, 24 hours a day, seven (7) days a week, 365 days a year for each of the equipment and software offerings discussed in this proposal.

2. The Monitoring Center must be able to provide on a 24 hour, seven day per week basis staff who has been competently trained on the system and who can respond in a timely manner to requests for assistance from the Division of Community Corrections. These requests can be for assistance to both hardware and software issues.

**G4S meets this requirement.** Staffed monitoring services and support are available from G4S 24 hours a day, seven (7) days a week, 365 days a year to respond in a timely manner to requests for assistance from Lexington-Fayette UCG DCC. **IMPORTANT G4S ADVANTAGE:** To G4S' knowledge, G4S is the only leading provider of monitoring services that operates two (2) redundant electronic monitoring centers in Irvine, California and Atlanta, Georgia that are both staffed and fully operational 24 hours a day. Lexington-Fayette UCG DCC can be confident that G4S is experienced and fully capable of providing the necessary transactional, technical and support services on a continuous basis, 24 hours a day, seven (7) days a week, 365 days a year for each of the equipment and software offerings discussed in this proposal.

G4S strives to resolve any customer inquiries promptly and on the first contact. Each monitoring center operator has the expertise to easily identify, explain and resolve issues relating to customer needs such as clearing an alert, changing a participant's schedule, creating a zone, performing participant enrollments, or entering data into the system. Operators can also provide troubleshooting with tier 1 steps to resolve equipment related issues or overdues.

As an additional enhancement to G4S' 24 hour a day support services, during the busiest periods of the day G4S provides an additional team of support staff delivering specialized services to customers. This specialized support services department (Help Desk) includes tier 2 advanced troubleshooting for resolving hardware and software issues for all products and services supported by G4S. As a result, during the busiest periods of the day the Help Desk team provides added support services including



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

accessing software platforms for user set up, establishing agency notification protocols, equipment inventory, orders and returns.

3. The Division of Community Corrections reserves the right to conduct background checks on any employee working the Monitoring Center. The Bidder is required to supply the Division of Community Corrections with a roster of employees upon demand that include their names, birth date, and social security number. The Division of Community Corrections agrees to request such a roster only if it has reasonable cause to believe it is necessary to maintain the integrity of the monitoring program. The Bidder is required to notify the Division of Community Corrections within twenty-four (24) hours should any situations arise with personnel which might compromise the integrity of the Monitoring Center and/or the Division of Community Correction's program.

**G4S meets this requirement.** G4S has continuously improved its applicant due diligence activities. G4S' has an exceptional vetting system that pre-screens for suitability determination and employment eligibility. Careful scrutiny of criminal checks, education verification, school accreditation and clearance drug screens has proven vital for pre-screening applicants. G4S communicates regularly with applicants through the investigation process.

G4S requires each employee to read and sign a Non Disclosure Agreement, addressing the privacy and security of officers and participant monitoring information. G4S completes an independent background check that screens for eligibility and the team and requires employment applicants to provide detailed background information which is reviewed in the evaluation process. To ensure maintaining the utmost ethical standards and security for our corrections customers, G4S requires all employees to pass Federal and State criminal background checks as well as G4S' own rigorous screening requirements. Due to the sensitive nature of products and services, G4S does not employ individuals with felony records.

G4S has developed a rigid Standards of Conduct and Performance policy for employee competence, conduct, performance and integrity. Each employee receives a copy of the Standards of Conduct and Performance policy and signs to acknowledge that they have read and understand the standards. The document is reviewed with each newly hired employee as part of the Employee Orientation and is included in the Employee Handbook.

G4S understands that Lexington-Fayette UCG DCC reserves the right to conduct background checks on any employee working in the G4S monitoring center.

Upon request, G4S will provide a roster of employees to Lexington-Fayette UCG DCC that includes names, birth dates and social security numbers if the County has reasonable cause to believe the list is needed to maintain the integrity of the monitoring program. G4S agrees to notify the Lexington-Fayette UCG DCC within 24 hours if any personnel situations arise which might compromise the integrity of the monitoring center and or the Division's program.

4. The Bidder agrees to conduct regular training for their Monitoring Center staff so they will be competent to respond appropriately to any suspected violations or unusual activities by offenders under the supervision of the Division of Community Corrections.

**G4S meets this requirement.** G4S recognizes that its ability to provide the required and necessary equipment and services is facilitated by the professional relationship and cooperation established and maintained between G4S, its subcontractors, resellers and stakeholder agencies. By employing G4S' core values and developing the best people in the industry, G4S can use its security expertise to develop solutions to meet customers' needs.

G4S is committed to a standard of excellence in the services we provide and in the quality performance of its employees. G4S sets clear expectations, provides a solid foundation of training and regular communication with management, and helps employees achieve their potential to succeed in the



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

workplace. All G4S monitoring center employees are required to complete initial classroom training courses including hands on training and testing certifications during the first 90-days of employment. Additionally, each employee is encouraged to complete additional regularly scheduled training courses and operator level testing to advance their skills and employee level. Regular reviews of employee training are conducted where G4S training managers identify areas of improvement for each employee. Employees are allowed two (2) weeks to register and complete all recommended supplemental training. All G4S training stresses the importance of confidentiality and informs employees that G4S reserves the right to hold employees accountable even after termination if it is found that they were involved in or a part of a confidentiality breach.

In keeping with G4S values, the Operator Levels Program was developed to provide internal opportunities for growth. Operator Levels are defined into six (6) categories. Each category is assigned a separate level of pay. Tests are administered quarterly giving the employee four (4) opportunities per year to advance to a higher pay scale. To follow is an overview of the Operators Levels Program

**Operator Level I:** Every newly hired employee at G4S is required to take and pass the Operator Level I exam. This proficiency test includes basic questions regarding hardware and software applications. Employees take this exam before their first 90 days of employment expires, and achieve a passing score of 80% in order to retain employment at G4S.

**Operator Level II:** The Operator Level II position requires basic knowledge of all equipment that G4S services. For employees who are not required to test at this level, this exam may be taken as often as desired but not to exceed once per quarter. An employee cannot receive anything less than 85% to pass.

**Operator Level III:** The Operator Level II test takers must have passed the Operator Level II test. This level requires an advanced level of troubleshooting abilities regarding all equipment that G4S services. An employee may not receive anything less than a 90% to pass.

**Customer Service II:** Any applicants interested in this position must meet all criteria listed through Operator Level III. An in-depth understanding of notification profiles, notification changes, and how they relate to certain contracts on different systems is required. Specialized test regarding customer service applications must receive a passing score of 90% to pass.

**Lead I:** Applicants for a Lead position within the company must have tested through to Operator Level III before being considered for a Lead or Supervisory role. Requirements for this level include advanced troubleshooting knowledge in all systems that G4S services. During this tenure, the employee will assume intermediate leadership roles and assist the supervising team in supporting staff with escalated questions and concerns.

**Lead II:** Applicants for a Lead II position must have tested through to the Lead I level in order to be considered for a Lead II or Supervisory role. Requirements for this level include comprehension of all equipment hardware, and advanced troubleshooting knowledge in all systems that G4S services. In addition, a basic comprehension of and ability to adequately enforce monitoring center policies and procedures is required. During this tenure, the employee will assume a junior leadership role and assist the supervisor in maintaining staff efficiency and productivity.

**Supervisor:** Applicants for a Supervisor position must have tested through to the Lead II level in order to be considered for a Supervisor role. Requirements for this level include comprehension of IT software used in maintaining monitoring center operations (server's alive, janeway, active fax, wave, watchdog), all equipment hardware, and advanced troubleshooting knowledge in all systems that G4S services. During this tenure, an advanced level of comprehension of G4S policies, the employee handbook, all monitoring center policies and procedures and payroll is required. The employee will assume a senior level of leadership and effectively communicate staff concerns and issues with upper management as deemed necessary.





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Stressing continuous improvement, G4S has initiated a Training and Quality Audit of monitoring center telephone calls. The Supervisors and Lead Operators of each shift conduct phone Audits weekly. This provides a tool to review not only performance, but also an understanding of procedures and policies. The following criteria are used:

- Each person reviewing is required to choose three (3) operators from a different shift per week.
- They use a form that has eight (8) questions that are rated on a scale of 0 to 5, with a five (5) being exceptional.
- The questions range from, "Did the operator ask for a password?" and "Was there anything else they could help the officer with?"
- The person doing the review puts comments on the form as to positive aspects of the call to things that the operator needs to improve upon.
- The comments are then reviewed with the operators during their weekly one-on-one meeting.
- The purpose of the phone audit is to provide a means to measure the knowledge and accuracy of the operators. This allows G4S to track the training progress and growth of individual operators.
- In doing phone audits, not only can G4S follow the progress of employees, but can also see the manner in which operators interact with officers. In addition, this allows G4S to proactively train operators in using proper security procedures and phone etiquette, and ensuring accurate and timely notification of violations, including curfew schedule violations.

5. The Bidder must be able to demonstrate that its Monitoring Center maintains high performance computers with up-to-date software capable of monitoring large numbers of offenders.

**G4S meets this requirement.** G4S' monitoring centers have been outfitted with state-of-art computers, software, networks, security devices, communications networks and fault tolerant systems of the latest technology. G4S' technical support capabilities can more than handle the traffic expected from this Lexington-Fayette UCG DCC contract.

6. The Bidder must be able to demonstrate that its Monitoring Center is in a secure location where appropriate safeguards are in place to protect the integrity of the center as well as maintaining the confidentiality of the information on offenders under the supervision of the Division of Community Corrections.

**G4S meets this requirement.** Participant information is handled with the utmost care. G4S has written security plans for its monitoring centers and the GPS data centers. The continuously staffed G4S monitoring centers reside in independently secured and climate-controlled facilities with written policies and procedures for access. To maintain monitoring center operational integrity, each shift must complete the Facility Check List to ensure that systems and alarms are functional throughout the facility. The G4S monitoring centers restrict access to authorized staff and its data by upholding the following security standards:

- Enforces an electronic key card system for entryway access
- Uses multiple security systems (including active video/audio systems, alarms system and motion detectors monitored by an outside security contractor) for supervising the entryways
- Archives data daily and stores it in a secure location to protect against memory loss in case of power failure





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

The GPS data centers use state-of-the-art technology and best practices for securing both the facility and the data. This includes the following:

- Four (4) physical layers of security, including but not limited to access doors that are monitored and alarmed for tamper protection, all of the environmental control alarms are connected into the main security panel located at the security desk and the onsite Network Operations Center (NOC).
- State-of-the-art access card system
- Trained security personnel
- Closed circuit television cameras (CCTV) that record and monitor activity both inside and outside the facilities
- Biometric and Key Card secured facility
- 24 hours a day, seven (7) days a week on-site staffing from dedicated security and storage engineers

Lexington-Fayette UCG DCC will have the ability to customize permissions-based access for individual authorized users to the proposed web-based systems to ensure all personal information remains confidential. Also, all changes to the applications are tracked with a clear audit trail for accountability. G4S training stresses the importance of confidentiality and informs employees that G4S reserves the right to hold employees accountable even after termination if it is found that they were involved in or a part of confidentiality breach.

7. The Bidder must have procedures in place for the frequent backup of data generated by the Monitoring Center and have redundancy built into its system.

**G4S meets this requirement.** The computer station at the G4S monitoring center archives data daily and stores it in a secure location to protect against memory loss in case of power failure. G4S secures all system data so it can be re-created should the system fail or the data corrupts. G4S' system architecture is designed to provide regular and reliable data backups while the system remains online and available. Databases are backed up on removable discs, using the industry recognized Symantec Backup Exec software data back-up and disaster recovery software package. The discs are encrypted to ensure security of the data stored in a secure, off-site location. Full backups occur weekly and differential backups are done daily. Weekly backups are sent off-site and kept in a secure location for one (1) month. Month end backups are sent off-site to be archived for a period of 12 months and year end backups are sent off-site to be archived for seven (7) years.

If system recovery is necessary, G4S is not limited to the sole use of back-ups, as it images the key permanent elements of the system upon installation, including the web server, database server and call handler. Imaging allows the server's operating system, and key applications and setting to be re-created without the requirement for a full rebuild, facilitating a rapid recovery. Once imaged, system databases are restored from the most recent backups.

Additionally, G4S' primary monitoring system is located in California with a backup monitoring site in Georgia which is greater than 500 miles away than the primary system. G4S uses an industry standard data protection and recovery software package to ensure that the databases within the primary and back-up data servers are concurrently maintained, which ensures the following:

- No loss of data from the databases if there is a failover
- Capability for the back-up database to immediately and automatically become available for processing and access

The system maintains a constant connection between the primary and back-up database servers and when it detects the loss of a regular "heartbeat" signal between the systems, it automatically initiates an



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

alert notifying G4S of this loss. It is then determined if the loss of heartbeat was an anomaly or it warrants a real-time failover from the primary database server to the back-up server.

Additionally, the GPS Data Centers are highly redundant and secure in its' operation and system failure protocols. The GPS data storage computer systems are 300% redundant, having completely redundant, identical and live systems in Arizona, Georgia and a third system in Alpharetta Georgia and are backed-up on a regular basis. Each system maintains the same data in real-time and can immediately take over operation of the entire GPS operation at any time. Live hardware and software engineers supervise the systems 24 hours a day, seven (7) days a week to ensure the best possible uptime.

8. Backup electrical generators should be in place and onsite should an extended electrical outage occur. The Bidder should also have an Uninterruptible Power Supply (UPS) to provide additional safeguards between power loss and switching to the onsite generator. The Bidder is required to notify the Division of Community Corrections should such an event occur which impact the Division's program.

**G4S meets this requirement.** G4S strives to provide the highest level of service industry-wide. To assure that all services are continuously maintained in the event of a major disruption, G4S provides full system backup in the event of a power loss or natural disaster, G4S monitoring center is outfitted with the latest state-of-the-art technology including:

- Fault tolerant central computer system offering maximized uptime.
- APC Symetra battery back-up ensures uninterrupted electrical power.
- Kohler 150kVA diesel generator.

The computer station at the G4S monitoring center archives data daily and stores it in a secure location to protect against memory loss in case of power failure. G4S uses an industry standard data protection and recovery software package to ensure that the databases within the primary and back-up data servers are concurrently maintained, which ensures the following:

- No loss of data from the databases if there is a failover
- Capability for the back-up database to immediately and automatically become available for processing and access

The system maintains a constant connection between the primary and back-up database servers and when it detects the loss of a regular "heartbeat" signal between the systems, it automatically initiates an alert notifying G4S of this loss. It is then determined if the loss of heartbeat was an anomaly or it warrants a real-time failover from the primary database server to the back-up server.

All computers, routers, phone systems, alarm systems and related power systems at the GPS Data Centers have Uninterrupted Power Supplies (UPS) capable of extended battery backup. In case of power failure, the UPS will automatically maintain power to all key computers, lighting, security, network, communications and related systems. An audible alert informs staff that the UPS systems are engaged.

The GPS Data Center's electrical infrastructure consists of two major components:

- A distribution system
- An emergency power generation system

APS provides the distribution system with dedicated power sources for the GPS Data Centers. The system is based on a redundant diverse distributed system consisting of the following:

- Demarcation Power
- Power Distribution Units (PDU)
- Uninterruptible Power Supplies (UPS)
- Utility Service Bus (USB)



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

There are two (2) independent utility power feeds on different sub-stations to the GPS Data Centers. The emergency power generation system consists of Automatic Transfer Switches (ATS), Emergency Service Bus (ESB) and redundant diesel generation. SunGard's Managed Services Facilities provides redundant, co-located, high-availability and IT related managed services including data-replication, storage and security for mission-critical technology needs. SunGard uses the term "redundant system" to describe a primary system with a back-up system rated at 100% of the capacity of the primary system. In the event of a power failure, the emergency diesel generators will provide power in less than 10 seconds, and contain 1,000 hours of fuel for superior back-up performance.

Once started, the generator automatically ensures it is operating at sufficient capacity and then switches power from the grid to the generator. Data center staff will conduct regular hourly inspections of the generator to ensure the maintenance of adequate fuel and proper operating parameters. The generator detects when the power grid resumes operation and within five (5) minutes, restores power from the grid and shuts down the generator. This added redundancy virtually guarantees seamless and continuous power to the data centers.

Disaster and Recovery testing is done regularly to ensure full operations in the event of a technology disaster, systems failure, network outage or loss of critical data. G4S agrees to notify Lexington-Fayette UCG DCC if a power loss event occurs that would impact the Division's program.

9. The Bidder shall provide all services associated with registering, monitoring and reporting offender activities regardless of the monitoring type. This includes the following for all offenders:  
a. All computer, demographic, curfew, and system configuration data is entered for each offender. Additionally, the Bidder will maintain census information for statistical compilation.

**G4S meets this requirement.** G4S, through its monitoring center, will provide Lexington-Fayette UCG DCC with all required support for the entering of computer, demographic, curfew and system configuration data for each offender and census information for statistical compilation. As described in the following sections, G4S will provide Lexington-Fayette UCG DCC with Internet information exchange systems to compile and maintain all participant monitoring data.

### Demographic Data

Please refer to Section D. Specification No. 10 for information on the enrollment of participants in the program including information on the demographic data compiled for each participant.

### Curfew Data

**Radio Frequency:** The **WEB PATROL II®** software supports an unlimited number of curfew/absence periods per client, per day. G4S' advanced scheduler offers more options to better manage the variety of schedules within a user's caseload, such as:

- Permanent and Temporary Schedules
- Curfew Suspensions
- Lock Down Schedules
- Active and Expired Schedule Availability
- Schedule Conflict Warnings

A user is able to create schedules for RF monitoring participants through the simplified process illustrated by the following RF monitoring screens and by following these steps:

- (1) Select the appropriate days to which the schedule applies
- (2) Choose the start and end time, but only the start day and start time for an overnight schedule
- (3) Select the destination



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

- (4) Select the first box under the date if a participant will be absent for longer than a 24-hour time frame
- (5) Check the mandatory box if the participant **MUST** be out during this time frame

As the following screens illustrate, the Schedule Editor window changes according to which schedule type the user chooses.

**WEB PATROL II® RF Monitoring Scheduling Screens**

The screenshots illustrate the following fields and options:

- Suspend Curfew (i.e. Participant in Jail/Hospital/etc.):**
  - Leave Period: > 24 Hours
  - Lockdown Curfew
  - Start Date: 03/08/2009, End Date: 07/06/2009
  - Start Time: 0000, End Time: 0000
  - Destination: Scheduled Free Time
  - Destination Details (max. length is 100 characters): Participant going to the airport - Mass Medical Response.
- Lockdown Curfew:**
  - Start Date: 06/12/2009, End Date: 06/12/2009
  - Start Time: 1700, End Time: 1800
  - Destination: Scheduled Free Time
  - Destination Details (max. length is 100 characters):
- Mandatory Schedule:**
  - Start Date: 06/12/2009, End Date: 06/25/2009
  - Start Time: 0000, End Time: 0000
  - Destination: Home
  - Destination Details (max. length is 100 characters):

Key features of the **WEB PATROL II®** Schedule Editor screen are:

- Check boxes provide a quick and easy process for selecting the appropriate days of the week to apply a participant's schedule.
- Overnight schedules require only a start day and start time unless a participant will be absent for longer than a 24-hour time frame.
- A clock function is available for selecting a schedule's start and end times, or the user can manually enter these times.
- The Destination drop-down menu provides a variety of standard monitoring destinations.
- A "mandatory" checkbox is available for the user to quickly indicate that the participant must be out during certain periods, including mandatory probation meetings or rehabilitation classes.
- Scheduling is flexible and comprehensive. A user can manually set up an override schedule for a participant needing to leave during a specified period of time or set up a permanent, temporary or mandatory schedule.

After a user enters curfew periods, he or she can access the Monthly Schedule View screen to see a monthly view of the schedule. Any authorized user can print these monthly calendar-based schedules and use them when making field visits. The Monthly Schedule View features the following unique capabilities:

- The system uses easy-to-view symbol keys so officers can review schedules and destinations on a monthly, weekly or daily at-a-glance view.
- The system provides mouse-over capability that lets a user hover the mouse over the symbol key icon to view the schedule time and destination.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

**WEB PATROL II® Monthly Schedule View**

Schedule Editor May 2009 <>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27 09:30-17:00	28 09:30-17:00	29 09:30-17:00	30 09:30-17:00	1 09:30-17:00	2
3	4 09:30-17:00	5 09:30-17:00	6 09:30-17:00	7 09:30-17:00	8 09:30-17:00	9
10	11 09:30-17:00	12 09:30-17:00	13 09:30-17:00	14 09:30-17:00	15 09:30-17:00	16
17	18 09:30-17:00	19 09:30-17:00	20 09:30-17:00	21 09:30-17:00	22 09:30-17:00	23
24	25 09:30-17:00	26 09:30-17:00	27 09:30-17:00	28 09:30-17:00	29 09:30-17:00	30

Pop-up Information by Hovering Mouse

Work (09:30-17:00) (23/02/2009 - ?)

**WEB PATROL II® Schedule Symbol Key**

- Scheduled Free Time
- School
- Court / Attorney
- Report to Officer
- Religious
- Work
- Program / Community Service
- Other

After entering a participant's enrollment and schedule, a user can view pertinent participant monitoring data on the Enrollments Screen by clicking Services.

**WEB PATROL II® Enrollment Screens (Services Screen)**

You are here: Enrollment / Services

**Service Profile**

\* Notification Profile: WebPatrol Profile

**Selected Services (Add | Edit Checked | Delete Checked)**

Service Type	Start Date	End Date	Equipment
<input type="checkbox"/> RF Monitoring	04/05/2008 1030		G4SPHMu: 3002299 G4SPTX: 1004776

**Curfew Schedule (Add | Delete Checked)**

Dates	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Destination	Mandatory
<input type="checkbox"/> 04/05/2008 - 12/31/9999		2300-	0730 2300-	-0730 2300-	0730 2300-	0730		Work	false

**Alcohol Monitoring:** The **WEB PATROL®** system provides officers with 24 hour, seven (7) days a week real-time access to participant events, daily status and the officer's total caseload data for **VI-CAP Patrol™** participants. G4S' software system also allows for different time sensitive periods to be set on a per-participant basis for any early and/or late leaves and returns, thereby providing the capability of establishing varying offender security levels. It also allows for multiple and customizable curfew periods



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

to be set on a per-participant basis for any early and/or late leaves and returns, thereby providing unlimited flexibility and capability of scheduling and monitoring curfews.

**WEB PATROL®** supports the integrated ability to enroll curfew schedules including a "Copy/Paste" function for quick duplication of times from previous days. These features ensure more efficient and significantly faster enrollment over the traditional method of hand writing a fax form for enrollment. If an officer in the field opts to call information into the monitoring center, those entries are stored with a date and time stamp and the name of the monitoring center staff person.

Schedule Change is a 3 Step process: 1) Date Range, 2) Curfew Schedules, and 3) Confirmation. **WEB PATROL®** enables users direct access to make participant data and/or curfew changes without the need for faxing. The **WEB PATROL®** "Schedule Change – Step 1 of 3" screen reflects support for both "Temporary" and "Permanent" Schedules and the Start and End Dates when the change is in effect. Once entries are complete the user clicks the "OK" button at the lower right to proceed to the Curfew Schedule Screen.

Schedule Change (Screen 1)

**WEB PATROL™**

Management Console

- My Start Page
- Documents
- Caseload Review
- Change Settings
- Caseload Console
- New Enrollment
- View Information
- Change Information
- Schedule Change
- Terminate
- Officer Reports
- Log-Off

**Schedule Change - Step 1 of 3**

Please enter the date range for this schedule.

DOE 1, JOHN (40000 / 30000)

Start Date	End Date	Schedule Type
8/5/2003	8/10/03	Temporary
		Permanent
		Temporary

OK

Schedule Change (Screen 2)

**WEB PATROL™**

Management Console

- My Start Page
- Documents
- Billing Info
- Caseload Review
- Change Settings
- Search
- New Enrollment
- Create A Ticket
- Invoice Data
- View/Change Info

**Schedule Change - Step 2 of 3**

Please enter the curfew schedule below.

Enable checkboxes to indicate Mandatory schedule

	Leave	Return	Leave	Return	Leave	Return	Copy/Paste
Monday	<input type="checkbox"/> 0800	<input type="checkbox"/> 1500	<input type="checkbox"/> 1700	<input type="checkbox"/> 1900	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
Comment							
Tuesday	<input type="checkbox"/> AA Meeting		<input type="checkbox"/> 1700	<input type="checkbox"/> 1900	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
Comment	Attorney						
Wednesday	<input type="checkbox"/> Community Service		<input type="checkbox"/> 1700	<input type="checkbox"/> 1900	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
Comment	Counseling						
Thursday	<input type="checkbox"/> Doctors Appointment		<input type="checkbox"/> 1700	<input type="checkbox"/> 1900	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
Comment	Home						
Friday	<input type="checkbox"/> Religious		<input type="checkbox"/> 1700	<input type="checkbox"/> 1900	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
Comment	Reporting To Officer						
Saturday	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
Comment	School						
	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste
	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Copy/Paste



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Users will then be required to review and confirm that the schedules they created are accurate.

**GPS Tracking:** Please refer to Section I. GPS Tracking Unit Specifications, Specification 13 for information in the configuration of GPS zones and scheduling.

### **System Configuration Data**

Please refer to Section J. Monitoring Center Services, Specification No. 12 for information on the configuration of monitoring reports.

Please refer to Section J. Monitoring Center Services, Specification No. 14 for information on the configuration of violation notifications on a per participant basis.

Additionally, please refer to Section I. GPS Tracking Unit Specifications, Specification 13 for information in the configuration of GPS zones and scheduling.

b. Record of all data compiled during an offender's term of home detention. The report shall be printed at the time of the offender's termination from the program.

**G4S meets this requirement.** G4S agrees to maintain all monitoring data and participant activity data transferred from the monitoring units the monitoring center (data center) for the life of the contract. Records are maintained for each participant and reports may be viewed or printed at any time. Notifications can also be determined and input by Lexington-Fayette UCG DCC staff. Please note, that reporting and notifications are more fully described in questions following this question.

c. Monitoring offender activity data when it is transmitted from the base station to the central computer.

**G4S meets this requirement.** G4S monitor all offender activity data as it is transmitted to the monitoring center (data center). G4S abides by the ideals of providing accurate and timely information and provides several methods of automatic officer notification for monitoring participants. Please refer to Section J. Monitoring Center Services, Specification No. 14 for information on the configuration of violation notifications on a per participant basis.

d. Notification of offender violations shall be made to the designated Division of Community Corrections contact. Notifications will be made immediate, next day, or next business day basis as determine by the Division of Community Corrections. Offender violations and equipment status information will be documented and maintained by the Bidder.

**G4S meets this requirement.** . Please refer to Section J. Monitoring Center Services, Specification No. 14 for additional information on the configuration of violation notifications on a per participant basis.

e. All data generated by the system will be the property of the Division of Community Corrections and available to the Division in an ODBC compliant format upon request.

**G4S meets this requirement.** G4S understands that all data will be the property of the Lexington-Fayette UCG DCC and available to the Division in an ODBC compliant format upon request

f. Web-based access to the registering, monitoring, and reporting capabilities will be included.

**G4S meets this requirement.** G4S confirms that each of the proposed monitoring software systems used for registering, monitoring, and reporting participant monitoring data are web-based and accessed via the Internet.





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

10. The Bidder shall have a notification policy for offender violations that allows the Division to establish distinct levels of security on an offender-by-offender basis.

**G4S meets this requirement.** G4S has the ability to accommodate violation reporting intervals as requested by the Lexington-Fayette UCG DCC providing for distinct levels of security on an agency-wide basis, group of participant basis or individual participant basis.

11. The Bidder shall have the capability of transmitting reports of violations by FAX, telephone, direct mail, electronic mail, or pager as the violations occur.

**G4S meets this requirement.** G4S abides by the ideals of providing accurate and timely information and provides several methods of automatic officer notification for monitoring participants. G4S supports standard methods of notification such as fax or page (alpha or numeric) to the officer as well as electronic or direct mail, manual voice phone call, and/or text message to a cell phone. Additionally, efficient access to reports and notifications are available 24 hours a day, seven (7) days a week.

12. Reports shall include offenders registered (both historical and current), offender activity, curfew violations, and other alert conditions; e.g., "disconnects", "tamper", "power loss", and reasonable customizable reports as needed.

**G4S meets this requirement.** G4S allows agencies to request participant information at anytime during or after the term of the contract. During the term of the contract, all participant information (current and historical) is readily accessible 24 hours a day, seven (7) days a week via the web-based software applications. G4S agrees to work with the agency to ensure that all standard or custom reports are available to run a successful and effective electronic monitoring program. G4S has the capability to provide daily emailed participant activity reports. G4S will work with its clients to ensure all needed reports, including on-demand, daily and quarterly reports are available.

**Radio Frequency:** All monitoring reports for radio frequency monitoring participant's are available through the easy-to-use report generator application of G4S' **WEB PATROL II®** software. Participant activity is posted **in real-time** so users can view violations online as they occur.

**WEB PATROL II®** can provide the following radio frequency reports immediately or on an on-going basis.

- |   |                                       |
|---|---------------------------------------|
| ▪ Active Inactive Inventory                     | ▪ Inventory Returns                   |
| ▪ Active Participant Count                      | ▪ Inventory Shipped to Agency         |
| ▪ Additions Deletions Report                    | ▪ Low Battery Status                  |
| ▪ Agency Inactive Inventory                     | ▪ No Leaves or Enters                 |
| ▪ Alarm Step History                            | ▪ No Remote Marry                     |
| ▪ Alarm Step History by Participant             | ▪ No Schedule Entered                 |
| ▪ Alerts Not Viewed                             | ▪ Notification History by Officer     |
| ▪ Caseload by Participant                       | ▪ Notification Sent to Command Center |
| ▪ Caseload Status                               | ▪ Officer Caseload                    |
| ▪ Caseloads Not Viewed                          | ▪ Officer User Report                 |
| ▪ Caseloads Viewed                              | ▪ Open Returns                        |
| ▪ Curfew Schedules                              | ▪ Organization Key Alerts             |
| ▪ Current Open Alarms                           | ▪ Overdues                            |
| ▪ Daily Status Exception                        | ▪ Participant Not Home                |
| ▪ Daily Status Report                           | ▪ Participant Event History           |
| ▪ Daily Status Exception Report by Officer      | ▪ Participant Location Report         |
| ▪ Daily Status Exception Report by Region       | ▪ Participant Notification History    |
| ▪ Daily Status Exception Only Report by Officer | ▪ Participants Currently in Violation |



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

- Domestic Billing
- Domestic Billing by Type
- Drive-Bys
- Electronic Monitoring Participants en US
- EM Program Totals
- Enrolled Participant Roster greater than 60 days
- Equipment Last Call Date
- Participants Without a SID Number
- Remote Marry
- RF Review Exception
- Schedule Out After Hours
- Tech Issues
- Termination Outcomes
- Violations Summary by Participant
- Web Only

To export reports in **WEB PATROL II®**, users select a desired format and click Export. To print reports, users click the Printer Icon.

**WEB PATROL II® Report Viewer**

Report Viewer - Windows Internet Explorer

https://reports.patrolsuite.com/ReportServer/Pages/ReportViewer.aspx?PeerlessReports/en-US/ParticipantEventHistory&rs:Command=Render&rs:Page=1

Printer Icon

Select a format

Select a format

- XML file with report data
- CSV (comma delimited)
- TIFF file
- Acrobat (PDF) file
- Web archive
- Excel

Export

1) Select a Report format  
2) Click Export

**Participant Event History**  
3/16/2010 - 3/19/2010 11:59:59 PM

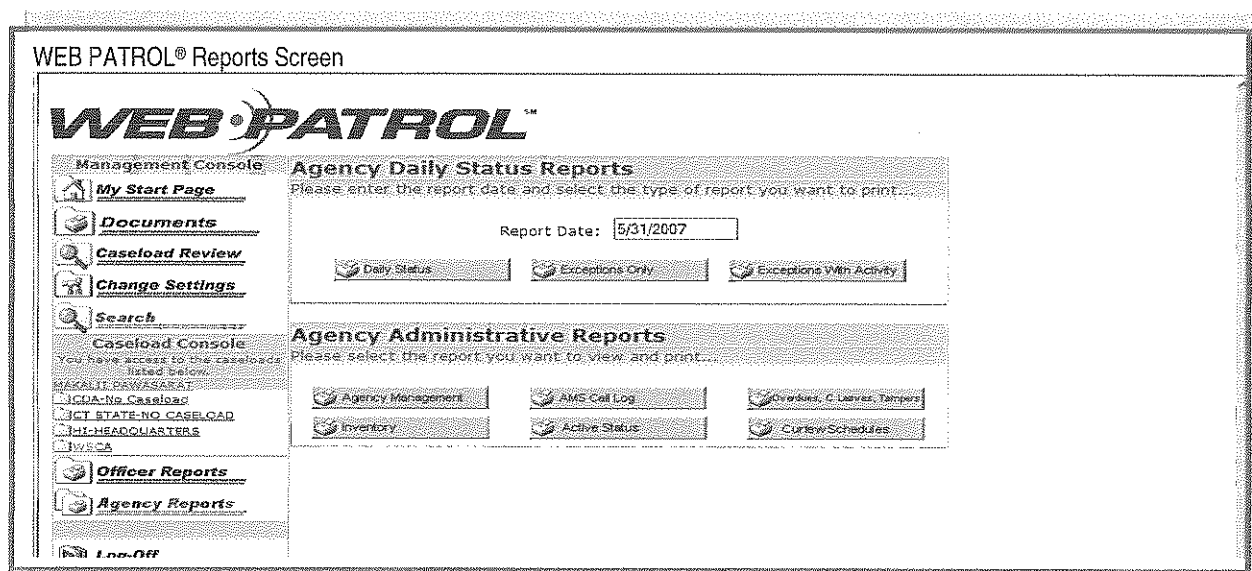
Participant: TEST G4S CUSTOMER SERVICE      Service Type: RF Monitoring  
ID # 4001370      Equipment: G4SPTX 114654  
Officer: Site Administrator      Agency: D

Event Date Time Curfew	Event Description / Comment	Notification Comment	Notification Complete	Received
3/16/2010 00:08	Officer PID Disappeared			
00:09	X XMTR Tamper			
00:11	Officer PID Detected			3/16/2010 00:33
00:34	Officer PID Disappeared			
00:36	Officer PID Detected			
00:46	Officer PID Disappeared			
00:52	X XMTR Tamper			
01:06	Officer PID Detected			
01:07	Foreign PTX Disappeared			
01:09	Foreign PTX Detected			
01:17	Officer PID Disappeared			

**Alcohol Monitoring:** **WEB PATROL®** provides three (3) standard reports for VI-CAP Patrol™ participants. These reports are all accessible by officers 24 hours a day, seven (7) days a week via secure Internet access to **WEB PATROL®**. PLEASE NOTE: All participant activity is posted in **virtually real-time basis** and viewable 24 hours a day, seven (7) days a week. As violations occur, they are viewable on-line to officers using **WEB PATROL®**. As such, **WEB PATROL®** provides reports immediately on an on-going basis.



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**



Officers can view participant data on screen or select from a number of reports from which to print hardcopies, including but not limited to:

- **Daily Status Report:** A chronological list of all compliant and non-compliant activity including date and time of occurrence based on the report dates requested. The report shall also will include participant name, complete curfew schedule, monitoring center comments, reference to any exceptions, and equipment description.
- **Exceptions Only Report:** A roster of all active participants being electronically monitored followed by a listing of only the exceptions for those participants who had at least one violation. (No compliant data should be reflected on this report.)
- **Exceptions With Activity Report:** A similar roster and format to the Exceptions Only Report however, both compliant and non-compliant data are listed for those participants who had at least one violation.

**GPS Tracking:** Authorized users have the ability at any time to view and/or print the historical locations of GPS participants based on user-defined date and time criteria. The FocalPoint™ software system shows the participant's picture assisting officers with visual identification in the event that an officer is trying to locate the participant. **Additionally, all location and report data from the database can be exported to Microsoft Excel at any time.** All reports generated by the FocalPoint™ software are designed in an easily readable, user-friendly format. The software allows for unlimited reporting capability where the users can view, print or export a number of reports to Excel including movement, speeding, alerts, stops, proximity, events, messages, etc. Additionally, the software will keep track of and report all OM210 units available and in-use per agency. The users can also create the following pre-defined reports that can be delivered on a regular schedule:

- **Alert Summary Report:** Provides a statistical view of alert types by volume
- **Alert Report:** Gives a history of all alerts associated with one (1) or more participants
- **Event Log:** Gives a history of all alerts, events and a log of information
- **Proximity Report:** Shows if a target participant was in proximity of a particular address
- **Zone Activity Report:** Shows when a participant enters or exits any zone associated with that participant
- **Speeding Report:** Shows when a participant exceeds the speed defined by the user for any specified period of time
- **Stops Report:** Provides view of where and how long a participant stops



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

- Movement Report: Shows a record of the devices' movement including stops
- Device Report: Shows a view of all inactive and active units
- User Activity Report: Displays all user activity in FocalPoint™

13. The Bidder will supply as requested data generated by the Division of Community Corrections' electronic monitoring program in an ODBC compliant format for research and statistical analyses purposes.

**G4S meets this requirement.** Upon the basis of requests from correction administrators for top-level program statistics, G4S has developed custom software to extract broad level program data for custom reports. These optional reports provide program administrators the ability to analyze performance measurements on a Statewide or Countywide, per agency, per office and per officer caseload basis in an "on-demand" basis or at regular specified intervals (commonly monthly, quarterly, semi-annually, and annually). These optional reports will be provided in an ODBC compliant format and have proven beneficial to program administrators as a means to better manage resources, identify trends in supervision and as a tool to balance caseloads among line staff. G4S agrees to work with Lexington-Fayette UCG DCC to ensure that all reports needed to run a successful and effective electronic monitoring program are available.

14. All violation reporting intervals shall be determined by written request of the Division of Community Corrections. The Division of Community Corrections shall choose any level for any breakdown of its caseload and further may change an offender's notification level at will. The Bidder shall adjust its policy to meet notification intervals desired by the Division of Community Corrections.

**G4S meets this requirement.** G4S has the ability to accommodate violation reporting intervals as requested by the Lexington-Fayette UCG DCC on an agency-wide basis, group of participant basis or individual participant basis. G4S abides by the ideals of providing accurate and timely information and provides several methods of automatic notification for officers. G4S supports standard methods of notification, such as fax or page (alpha or numeric), as well as electronic mail, manual voice phone call, and/or text message to a cell phone.

**Radio Frequency: WEB PATROL II®** also provides many advanced features including the capability to determine notification protocol(s). G4S will work with the agency to determine and program appropriate agency notification profiles based on the type of program and level of risk to public safety of its participants. For example, an agency may choose to outline three (3) notification profiles:

- Level 1: The user will receive event notifications and alert violations in a daily summary and have access to view all participant event and alert information immediately through **WEB PATROL II®**.
- Level 2: The user will receive all tamper and curfew violations immediately by email and/or text message, all event notifications and alert violations in a daily summary and have access to view all participant event and alert information immediately through **WEB PATROL II®**.
- Level 3: The user will receive all event notifications and alert violations immediately by email, text message, and/or manual voice message, and have access to view all participant event and alert information immediately through **WEB PATROL II®**.

Please note that the notification levels previously described are examples only. Each agency will have the capability to determine an agency specific level or levels of notification. Each authorized user within the agency will then have the ability to choose from the agency-determined notification protocols on a per participant basis.

For example, an officer can choose to receive only an email notification of violations for a particular participant but may choose to receive a telephone call and an emailed report of the violation for a different participant. Notification methods can also vary by supervising personnel. Agencies will be able to create



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

these different and distinct profiles for officers to choose from in the Profile Manager module of the **WEB PATROL II®** software as shown on the example.

Additionally, individual users can choose to exclude certain events from notification if deemed unnecessary on a per participant basis. These events would still be included on daily, weekly or monthly reports.

G4S provides alert notifications for a wide array of alert violations and events notifications. The following table gives an overview of potential alerts for agency notification for radio frequency participants:

Notification Exceptions	Description
Band Tamper	The participant has tampered with the PTX2 causing a disruption in the light passing through the fiber optic band for one second or more.
Electrical Power Disconnect	The power connection/supply to the PHMU has been removed or compromised.
Electrical Power Reconnect	The power connection/supply to the PHMU has been restored.
Equipment Movement	Movement of the home unit has been detected.
Foreign PTX detected	Another PTX2 is within range of the PHMU and has been detected.
Foreign PTX disappeared	The extra PTX2 detected by the PHMU is no longer in range of the PHMU.
HMU Case Tamper	The case of the PHMU has been compromised, opened or tampered with.
HMU Installation Complete	The installation process has been completed and the enrollment has posted to WEB PATROL II®.
HMU Report From Unauthorized Number	The PHMU is reporting in from a telephone number not authorized by the officer in the WEB PATROL II® system. This may occur if the participant physically moved it to a different location and/ or if the officer used the office phone for the installation, but did not authorize the participant's home phone.
HMU Report Overdue (>5 hours)	The default range for a scheduled report by the PHMU to the monitoring center is four (4) hours. By the 5 <sup>th</sup> hour, if the PHMU has failed to report in, an overdue is generated. Overdues may occur for reasons such as phone in use or telephone disconnect.
HMU Shut down in Progress	The PHMU back-up battery is low and power connection has not been restored, causing the PHMU to force an automatic shut down.
Leave During Curfew	The participant has an unauthorized leave.
Low Cellular HMU Signal	The GSM cellular strength is low and there is poor cellular reception.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Notification Exceptions	Description
Participant Not Present at Start of Curfew	Curfew has begun and the participant is not present at the host site.
Present at Start of Mandatory Leave	The participant's schedule specifies that he/she MUST be out during that time frame. If the participant remains at home, this violation will be generated showing he/she is present.
Participant Still Absent (24 hrs)	This occurs when a participant fails to return after 24 hours of a Leave During Curfew exception.
PHMU in Monitor Mode	The PHMU is now in the monitoring mode after having been in Range Test or Officer Mode. Typically, this will appear during the installation process and/or if changes were done to equipment forcing it from one mode back to the monitoring mode using the PHMU Menu Key.
PHMU in Officer Mode	The PHMU is in the Setup Mode. A PHMU Menu Key accessed the Setup Menu at this time to complete any series of tasks (ENRL, RNG, INFO, OFF).
PHMU in Range Test	The PHMU has initiated a Range Test of the equipment.
PTX added	A new or additional PTX2 has been added to the PHMU for monitoring.
PTX removed	One (1) or more of a series of PTX2s has been removed from the PHMU and will no longer be monitored by the PHMU.
Phone Disconnect/Reconnect	This occurs when the telephone connection has been restored following a disconnection or disruption in service.
Return After Curfew Exception	The participant has returned after an unauthorized leave.
Return During Mandatory Leave	This violation will be generated if a participant returns home during a scheduled leave period.

**Alcohol Monitoring: WEB PATROL®** includes procedures that allows the agency's notification requirements and designated, for example, as "*Option A*" Immediate Notification, "*Option B*" Delayed Notification allowing participant a time window of 10 minutes, "*Option C*" Delayed Notification allowing the participant a time window of 30 minutes to comply, etc. Officers may then select from these, or any number of other customized notification profiles, to set the appropriate notification level for each participant at the time of enrollment, as well as make changes as needed during the participant's term of supervision. All tracking activity is viewable at any time via **WEB PATROL®**.

The **WEB PATROL®** system notifications options are customizable by department and officer via the Advanced Options screen. Additionally, on this screen users can:

- Change Web Patrol log in password
- Choose events you would like to view
- Choose a preferred title
- Tell us how you would like us to refer to your clients

Notification Options Screen

**WEB PATROL™**

Management Console

- My Start Page
- Documents
- Billing Info
- Caseload Review
- Change Settings
- Search

**Advanced Options**

Tell us which of the events you would like to view.

<input checked="" type="checkbox"/> Curfew Exceptions	<input checked="" type="checkbox"/> Phone Disconnect/Reconnect	<input checked="" type="checkbox"/> Power Disconnect/Reconnect
<input checked="" type="checkbox"/> HMU Report Overdue	<input checked="" type="checkbox"/> Authorized Leaves/Enters	<input checked="" type="checkbox"/> Enrollment Signals
<input checked="" type="checkbox"/> HMU Case Tamper	<input checked="" type="checkbox"/> Watch Band Tamper	<input checked="" type="checkbox"/> Participant Initiated Calls
<input checked="" type="checkbox"/> Missed Tracking Calls	<input checked="" type="checkbox"/> Late Tracking Calls	<input type="checkbox"/> All Of The Above

Tell us what some of your other preferences are.

My Preferred Title (Officer, Agent, etc.)

What I Call My Participants

Type in a new password below if you want to change it.

New Password

Confirm New Password



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

The following notification exceptions list depicts the circumstances in which a violation would be generated for **VI-CAP Patrol™** participants.

Notification Exceptions	Description
<b>High Alcohol Reading</b>	The participant blew an alcohol reading above the acceptable level, participant did NOT pass the alcohol test.
<b>Alcohol – Line Busy</b>	Two (2) attempts within a 15-minute period to contact the participant for a scheduled alcohol test resulted in a busy signal from the host site.
<b>Alcohol – No Answer</b>	Two (2) attempts within a 15-minute period to contact the participant for a scheduled alcohol test resulted in a no answer at the host site.
<b>Alcohol – Participant Call Emergency</b>	While speaking with a participant during a scheduled alcohol test, the participant requested we contact the primary officer/officer regarding an urgent request.
<b>Alcohol – Participant Call Emergency Schedule</b>	While speaking with a participant during a scheduled alcohol test, the participant requested we contact the primary officer/officer regarding an urgent alcohol test schedule change.
<b>Alcohol – Test Passed</b>	The participant blew a zero or passing level on the scheduled alcohol test.
<b>Alcohol – Test Refusal</b>	The participant refuses to cooperate with the scheduled alcohol test.

**GPS Tracking:** The FocalPoint™ software offers a continuum of user-defined officer/user alerts and notifications. For each participant alert, an unlimited number of people including administrators, officers, police, victims and judges can be sent notifications. Alerts can be delivered via SMS text message, automated voice call, page (numeric or alpha-numeric), e-mail and/or fax. Privacy rules can be configured to ensure all participant and user data is kept confidential. The agency can set instantaneous response, end of day notification summary or no notification requirements. G4S will work with the staff to ensure all notifications are customized to meet personnel schedules, set work day hours, off time, etc. to guarantee the appropriate response times to ensure public safety.

Each officer will have the capability to easily establish the desired per participant, per event notifications schedule through the Notification Profile feature in the FocalPoint™ software. As shown on the following screen, easy-to-use check boxes are provided to ensure officers, supervisors or other necessary personnel receive the proper notification of all events deemed necessary by the agency. However, officers can also choose to receive end of day summary reports for less risky participants or events. This software 'exceptions based' architecture allows for less time spent monitoring compliant participants, allowing for an added concentration of officer time on real violations.

FocalPoint™ Notifications Profile

**Notification Settings**

Alert Name	Fax	Pager	Email	Voice	Text	Send Immediately	Send Summary
Buffer Zone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buffer Zone Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Device Tamper	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Device Tamper Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exclusion Zone Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exclusion Zone Alert Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inclusion Zone Alert	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Inclusion Zone Alert Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low Battery	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Low Battery Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Moving On Charger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving On Charger Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No Communication Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>





## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

Each alert provides a variety of information designed to assist officers to investigate or confirm a participant's violation status including but not limited to the purpose for the notification, participant's contact phone numbers, participant's physical description and last known location. Providing this information through the notification process eliminates the need for the officer to log into the FocalPoint™ system to obtain the necessary information to investigate alerts, allowing quicker case management response times. G4S has provided the following example emailed alert notification to display the capabilities of the FocalPoint™ notification system.

The proposed system will alert designated officers when the following alerts occur for participants on GPS monitoring on a per participant basis:

Notification Alerts	Alert Generated/Cleared	Description
Buffer Zone Alert	System Generated  Auto or Manually Cleared	Occurs when the participant enters a user defined zone. A buffer zone is an extra distance that can be attached to an exclusion zone and can be set at 50 foot minimum radius with no maximum limit. Once a device is in a buffer zone, it will automatically get assigned a one minute rate plan until the device is located outside of the buffer zone. It will then resume its normal rate plan. Occurs when the participant exits the buffer zone attached to the exclusion zone.
Communication Failure	System Generated  Auto or Manually Cleared	Occurs if device is unsuccessful in communicating with Sprint for two consecutive intervals according to the set Communication Failure System Generated rate plan. The device will attempt to use the cellular network two (2) times and then will start a 45 minute timer. If it is still unable to contact Sprint during this timeframe, a communication failure alert is generated. This condition may be cleared by the user or by the system when the device is able to obtain a Sprint signal again. If data is saved in the device's memory, it is sent at this time.
Device Tamper	System Generated  Manually Cleared	Occurs if the participant attempts to remove /disassemble the device. This alert must be manually cleared through FocalPoint™. Occurs after the device tamper condition has been corrected and the user clears the Device Tamper manually through FocalPoint™.
Exclusion Zone Alert	System Generated  Auto or Manually Cleared	Occurs when a participant is in violation of his schedule by entering a user defined zone that is prohibited. Occurs when a participant has left a prohibited zone and the alert is cleared by the system or by the user.
Inclusion Zone Alert	System Generated  Auto or Manually Cleared	Occurs when a participant leaves a user defined zone they are required to remain within during scheduled times. The system will automatically clear this alert if the participant returns to the inclusion zone during the scheduled time. If the participant does not return to the inclusion zone during the scheduled time, the user must manually clear this alert through FocalPoint™.
Location Failure	System Generated  Auto or Manually Cleared	Occurs when the device is not able to obtain its location. This alert automatically clears through FocalPoint™. Occurs when the device is able to obtain its location and the system or user clears the alert.
Low Battery	System Generated  Automatically Cleared	Automatic system generated message that occurs when the device reaches 35-40% of remaining battery power. Automatically clears when the device has been recharged to 80% or more.



**Scope of Work**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

Notification Alerts	Alert Generated/Cleared	Description
Recharge Schedule Alert	System Generated	Occurs when a participant misses their mandatory recharge schedule. Creating a battery recharge schedule is optional and managed by the FocalPoint™ Administrator.
	Auto or Manually Cleared	Occurs when the Recharge Schedule alert is cleared by the user.
Strap Tamper	System Generated	Occurs when the participant attempts to cut, remove or tamper with the strap attached to the device. This alert must be manually cleared in FocalPoint™.
	Manually Cleared	Occurs when a strap tamper is cleared by the user in FocalPoint™.

Notification Event	Description
Zone Exit	Occurs when a participant exits an assigned zone. Zone Exits are standalone events and do not have to be in a target entities schedule to generate. These notifications are usually requested when an officer just wants to know if the participant has exited a specific area, but was not necessary prohibited from or restricted to this area.
Get Current Position Requested	User requests the current location for a participant.

15. The monitoring center must be staffed with bi-lingual speaking staff. The staff shall be exclusively devoted to providing electronic monitoring services for home detention programs.

**G4S meets this requirement.** G4S employs monitoring operators and technicians who speak fluent English. Additionally through G4S' 24 hour a day, seven (7) day a week monitoring center in Irvine, California, G4S currently has the capability to provide monitoring services several languages including Spanish, Samoan, Portuguese, Farci, Hawaiian, Japanese and Vietnamese. G4S confirms that its monitoring center staff are exclusively devoted to providing electronic monitoring services for home detention programs.

16. The Bidder must have a written security plan for the monitoring center. The center must be located in a secure venue and be equipped with a functional alarm system and be security patrolled.

**G4S meets this requirement.** G4S confirms there are written security plans for its monitoring centers and the GPS data centers. The continuously staffed G4S monitoring centers reside in independently secured and climate-controlled facilities with written policies and procedures for access. To maintain monitoring center operational integrity, each shift must complete the Facility Check List to ensure that systems and alarms are functional throughout the facility. The G4S monitoring centers restrict access to authorized staff and its data by upholding the following security standards:

- Enforces an electronic key card system for entryway access
- Uses multiple security systems (including active video/audio systems, alarms system and motion detectors monitored by an outside security contractor) for supervising the entryways
- Archives data daily and stores it in a secure location to protect against memory loss in case of power failure

The GPS data centers use state-of-the-art technology and best practices for securing both the facility and the data. This includes the following:

- Four (4) physical layers of security, including but not limited to access doors that are monitored and alarmed for tamper protection, all of the environmental control alarms are connected into the main security panel located at the security desk and the onsite Network Operations Center (NOC).
- State-of-the-art access card system



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

- Trained security personnel
- Closed circuit television cameras (CCTV) that record and monitor activity both inside and outside the facilities
- Biometric and Key Card secured facility
- 24 hours a day, seven (7) days a week on-site staffing from dedicated security and storage engineers

Water detection is provided under the raised floor area. In addition, the Vesda System, which is an extremely sensitive air sampling system, is used as an early warning of any smoke or very early pre-ignition conditions. All fire suppression alarms are monitored at the security panel located at the security desk.

17. The Bidder's monitoring center shall be equipped with spare computers and associated peripheral equipment to be utilized as immediate back-up should one of the main computers go down.

**G4S meets this requirement.** The G4S monitoring centers and the GPS data centers are equipped with spare computers and peripheral equipment that can be immediately placed into operation if one (1) of the main computers goes down.

18. The Bidder's monitoring center shall be totally redundant via a second monitoring center located in a different geographical area. The primary monitoring center for this contract shall be fully backed up in a real time via the second monitoring center at all times.

**G4S meets this requirement.** As the world's largest security provider, G4S believes disaster recovery is extremely important to its successful operations and the integrity of its programs within the corrections industry. Each member of G4S' staff is trained on the execution of the plan and their role is constantly reviewed to promote efficiency of execution. G4S performs regularly scheduled disaster recovery tests to build in a level of quality assurance that is maintained as G4S grows as a successful business. **G4S has provided a CONFIDENTIAL copy of its Disaster Recovery Plan in the Exhibits section of this proposal.**

**IMPORTANT G4S ADVANTAGE:** To G4S' knowledge, G4S is the only leading provider of monitoring services that operates two (2) totally redundant electronic monitoring centers in Irvine, California and Atlanta, Georgia that are both staffed and fully operational 24 hours a day. To ensure continuity of services, all technical support customer service and all of the proposed equipment offerings will be coordinated and serviced through the G4S monitoring center.

G4S' primary monitoring center hosts all data storage from the proposed radio frequency and alcohol monitoring solutions and is located at 200 Technology Dr, Irvine California with a back-up monitoring center at 2000 RiverEdge Parkway, Atlanta, Georgia. G4S offers full on-site and full off-site redundancy with fault tolerant central computer systems that guarantee 99.96% uptime performance to receive, store and disseminate data from the field. To support business operations for database replication of key IT, telephone equipment and failover disaster recovery, G4S' monitoring system incorporates a redundant monitoring center. This redundant system ensures that all services are continuously maintained should a major disruption occur to the primary system, providing a fully resilient and redundant, automated on-line failover solution to minimize dependence on backups. Should a period of failover occur, there will be no interruption in participant monitoring and no data lost from the monitoring units because data is stored until it is successfully transferred.

The GPS data storage system is also highly redundant and secure in its operation and system failure protocols and is 300% redundant, having completely redundant, identical and live systems in Scottsdale, Arizona; Alpharetta, Georgia; and a third system in Alpharetta Georgia more than 10 miles from the other Georgia system. All Data Centers maintain the same data in real time and can immediately take over



operation of the entire operation at any time. Live hardware and software engineers supervise the system 24 hours a day, seven (7) days and week, 365 days a year to ensure the best possible uptime.

## **K. Customer Support and Technical Services**

1. The Bidder must have a dedicated Customer Support Staff that is trained in every facet of the company, its' field equipment, software and hardware. The Support Staff must understand the proposed software and hardware and must be able to provide real-time help and remote diagnostics for both hardware and software issues.

**G4S meets this requirement.** G4S has a dedicated Customer Support Staff that is trained in every facet of the company, its' field equipment, software and hardware and are able to provide real-time help and remote diagnostics for both hardware and software issues.

G4S strives to resolve any customer inquiries promptly and on the first contact. Each monitoring center operator has the expertise to easily identify, explain and resolve issues relating to customer needs such as clearing an alert, changing a participant's schedule, creating a zone, performing participant enrollments, or entering data into the system. Operators can also provide troubleshooting with tier 1 steps to resolve equipment related issues or overdues.

As an additional enhancement to G4S' 24 hour a day support services, during the busiest periods of the day G4S provides an additional team of support staff delivering specialized services to customers. This specialized support services department (Help Desk) includes tier 2 advanced troubleshooting for resolving hardware and software issues for all products and services supported by G4S. As a result, during the busiest periods of the day the Help Desk team provides added support services including accessing software platforms for user set up, establishing agency notification protocols, equipment inventory, orders and returns.

In addition, this specialized support services department performs testing and triage of critical or on-going events to the appropriate department(s) for resolution. G4S is an innovator in providing this type of support and pro-actively seeks to identify and mitigate re-occurrence of issues that affect G4S customers. This department also assists in researching issues to determine the root cause, provides written resolutions to customers, participates in user acceptance testing and round table discussions for product development enhancements, and serves as a secondary point of contact to the Regional Account Manager for customer enhancement requests, suggestions and ideas.

Monitoring center technicians and help desk personnel are capable of resolving the majority of technical problems over the telephone or through remote diagnostics. In the unlikely event that problem solving requires a higher-level of involvement, G4S is staffed by experienced technicians, has diagnostic computer equipment and access to the engineers that developed the system technology. This provides quick analysis and resolution of problems.

2. The Bidder must provide a 24 hour help desk and be able to respond to an emergency servicing need 24 hours a day, seven days a week.

**G4S meets this requirement.** Staffed monitoring services and support are available from G4S 24 hours a day, seven (7) days a week, 365 days a year. **IMPORTANT G4S ADVANTAGE: To G4S' knowledge, G4S is the only leading provider of monitoring services that operates two (2) redundant electronic monitoring centers in Irvine, California and Atlanta, Georgia that are both staffed and fully operational 24 hours a day.** Each of the equipment offerings discussed in this proposal are designed specifically for continuous and real-time electronic monitoring and customer support. Lexington-Fayette UCG DCC can be confident that G4S is experienced and fully capable of providing the necessary transactional, technical and support services on a continuous basis, 24 hours a day, seven (7) days a week, 365 days a year.



## L. Participant's Responsibility

**G4S understands this requirement.** G4S understands program participants will be responsible for having a regular telephone line service (non cellular) at the residential location to which they are released. The participant will agree to not install special features, such as call waiting or call forwarding.

## M. Monitoring Equipment – FCC Approval

The Bidder shall only bid equipment and devices that have been properly registered and certified under the Federal Communications Commission Rules and Regulations. The Bidder must submit, with the bid, a complete list of the FCC ID numbers that have been approved for all of the above items.

**G4S meets this requirement.** The electronic monitoring equipment proposed in G4S' response complies with all appropriate FCC regulations. The FCC Identifier Numbers are listed below and copies of the certifications are included in the Exhibits section of this response:

### Part 15

RF Patrol®PTX2	NSNPTX08
RF Patrol® PHMU Landline	NSNPHMUL08
RF Patrol® PHMU Cellular	NSNPHMUC08
RF Patrol® Officer Personal Identification Device	NSNOPID08
RF Patrol® Drive-By	NSNPMD09
OM210	TS5-6050M-OM200

### Part 68

▪ RF Patrol®	US:YEVMM06BPHMUL08
--------------	--------------------

## N. Training

1. The Bidder shall provide 5 days of training to selected Division of Community Corrections staff and will be responsible for providing the skills and knowledge necessary to implement and manage the program. The training providing by the Bidder should give a thorough review of the entire operation of the system.

**G4S meets this requirement.** G4S agrees to provide five (5) days of initial and continuing on-going training to Lexington-Fayette UCG DCC. G4S has a strong presence throughout the U.S. and a reputation for providing initial and ongoing training and support. G4S provides comprehensive demonstration and training of hardware and software including enrollments, tracking, terminations, software and notification processes. G4S understands that training and customer service are crucial to the success of any electronic monitoring program and is dedicated to continue meeting the needs of Lexington-Fayette UCG DCC.

**IMPORTANT G4S ADVANTAGE:** G4S has proven its commitment to working in partnership with Lexington-Fayette UCG DCC over the past seven (7) years to ensure that all staff are properly trained on the equipment and use of the software. Awarding the new contract to G4S actually saves Lexington-Fayette UCG DCC time and money because staff will not have to take time from their regular duties to be retrained on new equipment and software as they are already familiar with G4S products and systems.

G4S has an initial training plan, including but not limited to, a written training curriculum for Lexington-Fayette UCG DCC to review and consider. This plan includes instruction on the operation and installation of the monitoring equipment and systems discussed in this proposal. Training will be coordinated through G4S and provided at no cost. G4S will supply all materials, including written instructions and equipment for training, to be used by Lexington-Fayette UCG DCC personnel at no additional cost.



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

The key areas of emphasis for training include:

- Monitoring of equipment
- Operation/care of equipment
- Interpretation of alarms/violations/reports
- Accessing Internet data (including: enrollment, data changes, report analysis, and participant termination)
- Field installation of transmitters and receivers/monitors
- Initialization, reset, and removal of the equipment
- Diagnostics

Training will continue to ensure that staff have a thorough understanding of the program and equipment. Officers will fit each other with units for integrated monitoring and tracking and enroll each other on the monitoring software to test their retention of the training material. Following completion of initial training, G4S will coordinate any additional training requirements at no additional cost as well as any training needed to support any upgraded system changes that may occur during the term of contract.

In addition to the on-site on-going training G4S has also been successful training officers via the use of the Internet. The G4S Training Department offers webinar training sessions for both customers and staff on an on-going basis. Webinars are offered for all G4S technologies including software. These webinars are offered based on internal training calendars, individual training needs, and scheduled or demand training through customer request. Through implementing the use of webinar training, G4S allows officers to do their training at their pace on days that best meet their busy schedules.

Training will ensure that Lexington-Fayette UCG DCC personnel have a thorough understanding of the program and equipment, including any new equipment or systems selected from this response. Following completion of initial training needed, the G4S team will coordinate any additional training requirements at no additional cost to Lexington-Fayette UCG DCC. G4S is committed to its customers by providing the latest technology and software enhancements available. G4S will also provide any training needed to support any upgraded system changes that may occur during the term of contract at no cost.

2. The Bidder shall provide all training manuals to the Division of Community Corrections.

**G4S meets this requirement.** To supplement system training, written User Manuals showing step-by-step instructions for each system function and transactions will be provided to the County.

3. All designated Division of Community Corrections personnel shall be certified by the Bidder in the operation of the system, this number to be determined by the Division.

i. The Division of Community Corrections will provide appropriate space for training.

**G4S meets this requirement.** After completion of G4S training, Lexington-Fayette UCG DCC personnel will be certified in the operation of the system. G4S will provide training in the space provided by the Division.

**IMPORTANT G4S ADVANTAGE:** The majority of the Lexington-Fayette UCG DCC staff are currently certified in the operation and use of G4S equipment.





## O. Accessories, Spares and Loss Allowance

1. The Bidder shall provide all necessary tools, straps, and other accessories for attaching and removing the offender's devices and maintaining other pieces of equipment. The Bidder shall provide the Division of Community Corrections with a Loss Allowance of 3 units per year or 20% of daily average whichever is greater. If the Division of Community Corrections exceeds loss allowance billing for those must occur within 6 months of reported loss. Unit pricing for billing must be provided at time the contract is awarded.

**G4S meets this requirement.** G4S agrees to provide reasonable quantities of all necessary tools, straps, kits and other accessories needed for installation, adjustment and removal of all proposed monitoring equipment at no cost to Lexington-Fayette UCG DCC during the life of the contract.

G4S will continue its dedication of working with Lexington-Fayette UCG DCC to ensure all equipment needs are satisfactorily met. G4S will provide a loss allowance of three (3) units per year or 20% of daily average, whichever is greater. Any losses exceeding the allowance will be billed to the County within six (6) months of the reported loss at the prices listed in Section R: Equipment Lease Cost.

2. The Bidder shall provide at least 3 additional units or 20% of the daily average (whichever is greater) of shelf stock of each unit at no charge for the Division. The shelf stock price should be included in the price quote.

**G4S meets this requirement.** G4S will provide Lexington-Fayette UCG DCC a shelf stock of three (3) additional units or 20% of the daily average, whichever is greater for each type of equipment at no additional charge. These units will act as immediate replacements for any units that may fail or as additional units in the event of sudden program expansion.

G4S warehouses adequate inventory of each type of equipment to support its customers' needs so in addition to the spare allowance of equipment at each of its customers' sites, replacement equipment is immediately available.

3. Billing is to be calculated while equipment is in the possession of the Division and will not include transit time to and from location.

**G4S meets this requirement.** Upon receipt of an RMA request, G4S Help Desk and Customer Service Department will provide the user agency an RMA number and at this time the equipment serial numbers are removed from the customers inventory and moved into an "in transit" status which removes the equipment from the customer inventory and will thereby prevent the equipment from being invoiced.

4. The Bidder shall pay for all shipping costs.

**G4S meets this requirement.** Upon appropriate notice from the agency, G4S will replenish equipment and incur all shipping costs.

## P. Maintenance and Repairs – Field Equipment

The Bidder shall provide maintenance of the equipment for the length of the contract at no additional cost. The Bidder shall maintain the equipment and spares in good operating condition and arrange for prompt repair or replacement.

**G4S meets this requirement.** G4S will maintain all equipment in good operating condition and free from material defects and/or workmanship under normal and proper use for the term of this agreement at no additional cost. G4S technicians and customer service personnel are available to **24 hours a day, seven**



## Scope of Work Lexington-Fayette Urban County Government Electronic Monitoring of Inmates

---

**(7) days a week** through toll-free phone access to trouble shoot should the need arise. G4S monitoring center staff are capable of resolving the majority of technical problems over the telephone or through remote diagnostics. In the unlikely event that problem solving requires a higher-level of involvement, G4S' customer service is staffed by experienced technicians, has diagnostic computer equipment and access to the engineers who developed the system technology. This provides quick analysis and resolution of problems.

If an electronic monitoring device is not operating as normal and need replacement, replacement equipment will be available **immediately** from the County's on-site spares. G4S will in turn re-stock the on-site spare equipment normally within 48 hours of notification.

G4S warehouses adequate inventory of each type of equipment to support its customers' needs so in addition to the spare allowance of equipment at each of its customers' sites, replacement equipment is immediately available.



## **Q. References**

1. Bidder shall supply a minimum of six (6) references for whom the Bidder has provided comparable contractual services to those specified in this Bid.

**G4S meets this requirement.** G4S is committed to ensuring that the programs operated on behalf of federal, state and local agencies support their goal of protecting public safety by providing quality service and innovative solutions. G4S strives to develop and maintain strong relationships with its customers based upon integrity, openness, and accountability and understands the need for officers to receive prompt, accurate information following any violation and that such communication is critical to the value of an electronic monitoring program. By providing a range of technology and services, G4S has established a strong presence and proven track record with corrections agencies all across the United States. G4S is pleased to provide the following references which meet the requirements for comparable contractual services as described in this response.

2. Bidder must provide complete addresses and telephone numbers for each of the six references, as well as the name, title and the telephone number of a contact individual. The contact person shall be knowledgeable of the contract and shall be able to answer questions pertaining to the Bidder's proposed equipment and monitoring center services.

**G4S meets this requirement.** G4S is pleased to provide the following six (6) references:

**Client Name:** Cook County Adult Probation Department  
**Contact Person:** Mr. Michael Bacula, Executive Assistant  
**Address:** 69 W. Washington,  
Suite 1940  
**City, State, Zip:** Chicago, IL 60602  
**Phone:** 312 603 0252  
**Email:** mibacul@cookcountygov.com  
**Project Description:** G4S was awarded the contract with the Cook County Adult Probation Department through a competitive procurement process to monitoring adult participants through GPS, for probation and domestic violence compliance.

**Client Name:** DuPage County, 18th Judicial Circuit Court, Department of Corrections and Court Services  
**Contact Person:** Mr. Robert Vickery, Program Manager  
**Address:** 503 North County Farm Road  
**City, State, Zip:** Wheaton, IL 60187  
**Phone:** 630 407 8377  
**Email:** rob.vickery@dupageco.org  
**Project Description:** As a result of the Cindy Bischof Law, DuPage County went through an extensive evaluation and testing process to identify the best available GPS technology to track certain domestic violence and high-risk participants via GPS and in compliance with the Cindy Bischof Law. G4S also, provides live monitoring center intervention services for buffer zone breaches and exclusion zone violations, with immediate communication being generated to the victim, E-911 center, and to the probation department. G4S also collects fees from those participants identified by DuPage County Adult Probation Department.



**References**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

---

**Client Name:** San Francisco (City and County of) Sheriff's Department  
**Contact Person:** Lieutenant John Ramirez, Community Programs / Liutenant Richard Ridgeway  
**Address:** 555 7th Street, / Room 45 City Hall Room 201 / 1 Dr. Carlton B Goodlett Place  
**City, State, Zip:** San Francisco, CA 94103 / 94102  
**Phone:** 415 734 3316 (Mobile: 415 850 5589) / 650 266 7660  
**Email:** john.ramirez@sfgov.org / RR.Ridgeway@sfgov.org  
**Project Description:** Contract awarded in 2008 and has been in operation for the past two (2) years. San Francisco is a national leader in using alternatives to incarceration and through its Home Detention Program prisoners are confined in their home except for pre-approved periods of employment, schooling, or counseling. Under our contract for services with the Department, G4S provides a local office, offender program fees collections, comprehensive case management services including collateral meetings/routine reporting, confirmation of work attendance, drug testing, in-field offender home/work checks, installation/retrieval of equipment for radio frequency (RF) monitoring, RF cellular monitoring, GPS and alcohol testing technologies for a daily population of 100 participants.

**Client Name:** Mississippi Department of Corrections  
**Contact Person:** Ms. Beverly Walters  
**Address:** 723 North President Street 2nd Floor  
**City, State, Zip:** Jackson, MS 39202  
**Phone:** 601 359 5677  
**Email:** bwalters@mdoc.state.ms.us  
**Project Description:** Contract began February 1999. G4S currently provides WATCH PATROL RF™ for RF and OM210 for GPS for Intensive Supervision Program (ISP) officers with the Mississippi Department of Corrections. This program is unique in that participants are considered "inmate status" requiring intensive officer response to violation and complex notification requirements. Officers choose G4S-provided monitoring technologies based on participant risks and supervision efficiency considerations. Mississippi Department of Corrections adopted the Western State Contracting Alliance to continue contracting with G4S in lieu of conducting another RFP.



**References**  
**Lexington-Fayette Urban County Government**  
**Electronic Monitoring of Inmates**

---

**Client Name:** Connecticut Judicial Branch  
**Contact Person:** Mr. Michael Aiello, Program Manager II  
**Address:** 936 Silas Deane Hwy, 4th Floor  
**City, State, Zip:** Wethersfield, CT 06109  
**Phone:** 860 721 2185 (Mobile: 860 721 2125)  
**Email:** michael.aiello@jud.ct.gov  
**Project Description:** G4S currently provides a complete continuum of technology in a state-wide basis that includes over 900 traditional RF Patrol® Landline units and RF Patrol® Cellular units, and approximately 200 active and passive GPS devices. In 2011, Connecticut selected G4S to develop a legislature-mandated Victim Notification Program pilot, which employs approximately 70 GPS units in three (3) specific Family Courts. To date, the program is a successful collaboration of Family Court Services, Law Enforcement, and G4S, and provides immediate Victim Notification and Law Enforcement response for GPS participants who are past violators of protective orders in Domestic Abuse cases. In addition, G4S provides local Connecticut-based G4S case workers that provide participant orientation, equipment installation, fee collections from participants (partially offender funded program), equipment/monitoring Services/field services, and equipment retrieval statewide to all major corrections agencies in the State including: The Judicial Branch (adult and juvenile), Board of Parole and Department of Corrections.

**Client Name:** Bexar County Pretrial Services  
**Contact Person:** Mr. Mike Lozito, Acting Director of Judicial Support Services  
**Address:** 600 North Leona  
**City, State, Zip:** San Antonio, TX 78207  
**Phone:** 210 225 8984  
**Email:** mike.lozito@bexar.org  
**Project Description:** G4S currently provides a complete continuum of technology that includes approximately 10 traditional RF Patrol® Landline units and RF Patrol® Cellular units, 275 OM210 GPS active and passive devices. In addition, G4S provides local San Antonio-based G4S case workers that provide participant orientation, equipment installation, equipment monitoring services/field services, and equipment retrieval.



## R. Equipment Lease Cost

The Bidder must provide a daily equipment rental and monitoring service rate for each monitoring device, in accordance to the attached specifications:

### Lexington Fayette Urban County Government

#### INVITATION TO BID #113-2011 Electronic Monitoring of Inmates

##### EQUIPMENT LEASE COST

Daily Ankle Transmitter Lease Rate for Landline unit	\$ <u>2.11</u>
Daily Ankle Transmitter Lease Rate for Cellular unit	\$ <u>3.50</u>
Monthly Rental of Drive-By Unit for Ankle and GPS	\$ <u>No Charge</u>
Daily Remote Alcohol Unit Lease Rate	\$ <u>3.50</u>
Daily Continuous Transdermal Alcohol Monitoring & GPS	\$ <u>6.49</u>
Daily GPS Equipment Lease Rate - Active	\$ <u>4.90</u>
Daily GPS Equipment Lease Rate - Hybrid	\$ <u>4.27</u>
Daily Shelf Rate over Maximum Allowed	\$ <u>1.50</u>

**\* For Active GPS, G4S will provide access to five (5) cellular phones to be used for either offender notification and/or victim notification via two-way voice communication.**

SafeZone – GPS device given to victim for Mobile Exclusion Zone compliance monitoring and early warning notification/communication to victim, Optional Victim GPS device: **\$4.00**

\*\* The above listed prices are in accordance with the RFP specifications and also include the following:

- ✓ G4S will provide five (5) days of training to selected Division of Community Corrections staff and will be responsible for providing the skills and knowledge necessary to implement and manage the program.
- ✓ G4S certified training will provide the Division of Community Corrections staff a thorough review of the entire operation of the system.
- ✓ G4S will provide all training manuals to the Division of Community Corrections.
- ✓ G4S will provide certification to all designated Division of Community Corrections personnel as determined by the Division of Community Corrections.
- ✓ G4S will provide all necessary tools, straps, and other accessories for attaching and removing the offender's devices and maintaining other prices of equipment.
- ✓ G4S will provide the Division of Community Corrections with a minimum Loss Allowance of three (3) units per year or an annual allowance of 20% of the daily average number of active participants, whichever is greater. If the Division of Community Corrections exceeds loss allowance billing for those must occur within 6 months of reported loss. Unit pricing for billing must be provided at time the contract is awarded.





- ✓ G4S will provide a minimum of three (3) additional units or 20% of the daily average number of active unit (whichever is greater) of shelf stock of each unit at no charge to the Division.
- ✓ Billing will be calculated while equipment is in the possession of the Division and will not include transit time to and from location.
- ✓ G4S will pay for all shipping costs.
- ✓ G4S will provide maintenance on all the equipment for the length of the contract at no additional cost.
- ✓ G4S will maintain the equipment and spares in good operating condition and arrange for prompt repair or replacement.

## **REPLACEMENT COSTS FOR LOST/STOLEN/DAMAGED EQUIPMENT ABOVE ANNUAL ALLOWANCE**

In the unlikely event, (based on historical term of the G4S agreement with the Lexington – Fayette County, the equipment loss exceeds the annual allowance, replacement requests will require a letter from the government user agency stating reason for loss/ damage/stolen equipment, participant's name, unit serial number(s) and date loss/damage/theft occurred. The following replacement cost will apply for any equipment above the annual allowance:

### **RF PATROL**

PTX (Transmitter):	\$200.00
PHMU Landline:	\$600.00
PHMU Cellular:	\$600.00
Key FOB:	\$ 60.00
OPID:	\$ 90.00

### **OM210 GPP Device:**

OM210 Unit	\$600.00
Strap replacement	\$ 40.00 -1 strap per unit per year
Power cord replacement	\$ 30.00
Back Plate	\$ 20.00

### **VI-CAP Patrol – Remote Breath Alcohol Testing**

Camera	\$700.00
Tester	\$400.00
Camera Power Supply	\$ 20.00
Hard Case Unit Box	\$ 50.00

### **CAM Patrol Plus:**

Bracelet	\$600.00
Strap replacement	\$ 15.00 – 1 strap per unit per year
Power cord replacement	\$ 20.00
Cell Phone	\$100.00



## **Exhibits**

- G4S Signature Authority
- G4S Justice Services Brochure
- Radio Frequency Brochure
- Mobile Compliance Monitoring Brochure
- GPS Tracking Brochure
- Breath Alcohol Testing Brochure
- Continuous Alcohol Monitoring
- Web Patrol II Brochure
- ISO Certificates
  - ✓ G4S ISO Certificates
  - ✓ Omnilink ISO Certificate
- FCC Certificates
  - ✓ G4S FCC Certificates
  - ✓ Omnilink FCC Certificates
- G4S Dunn & Bradstreet Report
- Risk Mitigation and Disaster Recovery Plan
- Quick Reference Installation Guide
- NETSERVE SYSTEMS MBE Certification
- Domestic Violence Monitoring Brochure – SafeZone™
- Recent SafeZone™ News Release

**Extraordinary Board of Directors Meeting**

**G4S Justice Services LLC**

**1<sup>st</sup> December 2009**

Present: Keith Badham Chairman

Fiona Walters Secretary

An extraordinary meeting of the G4S Justice Board of Directors was held on 1<sup>st</sup> December 2009 at 5.00pm EST. A quorum of the Board was present.

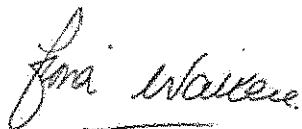
IT WAS HEREBY RESOLVED that the following individuals are authorized to sign binding contracts, for and on behalf of, G4S Justice Services LLC.

Mr. Blake Beach, Chief Executive Officer

Mr. Darryl Martin, Senior Vice President, Operations and Customer Service

Mr. Peter Loughlin, Chief Financial Officer

Ms. Fiona Walters, Chief Development Officer



Signed: .....

Fiona Walters (Secretary to the Board)



Signed: .....

Keith Badham (Chair)



G4S Justice Services is a full service electronic monitoring and community supervision service provider, dedicated to working in partnership with government agencies in providing integrated solutions that help solve the many challenges they face including budget constraints. G4S is uniquely positioned and capable of meeting customers' local requirements through the many nationally located G4S offices.



Securing Your World

G4S is proud to be the long-term first choice partner of many corrections and public safety agencies across the country at federal, state and local levels. With highly experienced management, innovative systems and products, strong partnerships with other technology providers, and processes capable of being adapted to meet individual agency needs, G4S combines value for money with a commitment to excellence. Our commitment to superior customer service provides government agencies with the peace of mind that G4S is a partner they can count on to help solve their problems. G4S is the only provider in the industry to have two fully redundant and staffed monitoring centers, providing enhanced disaster recovery capabilities.

Our products and services include:

#### ELECTRONIC COMPLIANCE MONITORING

- Secure Web-based monitoring platform for real time information access via desktop, laptop or mobile phone device
- Traditional "house arrest" services using radio frequency (RF) monitoring either via a landline or cellular connection
- GPS location based monitoring and tracking, using one or two piece devices to monitor participant locations continuously
- Alcohol monitoring using remote breath alcohol units located in the participant's home and supervised in real time by our monitoring agents via video
- Voice verification services using biometric voice prints to monitor participants randomly in one or more locations and in multiple languages

#### COMMUNITY SUPERVISION SERVICES

- Local field technicians install and retrieve equipment
- Case workers for offender funded electronic monitoring programs
- Day reporting centers and community based re-entry programs with evidence-based programs
- Pre- and post-trial case management services



Radio frequency (RF) monitoring is usually used to monitor a participant's presence or absence at a specified place. It does not track the individual, but rather monitors the compliance of individuals required to remain at a specific location for a specific time period.

G4S's innovative RF technology using dual transceivers in both the Personal Transmitter Bracelet (PTX2) and the Personal Home Monitoring Unit (PHMU) to provide an unique two-way radio frequency link in both its landline and cellular monitoring units. The advanced RF Patrol® system provides more accurate supervision, faster notification and is capable of continuous signaling to receive, store and disseminate compliance data to G4S' monitoring center without active involvement from the participant. The RF Patrol® PTX2 is easy to install, provides fiber-optic tamper detection and is one of the smallest and lightest available on the market.

## RF PATROL® LANDLINE PHMU FEATURES

- Fully integrated one piece home monitoring unit incorporates dual antennas and receivers, an advanced front panel LCD display, and customized officer set-up menu and control buttons
- Small, unobtrusive design is easily connected to a wall phone jack and/or telephone
- Programmed remotely to report over toll-free numbers using rotary, pulse or touch-tone telephone systems
- Average 60 day back-up event memory
- 48 hour back-up battery that provides full monitoring capability

## RF PATROL® CELLULAR PHMU FEATURES

- Includes the same features as the landline unit, excluding communication protocols
- Fully integrated one piece home monitoring unit that incorporates a cellular modem, and requires only power at the participant's home for installation
- Monitors accurately without the need for voice communications
- Intelligent movement sensor to identify if the device has been moved from its installed location
- Multiple GSM carriers supported

More details regarding the features and specifications of the products are shown overleaf.



Securing Your World

TRANSMITTER FEATURES		RF PATROL®	
Participant Worn Device (PTX2)	Unique watch-size transmitter device for wrist or ankle		
PTX2 Specifications	Smallest and lightest available on the market at 1.57 X 2.72 X 0.77 inches and 1.51 ounces Waterproof and shockproof 100% humidity resistant		
Tamper Alert	Yes, patented multiple fiber-optic circuits		
Transmitter Battery Life	18 months in-use, four years shelf life LED light indicating low battery		
Activation	On-site programmable range during installation (no software required)		
De-Activation	Shutdown of transmitter via 2-way RF link		
Transmitter Assembly	Easiest to install in the industry Transmitter is a sealed unit Four easy to install transmitter pieces		
Transmission Signal	Transceiver two-way communications technology (both a transmitter and receiver of signals) Unique semi-spherical antenna Variable transmission range of 50, 100 or 150 feet		
HOME MONITORING UNIT FEATURES		RF PATROL® LANDLINE	RF PATROL® CELLULAR
Device	Fully integrated one-piece unit Dual antennas and transceivers	Fully integrated one-piece unit Dual antennas and transceivers	
PHMU Specifications	Smallest and lightest available on the market at 7.5 X 8.6 X 1.7 inches and 16 ounces 100% humidity resistant	Smallest and lightest available on the market at 7.5 X 8.6 X 1.7 inches and 16 ounces 100% humidity resistant	
Tamper Alert	Yes, including tilt detection	Yes, including tilt detection	
Back-up Battery Life	48 hours of continuous operation	48 hours of continuous operation	
Front Panel LED Display Activation	Provides set-up prompts for enrollment through LED display On-site programmable range testing during installation (no software required) Reports battery life of the PTX2 on screen	Provides set-up prompts for enrollment through LED display On-site programmable range testing during installation (no software required) Reports battery life of the PTX2 on screen	
De-Activation	Shutdown of transmitter (PTX2) via 2-way RF link	Shutdown of transmitter (PTX2) via 2-way RF link	
Required assembly	None	None	
Transmission Signal	Transceiver technology with the PTX2 Landline communication with the monitoring center	Transceiver technology with the PTX2 Wireless cellular communication with the monitoring center	
Multiple Transmitters	Ability to monitor up to 50 PTX2s at the same time	Ability to monitor up to 50 PTX2s at the same time	
Guest Detection	Detects and reports unauthorized PTX2 devices in range	Detects and reports unauthorized PTX2 devices in range	
Memory/Storage	Internal non-volatile memory capable of storing 1,024 events indefinitely	Internal non-volatile memory capable of storing 1,024 events indefinitely	



G4S Patrol Suite™ product continuum includes the RF Patrol® system that collects and transmits the participants' house arrest compliance data to the monitoring center.

The RF Patrol® Drive-By is a portable hand-held receiver unit that detects RF Patrol® transmitter signals. The Drive-By transmits data to a small hand-held Personal Digital Assistant via a Bluetooth connection for easy viewing. This portable, battery-operated device can be used to identify participants that are wearing RF Patrol® transmitters in a location away from the home and determines the condition of the device. The Drive-By provides a remote, discrete, and safe means of verifying a participants' location without any interference. Additionally, the Drive-By operates as an Officer Personal Identification Device (OPID) and can be used to activate a transmitter.

#### RF PATROL® DRIVE-BY FEATURES

- LED indicators provide operation and battery status
- Transmitter condition display includes Band Open, Band Tamper, Low Battery, Reset, and Range Setting
- Four available modes include Off Mode, Wake Mode, External Antenna Mode, and Internal Antenna Mode
- Battery life is approximately 22 – 28 hours depending upon operational mode
- Audible beeps and visual status for setting range
- Monitors any number of transmitters up to a range of 200 – 500 feet
- Includes an optional specialized PocketPC for use in conjunction with the Drive-By



Securing Your World





The OM210 GPS device is a single unit that is both the receiver of participant location points and the transmitter of critical data pertaining to events and location information. This provides the ability to reliably monitor locations and movements of participants in the community.

The OM210 GPS location based monitoring and tracking device continues to be the product of choice for many federal, state, and local programs throughout the United States. This advanced device has the ability to monitor participants with a single device even in impaired locations, where other GPS products or RF products cannot through its capability to calculate a precise location from both GPS satellites and cellular phone towers. This enhanced dual monitoring feature is the primary reason more government entities select the OM210 device to meet their GPS location based monitoring and tracking needs. This device also incorporates a cellular modem and communicates information to the monitoring center over the CDMA wireless network.

#### FEATURES

- One-piece GPS system (an ankle-mounted tracking unit)
- Incorporates GPS satellites and Advanced Forward Link Trilateration (AFLT) to achieve reliable monitoring data
- Water proof and shock resistant
- Alerts provided include tamper alerts, curfew schedules and inclusion/exclusion zone violations
- Longest battery life in the industry, recharges in less than two hours
- FCC compliant, surge protected and made of hypoallergenic material
- Proprietary encrypted signal to prevent false communication and hacking
- Utilizes multiple location and transmission methods to ensure delivery and prevent signal jamming
- Utilizes the manufacturers' patented algorithm, Precision Engine, that provides accurate participant location reporting



Securing Your World



VI-CAP™ (Video Capture) is a Breath Alcohol Testing solution which provides accurate detection of alcohol and real-time visual verification of the participant during testing. VI-CAP™ is the only remote breath alcohol test supervised via a live operator. Color images of the participant with test results are immediately emailed to the officer upon violation.

VI-CAP™ can be used as a standalone system or in conjunction with radio frequency (RF) presence and absence monitoring or GPS tracking technology. Random and/or scheduled calls are placed to the participant's home by a live monitoring center operator who has verbal interactive communications with the participant during the test. Positive participant verification occurs via live streaming color video surveillance camera located in the residence.

The VI-CAP™ device uses an actual hand-held breathalyzer (fuel cell, deep lung, and quantitative value) to measure the Blood Alcohol Content (BAC). The live monitoring center operator administering the test ensures a valid test is completed.

The participant blows into the breathalyzer and holds up the numeric display result to the camera. The participant's face and the breathalyzer results are displayed in a full color image immediately and interactively at the monitoring center and all positive tests are recorded as evidence of violation.

### FEATURES

- Monitoring operators supervise each test via video and audio, ensuring completion of a valid test, without the need for officer involvement
- Fuel cell technology ensures accurate BAC detection of alcohol consumption
- Color video of participant and test results are emailed to the officer upon violation

VI-CAP™ Breath Alcohol Testing users have access to participant data via WEB PATROL II®, which is accessible through any Internet connection.



Securing Your World



CAM Patrol Plus™ provides continuous alcohol monitoring plus GPS location tracking in one solution. CAM Patrol Plus™ continuously monitors indicators of alcohol use, tracks an offender's exact location and delivers this information to public safety officials in real-time.

### Alcohol Monitoring Plus GPS Tracking

CAM Patrol Plus™ delivers 24/7 alcohol monitoring, real-time reporting of alcohol events and real-time tracking of offender location in one easy-to-use solution.

### CAM Patrol Plus™ Overview

CAM Patrol Plus™ provides continuous transdermal alcohol monitoring and GPS location tracking in one solution. Using transdermal alcohol monitoring and GPS cell phone technology, the solution records and reports alcohol events in real-time 24/7 to G4S' geographically redundant monitoring centers. Real-time alerts allow public safety officials to respond quickly to violations.

CAM Patrol Plus™ monitors and identifies alcohol consumption on a continuous and ongoing basis through comparison to a sober baseline established at enrollment. The tamperproof bracelet monitors and measures ethanol gas emitted through the skin on a continuous basis using a test chamber where ethanol molecules released from the skin accumulate. Every 15 minutes, measurements are taken from the chamber, stored in the bracelet and, along with the location of the participant, simultaneously transmitted to our monitoring centers via a GPS cell phone. CAM Patrol Plus™ monitors and reports this information from any location with cellular coverage – no home base or landline required.

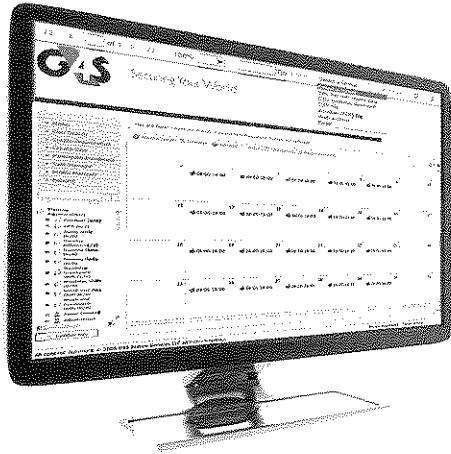
CAM Patrol Plus™ provides real-time location and movement tracking through included GPS technology, allowing for curfew, house arrest and exclusion zone monitoring in addition to alcohol monitoring.

### Features

- Easy to use and install
- Secure and tamper-resistant
- Scientifically proven technology
- Continuous transdermal alcohol monitoring and GPS tracking in one solution
- No landline or home-based unit required
- Geographically redundant, fully-staffed 24/7 monitoring centers



Securing Your World



Using state-of-the-art Internet technology, WEB PATROL II® is a Web-based information and management system for public safety. It provides secure access to real-time monitoring/tracking information from the G4S Justice Services monitoring centers in California and Georgia.



Securing Your World

Using a secure password and firewall protected internet link, officers can view and exchange monitoring and tracking data over the web anytime, anywhere and from any computer. WEB PATROL II® does not require any additional software and allows users to access information from the participant database for enrollment, curfew schedules, caseload reviews, agency reports and terminations. With a user-friendly interface, WEB PATROL II® increases the efficiency of the monitoring process and provides convenience for corrections, probation, and parole officers.

## FEATURES

- A single integrated, Web-based user platform for all monitoring data
- Advanced calendar based participant scheduling
- Secure Web-based system that is accessible at any time using a standard Internet browser
- Users receive unique login names with customized permissions levels and access rights
- Customized fields and reports for easy tracking and trend analysis
- Enrollments support instant and future participant activations
- Heightened use of icons and tabs for fast, easy navigation between selections
- Participant activity posted in real-time for up-to-date monitoring statuses
- Ability to customize authorized participant leaves and recurring schedules
- Pre-scheduled service terminations

## BENEFITS

- Anytime, anywhere secure access from any computer with an Internet browser (IE6 and Firefox 2.0 and above)
- Permissions structured log in so only authorized individuals have access to caseload data
- Identify trends or patterns with calendar based screen, offering "at a glance" insight into participant compliance
- Customized reports can be exported electronically via CSV or Excel files and incorporated into customer's standard case management systems
- Faster access to participant data, improving productivity and efficiency



# certificate of approval

This certifies that  
**G4S JUSTICE SERVICES LTD - ELECTRONIC MONITORING SERVICES**

The Venus Building, 1 Old Park Lane  
Trafford Way, Urmston  
**MANCHESTER**  
M41 7HA

has been assessed and satisfies the requirements of the

**NSI GOLD SCHEME**

with respect to the following scope:

The provision of Custodial Services  
including:  
**Electronic Monitoring Services.**  
in accordance with the requirements of:  
**BS EN ISO 9001:2000.**

As supplied by:  
**Unit 13/14 Vermont House**  
**Vermont Road**  
**WASHINGTON**

For  
National Security Inspectorate

*[Signature]*  
**Chief Executive**

1 January 2001  
Original issue date

GRD/G/5138/5  
Certificate No.

7 September 2005  
Issue date

Further certification regarding the Scope of this Certificate may be obtained from NSI.  
The use of the UKAS Accreditation Mark indicates accreditation for the scope detailed on UKAS Accreditation Certificate No. 182.

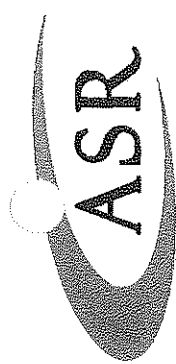


National Security Inspectorate (NSI) T 0845 699 0000

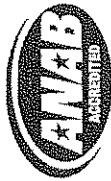
This certificate remains the property of the NSI and must be returned on demand.

Approval is conditional upon the Addressed Company continuing to satisfy all the rules and other requirements applicable to this NSI scheme.

05/05/05



American Systems  
REGISTRAR



American Systems Registrar, LLC, Wyoming, MI, USA, a provider of third-party system registration and accredited by the ANSI-ASQ National Accreditation Board attests that:

## **G4S JUSTICE SERVICES, LLC**

**30201 AVENTURA**

**RANCHO SANTA MARGARITA, CA 92688**

with a scope of:

### **PROVISION OF ELECTRONIC MONITORING SERVICES**

has established a quality management system that is in conformance with the International Quality System Standard

### **ISO 9001:2008**

ASR Certificate Number:

Exclusions:

Date of Certification:

Date of Certification Expiration:

Date of Initial Registration:

IAF Scope Category:

Revision:

4234

7.6 Calibration Control

September 19, 2010

September 18, 2013

September 19, 2010

35

*Richelle Kirtie*

\_\_\_\_\_  
President

## **CERTIFICATE OF REGISTRATION**



# Certificate of Registration



The following organization's quality management system has been assessed and registered by Intertek Testing Services NA Ltd. as conforming to the requirements of:

## ISO 9001:2008

Organization:

Certificate Number  
QMS-0215

Initial Certification Date  
January 21, 2009

Certificate Issue Date  
January 21, 2009

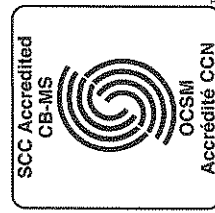
Certificate Expiry Date  
January 21, 2012

### G4S Justice Services (Canada) Inc.

#103 – 6592, 176<sup>th</sup> Street, Surrey, British Columbia, V3S 4G5, Canada

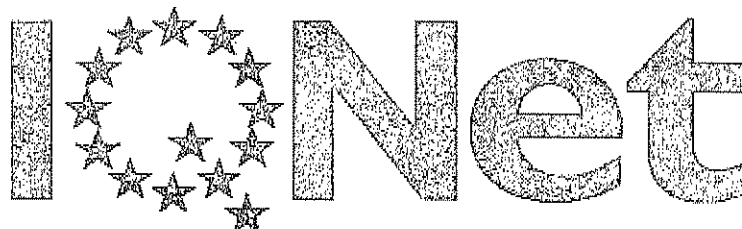
**The Quality Management System is applicable to:**

Designer and manufacturer providing electronic supervision systems.



In the issuance of this certificate, Intertek assumes no liability to any party other than to the Client, and then only in accordance with the agreed upon Certification Agreement.





THE INTERNATIONAL CERTIFICATION NETWORK

# CERTIFICATE

IQNet and QMI  
hereby certify that the organization

**Omnalink Device Manufacturer**

Head Quarters Office: 3939 North Fraser Way, Burnaby, British Columbia, V5J 5J2 Canada  
Mississauga Business Unit: 7075 Financial Drive, Mississauga, Ontario, L5N 6V8 Canada  
Burnaby Business Unit: 102-8977 Fraserton Court, Burnaby, British Columbia, V5J 5G1 Canada  
Vancouver Business Unit: 3905 North Fraser Way, Burnaby, British Columbia, V5J 5J2 Canada  
Toronto Business Unit: 110 Clegg Road, Markham, Ontario, L6G 1E1 Canada

for the following field of activities

Omnalink Device Manufacturer is an electronic manufacturing service provider specializing in full turnkey assembly services for Original Equipment Manufacturers (OEMs).

has implemented and maintains a  
**Quality Management System**  
which fulfills the requirements of the following standard

**ISO 9001:2000**

Issued on: December 15, 2006

Validity date: December 14, 2009

Registration Number: CERT-0022129 - 004351, 009261, 014907, 014908, 014909



Dr. Fabio Roversi  
President of IQNet

Wendy J. Tilford  
President of QMI



**IQNet Partners\*:**

AENOR Spain AFAQ France AIB-Vincotte International Belgium ANCE Mexico APCER Portugal CISQ Italy CQC China  
CQM China CQS Czech Republic DQS Germany DS Denmark ELOT Greece FCAV Brazil FONDONORMA Venezuela  
HKQAA Hong Kong ICONTEC Colombia IMNC Mexico IRAM Argentina JQA Japan KEMA Netherlands KFQ Korea MSZT Hungary  
Nemko Certification Norway NSAI Ireland OQS Austria PCBC Poland PSB Certification Singapore QMI Canada RR Russia  
SAI Global Australia SFS Finland SII Israel SIQ Slovenia SOS Switzerland SRAC Romania TEST St. Petersburg, Russia

IQNet is represented in the USA by the following partners: AFAQ, AIB-Vincotte International, CISQ, DQS, KEMA, NSAI, QMI and SAI Global

\* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under [www.iqnet-certification.com](http://www.iqnet-certification.com)

TCB

GRANT OF EQUIPMENT  
AUTHORIZATION

TCB

Certification

Issued Under the Authority of the  
Federal Communications Commission

By:

Ultratech Engineering Labs Inc.  
3000 Bristol Circle  
Oakville (Ontario), L6H 6G4  
Canada

Date of Grant: 12/10/2001

Application Dated: 12/10/2001

G4S Justice Services Canada, Inc.  
103 - 6592, 176 Street  
Surrey, V3S 4G5  
Canada

Attention: Harv Hundal , Software Engineer

NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY  
for the equipment identified hereon for use under the Commission's Rules and Regulations listed  
below.

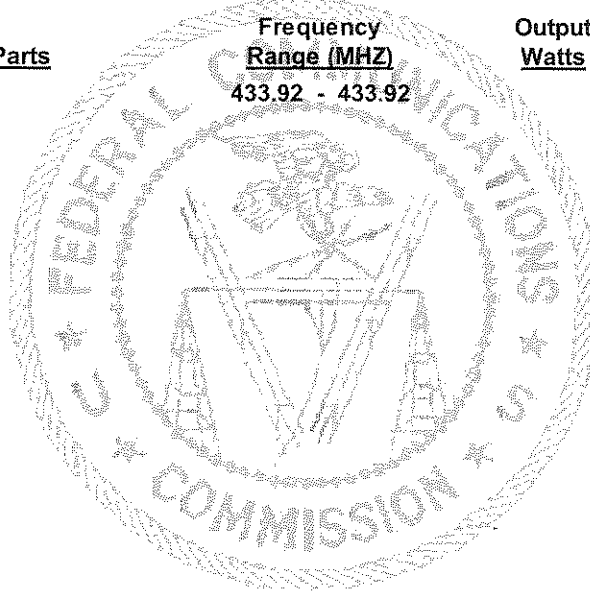
FCC IDENTIFIER: NSNPTX08

Name of Grantee: G4S Justice Services Canada, Inc.

Equipment Class: Part 15 Remote Control/Security Device Transceiver

Notes: Personal Identification Device

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	15.231(e)	433.92 - 433.92			



TCB

TCB

GRANT OF EQUIPMENT  
AUTHORIZATION

Certification  
Issued Under the Authority of the  
Federal Communications Commission  
By:

Ultratech Engineering Labs Inc.  
3000 Bristol Circle  
Oakville (Ontario), L6H 6G4  
Canada

Date of Grant: 12/11/2001  
Application Dated: 12/11/2001

G4S Justice Services Canada, Inc.  
103 - 6592, 176 Street  
Surrey, V3S 4G5  
Canada  
  
Attention: Harv Hundal , Software Engineer

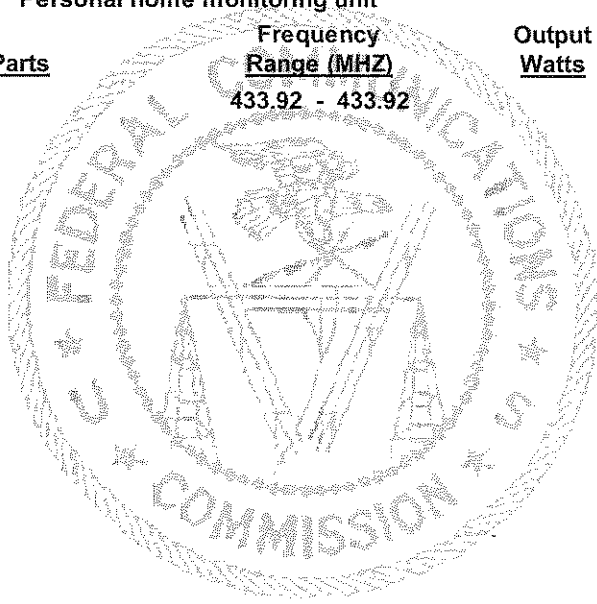
NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY  
for the equipment identified hereon for use under the Commission's Rules and Regulations listed  
below.

FCC IDENTIFIER: NSNPHMUL08  
Name of Grantee: G4S Justice Services Canada, Inc.  
Equipment Class: Part 15 Remote Control/Security Device Transceiver  
Notes: Personal home monitoring unit

Grant Notes

<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
15.231	433.92 - 433.92			



TCB

GRANT OF EQUIPMENT  
AUTHORIZATION

TCB

Certification  
Issued Under the Authority of the  
Federal Communications Commission  
By:

Ultratech Engineering Labs Inc.  
3000 Bristol Circle  
Oakville (Ontario), L6H 6G4  
Canada

Date of Grant: 12/08/2001  
Application Dated: 12/08/2001

G4S Justice Services Canada, Inc.  
103 - 6592, 176 Street  
Surrey, V3S 4G5  
Canada

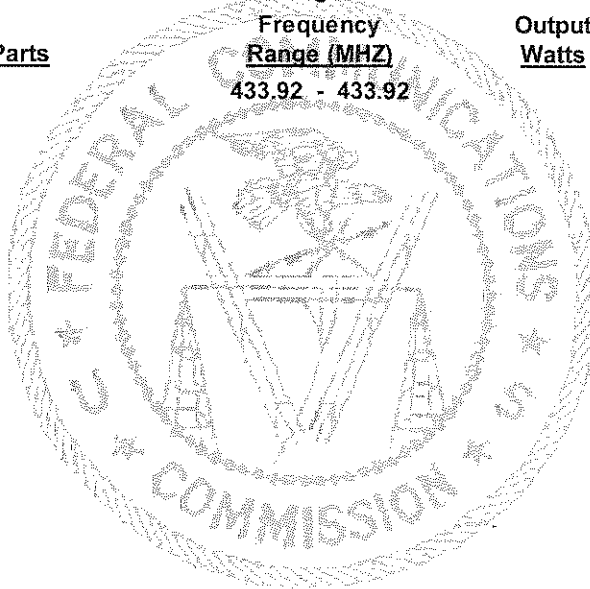
Attention: Harv Hundal , Software Engineer

NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY  
for the equipment identified hereon for use under the Commission's Rules and Regulations listed  
below.

FCC IDENTIFIER: NSNPHMUC08  
Name of Grantee: G4S Justice Services Canada, Inc.  
Equipment Class: Part 15 Remote Control/Security Device Transceiver  
Notes: Personal home monitoring unit

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	15.231	433.92 - 433.92			



TCB

GRANT OF EQUIPMENT  
AUTHORIZATION

TCB

Certification  
Issued Under the Authority of the  
Federal Communications Commission  
By:

Ultratech Engineering Labs Inc.  
3000 Bristol Circle  
Oakville (Ontario), L6H 6G4  
Canada

Date of Grant: 12/08/2001  
Application Dated: 12/08/2001

G4S Justice Services Canada, Inc.  
103 - 6592, 176 Street  
Surrey, V3S 4G5  
Canada

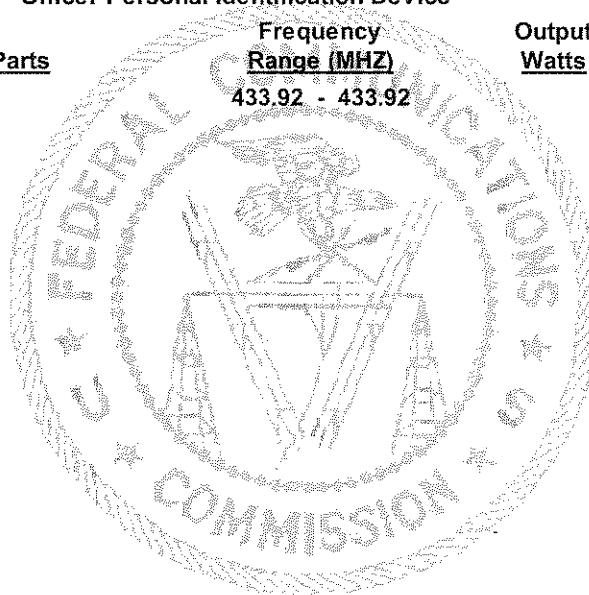
Attention: Harv Hundal , Software Engineer

NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY  
for the equipment identified hereon for use under the Commission's Rules and Regulations listed  
below.

FCC IDENTIFIER: NSNOPID08  
Name of Grantee: G4S Justice Services Canada, Inc.  
Equipment Class: Part 15 Remote Control/Security Device Transceiver  
Notes: Officer Personal Identification Device

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	15.231(e)	433.92 - 433.92			



Certification  
Issued Under the Authority of the  
Federal Communications Commission  
By:

Ultratech Engineering Labs Inc.  
3000 Bristol Circle  
Oakville (Ontario), L6H 6G4  
Canada

Date of Grant: 06/12/2006  
Application Dated: 06/12/2006

G4S Justice Services Canada, Inc.  
103 - 6592, 176 Street  
Surrey, V3S 4G5  
Canada

Attention: Harv Hundal , Software Engineer

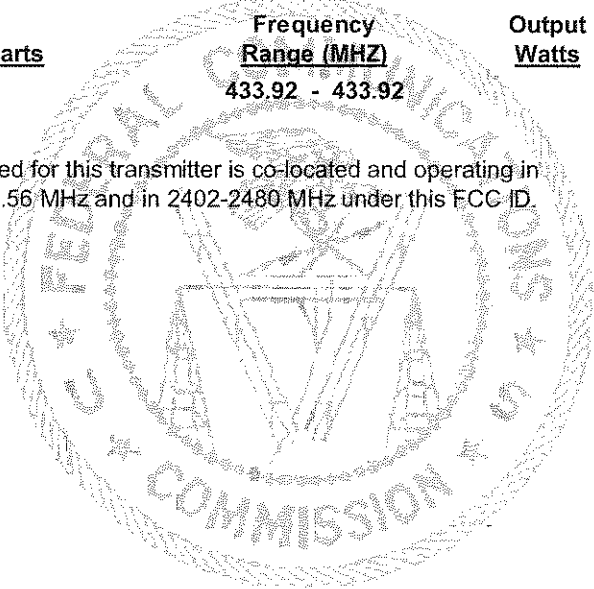
NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is VALID ONLY  
for the equipment identified hereon for use under the Commission's Rules and Regulations listed  
below.

FCC IDENTIFIER: NSNPMD09  
Name of Grantee: G4S Justice Services Canada, Inc.  
Equipment Class: Part 15 Remote Control/Security Device Transceiver  
Notes: Patrol Suite PMD

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	15.231(e)	433.92 - 433.92			

Power output listed is conducted. The antenna used for this transmitter is co-located and operating in  
conjunction with other transmitters operating at 13.56 MHz and in 2402-2480 MHz under this FCC ID.



**TCB****GRANT OF EQUIPMENT  
AUTHORIZATION****TCB**

**Certification**  
**Issued Under the Authority of the**  
**Federal Communications Commission**  
**By:**

**Nemko Canada Inc.**  
**303 River Road**  
**Ottawa, Ontario, K1V 1H2**  
**Canada**

**Date of Grant: 03/08/2006**

**Application Dated: 03/08/2006**

**Sendum Wireless Corp.**  
**4500 Beedie Street**  
**Burnaby, V5J5L2**  
**Canada**

**Attention: Henry Seto , Engineer**

**NOT TRANSFERABLE**

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and  
is VALID ONLY for the equipment identified hereon for use under the  
Commission's Rules and Regulations listed below.

**FCC IDENTIFIER:** TS5-6050M-OM200

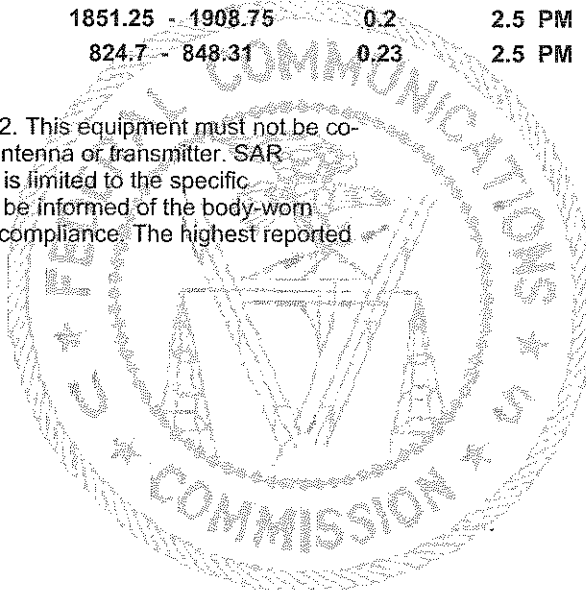
**Name of Grantee:** Sendum Wireless Corp.

**Equipment Class:** PCS Licensed Transmitter worn on body

**Notes:** Wireless Tracking Device

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	24E	1851.25 - 1908.75	0.2	2.5 PM	1M28F9W
	22H	824.7 - 848.31	0.23	2.5 PM	1M28F9W

Power listed is EIRP for part 24 and ERP for part 22. This equipment must not be co-located or operating in conjunction with any other antenna or transmitter. SAR compliance for body-worn operating configurations is limited to the specific configurations tested for this filing. End-users must be informed of the body-worn operating requirements for satisfying RF exposure compliance. The highest reported SAR values are: Body: 1.175 W/kg







G4S Justice Services (Canada) Inc  
#103 - 6592 176<sup>th</sup> Street  
Surrey, BC Canada  
V3S 4G5

Telephone: 604 576 8658  
Fax: 604 576 0436  
www.g4s.com

## SUPPLIER'S DECLARATION OF CONFORMITY

REFERENCE NUMBER: G4S001-ACTA

PLACE OF ISSUE: Surrey, BC

DATE OF ISSUE: November 19, 2008

COUNTRY OF MANUFACTURE: Canada

**We, the Responsible Party, G4S Justice Services Canada, Inc. located at:**

**ADDRESS: #103 – 6592, 176 Street, Surrey, BC, Canada V3S 4G5**

**hereby declare that the following product:**

TRADE NAME/MODEL NUMBER(S): PS, PHMUL08  
LABEL IDENTIFICATION NUMBER: US:YEVMM06BPHMUL08

**Is in conformity with the Federal Communications Commission's (FCC) Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) – adopted technical criteria, TIA-968-A, Telecommunications-Telephone Terminal Equipment, Technical Requirements For Connection of Terminal Equipment To The Telephone Network, January 2003, TIA-968-A-1; TIA-968-A-2; TIA-968-A-3; TIA-968-A-4, TIA-968-A-5 and TIA-1096-A.**

### Responsible Party Legal Representative:

Signature: *HS Hundal*

Position: Software Engineer

Full Name: Harv Hundal

Date: November 18, 2008

**TCB****GRANT OF EQUIPMENT  
AUTHORIZATION****TCB**

**Certification**  
**Issued Under the Authority of the**  
**Federal Communications Commission**  
**By:**

Compliance Certification Services  
 47173 Benicia Street  
 Fremont, CA 94538

Date of Grant: 02/06/2007  
 Application Dated: 02/01/2007

National Semiconductor Corporation  
 2900 Semiconductor Drive  
 P.O. Box 58090  
 Santa Clara, CA 95052-8090

Attention: Doug McBurnie, V.P., General Manager

**NOT TRANSFERABLE**

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and  
 is VALID ONLY for the equipment identified hereon for use under the  
 Commission's Rules and Regulations listed below

FCC IDENTIFIER: ED9LMX9838

Name of Grantee: National Semiconductor Corporation

Equipment Class: Part 15 Spread Spectrum Transmitter

Notes: Bluetooth Serial Port Module

Grant Notes	FCC Rule Parts	Frequency Range (MHz)	Output Watts	Frequency Tolerance	Emission Designator
	15C	2402.0 - 2480.0	0.00163		

Modular approval. Power output listed is conducted. This module may only be installed by the OEM or an OEM integrator. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. OEM integrators and End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.



ATTN:Tanya Askew

Report Printed: November 04, 2011

## Live Report : G4S JUSTICE SERVICES, LLC

D-U-N-S® Number: 96-868-9901

Trade Names: (FOREIGN PARENT IS SECURICOR INTERNATIONAL LTD, SUTTON, ENGLAND.) - G4S GOVERNMENT SERVICES

Endorsement/Billing Reference: tanya.mcrae-askew@us.g4s.com

### D&B Address

**Address** 2000 Riveredge Pkwy Nw  
Ste G1100  
Atlanta, GA - 30328

**Phone** 800 589-6003

**Fax**

**Location Type** Headquarters (Subsidiary)  
**Web**

**Endorsement :** tanya.mcrae-askew@us.g4s.com

## Company Summary

Currency: Shown in USD unless otherwise indicated

### Score Bar

PAYDEX®	77
Commercial Credit Score Class	2
Financial Stress Class	3
Credit Limit - D&B Conservative	80,000.00
D&B Rating	1R3

### D&B Company Overview

This is a headquarters (subsidiary) location  
Branch(es) or Division(s) Y  
exist

Chief Executive	KEITH BADHAM, MBR-PRES-CEO
Year Started	1995
Management Control	2001
Employees	220 (45 Here)
Financing	SECURED
SIC	7382 , 3812
Line of business	Security systems services, mfg search/ navigation equipment
NAICS	561621
History Status	CLEAR

### Company News

### Public Filings

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	Number of Records	Most Recent Filing Date
Bankruptcies	0	-
Judgments	0	-
Liens	1	09/19/11
Suits	0	-
UCCs	2	08/28/09

The public record items contained herein may have been paid, terminated, vacated or released prior to today's date.

### Detailed Trade Risk Insight™

#### Days Beyond Terms Past 3 Months



Dollar-weighted average of 20 payment experiences reported from 13 Companies

#### Recent Derogatory Events

Aug-11 Sep-11 Oct-11

Placed for Collection - - -

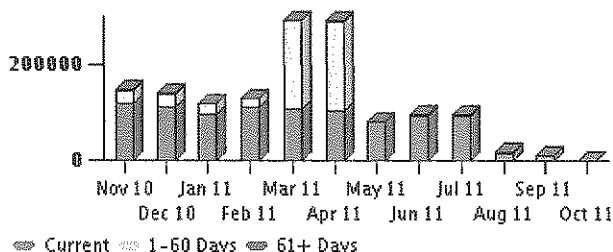
Bad Debt Written Off - - -

**Today: Friday, November 04, 2011**

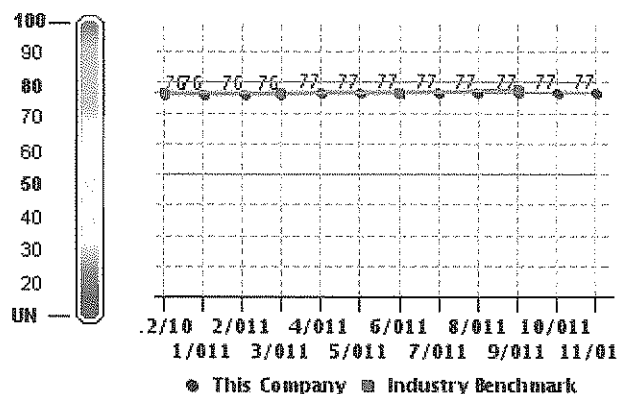
This company is not currently tracked for Company News.

Powered by FirstRain

Total Amount Current & Past Due - 12 Month Trend



PAYDEX® Trend Chart



## Corporate Linkage

### Global Ultimate

Company	City , Country	D-U-N-S® NUMBER
G4S PLC	Crawley , UNITED KINGDOM	73-734-1631

### Parent

Company	City , Country	D-U-N-S® NUMBER
G4S INTERNATIONAL 105 (UK) LTD	Crawley , UNITED KINGDOM	22-702-5525

### Branches (Domestic)

Company	City , State	D-U-N-S® NUMBER
G4S JUSTICE SERVICES, LLC	IRVINE , California	80-806-3874
G4S JUSTICE SERVICES, LLC	MERIDEN , Connecticut	03-286-1092

### Affiliates (International)

Company	City , Country	D-U-N-S® NUMBER
G4S Security Services (Macau), Limited	MACAO , MACAO	44-859-1453
G4S (Hong Kong - Holding) Limited	CHEUNG SHA WAN , HONG KONG	66-201-7581
Verdi Limited	CHEUNG SHA WAN , HONG KONG	68-624-3759

G4S AMERICAS (UK) LTD	Crawley , UNITED KINGDOM	21-021-7543
G4S INTERNATIONAL LOGISTICS (UK) LTD	London , UNITED KINGDOM	22-511-3208
G4S NOMINEES LTD	Sutton , UNITED KINGDOM	28-878-4655
G4S INT HOLDINGS (FRANCE) SAS	PARIS , FRANCE	77-917-8532
G4S Group Holdings (Asia) Limited	ROAD TOWN , BRITISH VIRGIN ISLANDS	86-397-7187

## Predictive Scores

Currency: Shown in USD unless otherwise indicated 

### Credit Capacity Summary

This credit rating was assigned because of D&Bs assessment of the companys creditworthiness. For more information, see the [D&B Rating Key](#)

D&B Rating : 1R3

Number of employees: 1R indicates 10 or more employees  
Composite credit appraisal: 3 is fair

The 1R and 2R ratings categories reflect company size based on the total number of employees for the business. They are assigned to business files that do not contain a current financial statement. In 1R and 2R Ratings, the 2, 3, or 4 creditworthiness indicator is based on analysis by D&B of public filings, trade payments, business age and other important factors. 2 is the highest Composite Credit Appraisal a company not supplying D&B with current financial information can receive.

Below is an overview of the companys rating history since 04-01-1997

D&B Rating	Date Applied
1R3	06-22-2010
1R4	10-29-2008
1R3	10-15-2007
4A2	06-29-2005
3A2	12-16-2003
--	12-10-2003
3A3	12-31-2002
--	12-25-2002
1R3	03-09-2001
2R3	04-01-1997

Sales: 48,000,000.00  
Number of Employees Total: 220 (45 here)

Payment Activity: (based on 94 experiences)  
Average High Credit: 17,630  
Highest Credit: 400,000  
Total Highest Credit: 974,650

### D&B Credit Limit Recommendation

Conservative credit Limit 80,000  
Aggressive credit Limit: 200,000

Risk category for this business : LOW



This recommended Credit Limit is based on the company profile and on profiles of other companies with similarities in size, industry, and credit usage.

## Financial Stress Class Summary

The Financial Stress Score predicts the likelihood of a firm ceasing business without paying all creditors in full, or reorganization or obtaining relief from creditors under state/federal law over the next 12 months. Scores were calculated using a statistically valid model derived from D&Bs extensive data files.

The Financial Stress Class of 3 for this company shows that firms with this class had a failure rate of 0.24% (24 per 10,000), which is lower than the average of businesses in D & B's database

### Financial Stress Class :



Moderate risk of severe financial stress, such as a bankruptcy, over the next 12 months.

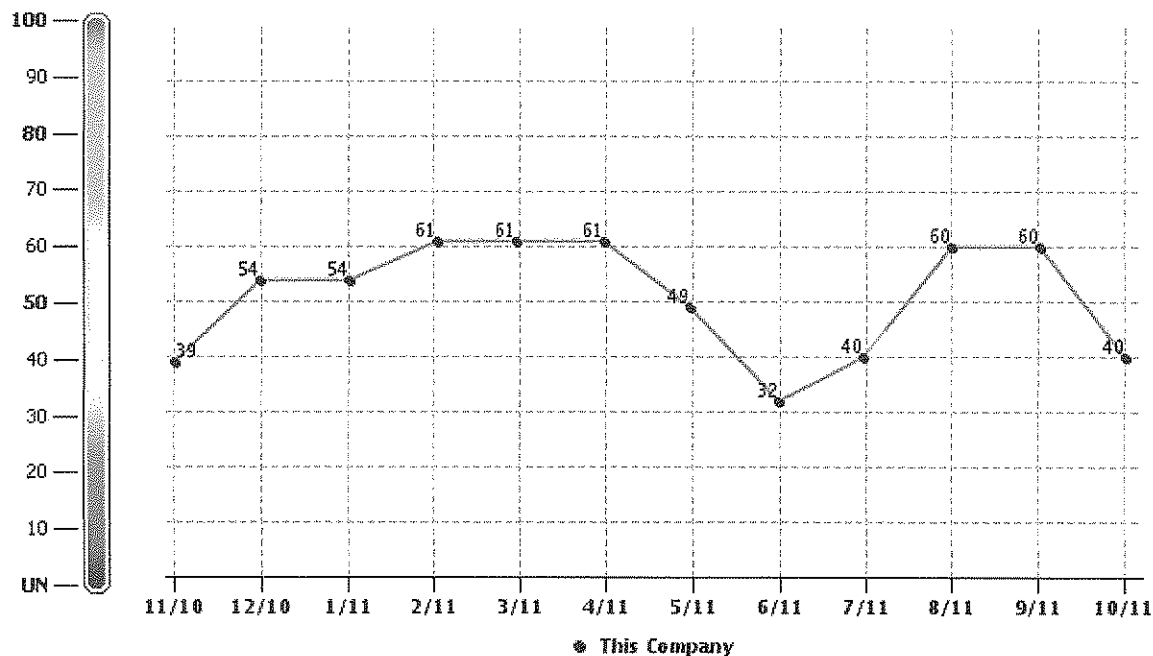
### Probability of Failure:

- Among Businesses with this Class: **0.24 %** (24 per 10,000)
- Financial Stress National Percentile : **60** (Highest Risk: 1; Lowest Risk: 100)
- Financial Stress Score :&nbsp; **1493** (Highest Risk: 1,001; Lowest Risk: 1,875)
- Average of Businesses in D&Bs database: **0.48 %** ( 48 per 10,000)

The Financial Stress Class of this business is based on the following factors:

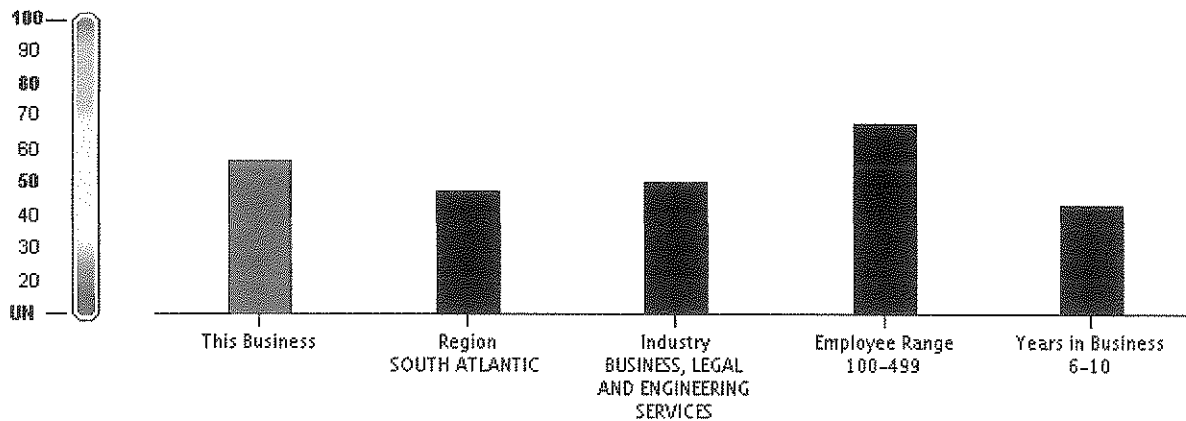
- Composite credit appraisal is rated fair.
- UCC Filings reported.
- High number of inquiries to D & B over last 12 months.
- Low proportion of satisfactory payment experiences to total payment experiences.

### Financial Stress Percentile Trend:



### Notes:

- The Financial Stress Class indicates that this firm shares some of the same business and financial characteristics of other companies with this classification. It does not mean the firm will necessarily experience financial stress.
- The Probability of Failure shows the percentage of firms in a given Class that discontinued operations over the past year with loss to creditors. The Probability of Failure - National Average represents the national failure rate and is provided for comparative purposes.
- The Financial Stress National Percentile reflects the relative ranking of a company among all scorable companies in D&Bs file.
- The Financial Stress Score offers a more precise measure of the level of risk than the Class and Percentile. It is especially helpful to customers using a scorecard approach to determining overall business performance.



Norms	National %
This Business	60
Region: SOUTH ATLANTIC	48
Industry: BUSINESS, LEGAL AND ENGINEERING SERVICES	52
Employee range: 100-499	75
Years in Business: 6-10	43

This Business has a Financial Stress Percentile that shows:

Lower risk than other companies in the same region.

Lower risk than other companies in the same industry.

Higher risk than other companies in the same employee size range.

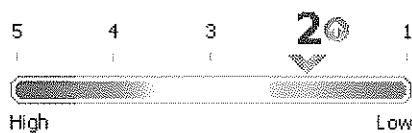
Lower risk than other companies with a comparable number of years in business.

### Credit Score Summary

The Commercial Credit Score predicts the likelihood that a company will pay its bills in a severely delinquent manner (90 days or more past terms), obtain legal relief from creditors or cease operations without paying all creditors in full over the next 12 months. Scores are calculated using a statistically valid model derived from D&B's extensive data files.

The Credit Score class of 2 for this company shows that 10.6% of firms with this class paid one or more bills severely delinquent, which is lower than the average of businesses in D & B's database.

#### Credit Score Class :



#### Incidence of Delinquent Payment

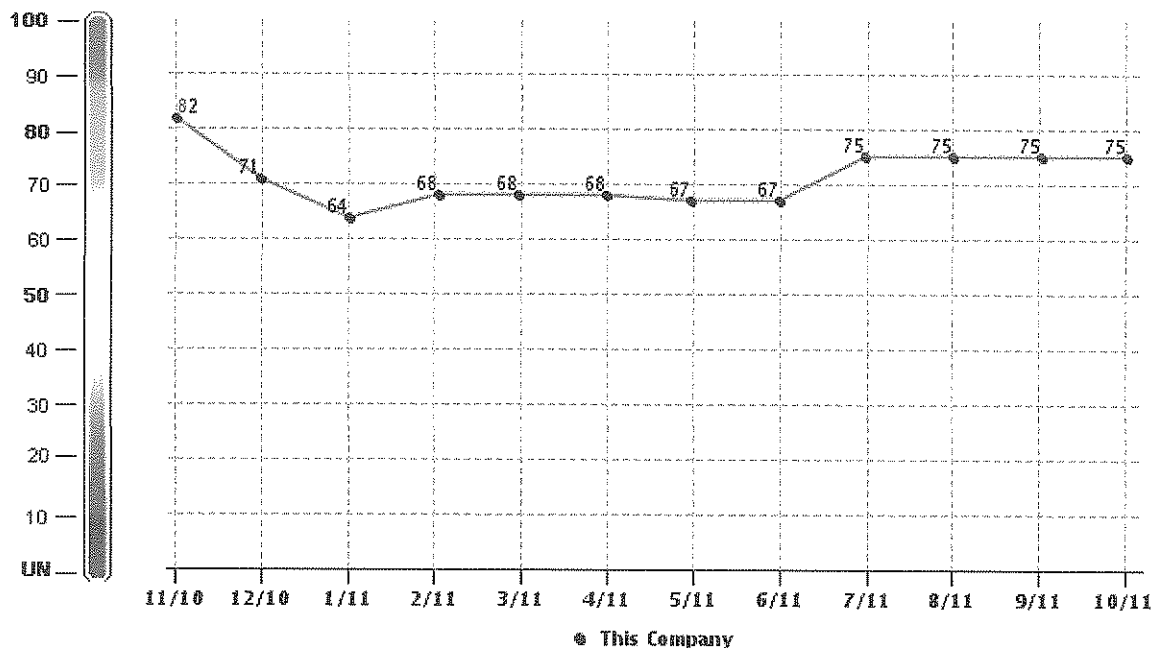
- Among Companies with this Classification: **10.60 %**
- Average compared to businesses in D&B's database: **23.50 %**
- Credit Score Percentile : **79** (Highest Risk: 1; Lowest Risk: 100)
- Credit Score : **461** (Highest Risk: 101; Lowest Risk: 670)

The Credit Score Class of this business is based on the following factors:

- Most recent amount past due.
- Low proportion of satisfactory payment experiences to total payment experiences.
- Composite credit appraisal is rated fair.
- Business does not own facilities.
- Low number of satisfactory payments.
- Insufficient number of payment experiences.

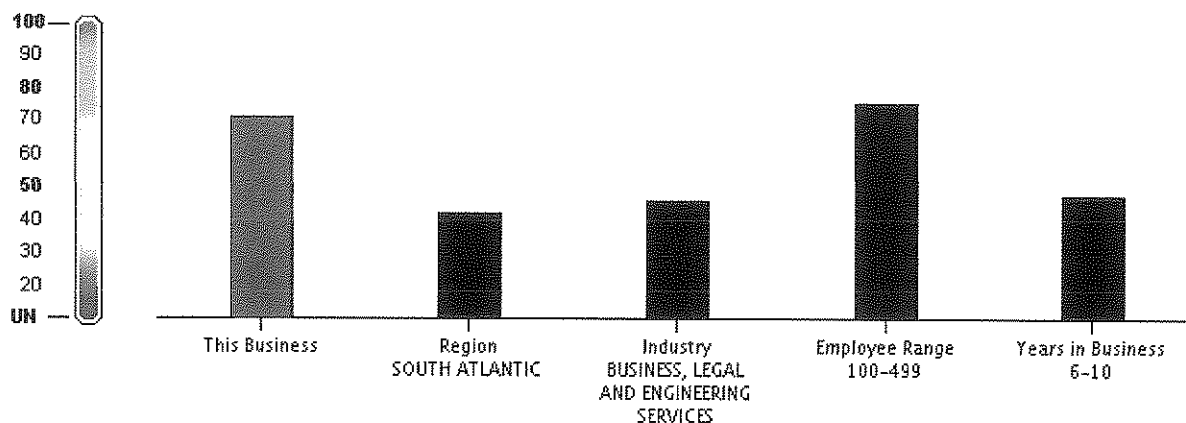
#### Credit Score Class Percentile Trend:





#### Notes:

- The Commercial Credit Score Risk Class indicates that this firm shares some of the same business and financial characteristics of other companies with this classification. It does not mean the firm will necessarily experience severe delinquency.
- The incidence of delinquency shows the percentage of firms in a given percentile that are likely to pay creditors in a severely delinquent manner. The average incidence of delinquency is based on businesses in D&B's database and is provided for comparative purposes.
- The Commercial Credit Score percentile reflects the relative ranking of a firm among all scorable companies in D&B's file.
- The Commercial Credit Score offers a more precise measure of the level of risk than the Risk Class and Percentile. It is especially helpful to customers using a scorecard approach to determining overall business performance.



Norms	National %
This Business	79
Region: SOUTH ATLANTIC	41
Industry: BUSINESS, LEGAL AND ENGINEERING SERVICES	46
Employee range: 100-499	85
Years in Business: 6-10	48

This business has a Credit Score Percentile that shows:

Lower risk than other companies in the same region.

Lower risk than other companies in the same industry.

Higher risk than other companies in the same employee size range.

Lower risk than other companies with a comparable number of years in business.


## Trade Payments

Currency: Shown in USD unless otherwise indicated 

### D&B PAYDEX®

The D&B PAYDEX is a unique, weighted indicator of payment performance based on payment experiences as reported to D&B by trader references. Learn more about the D&B PAYDEX

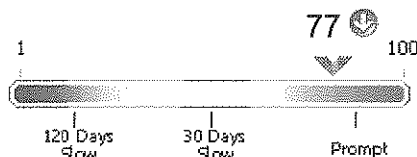
Timeliness of historical payments for this company.

<b>Current PAYDEX is</b>	<b>77</b>	Equal to 5 days beyond terms ( Pays more slowly than the average for its industry of 3 days beyond terms )
<b>Industry Median is</b>	<b>78</b>	Equal to 3 days beyond terms
<b>Payment Trend currently is</b>		Unchanged, compared to payments three months ago

Indications of slowness can be the result of dispute over merchandise, skipped invoices etc. Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

<b>Total payment Experiences in D&amp;Bs File (HQ)</b>	94
<b>Payments Within Terms (not weighted)</b>	86 %
<b>Trade Experiences with Slow or Negative Payments(%)</b>	9.57%
<b>Total Placed For Collection</b>	0
<b>High Credit Average</b>	17,630
<b>Largest High Credit</b>	400,000
<b>Highest Now Owing</b>	35,000
<b>Highest Past Due</b>	5,000

### D&B PAYDEX



- High risk of late payment (Average 30 to 120 days beyond terms)
  - Medium risk of late payment (Average 30 days or less beyond terms)
  - Low risk of late payment (Average prompt to 30+ days sooner)
- When weighted by amount, payments to suppliers average 5 days beyond terms

### 3-Month D&B PAYDEX



- High risk of late payment (Average 30 to 120 days beyond terms)
  - Medium risk of late payment (Average 30 days or less beyond terms)
  - Low risk of late payment (Average prompt to 30+ days sooner)
- Based on payments collected over last 3 months.

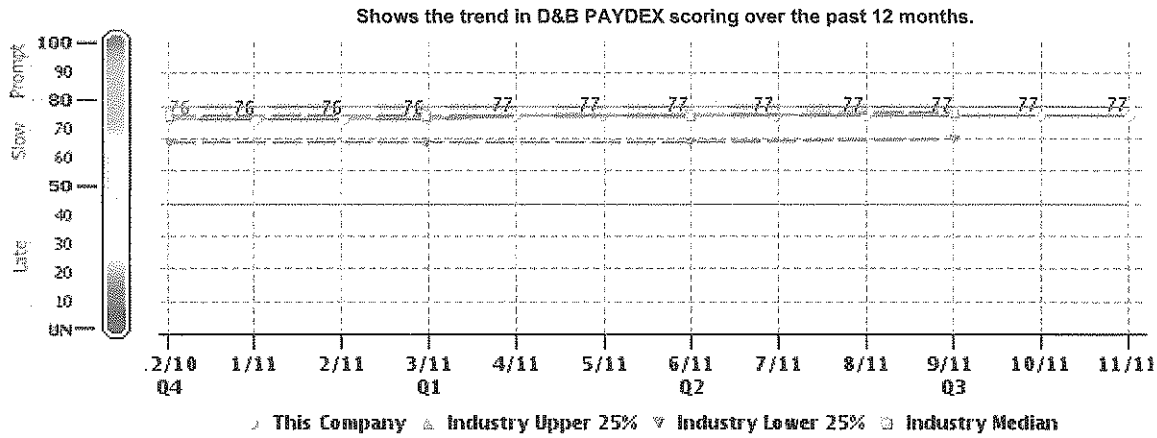
When weighted by amount, payments to suppliers average 6 days beyond terms

### D&B PAYDEX® Comparison

#### Current Year

PAYDEX® of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Security systems

services, mfg search/navigation equipment , based on SIC code 7382 .

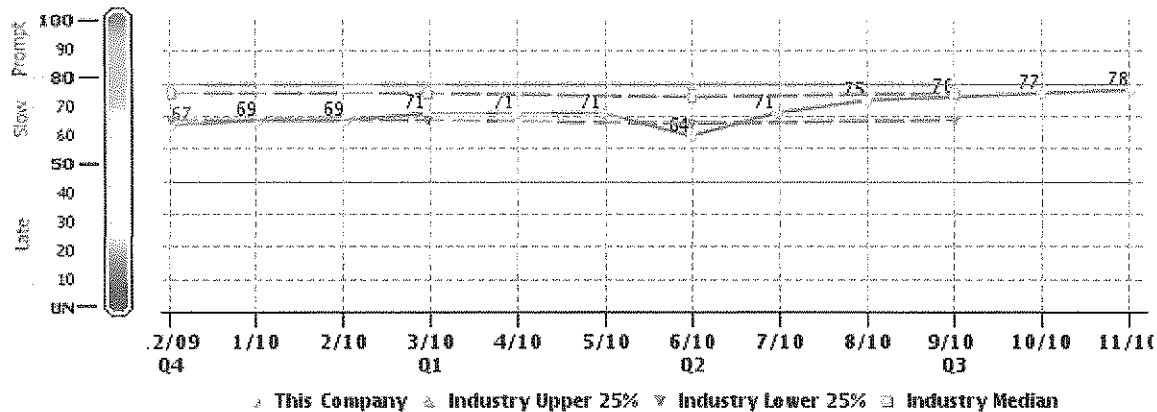


	12/10	1/11	2/11	3/11	4/11	5/11	6/11	7/11	8/11	9/11	10/11	11/11
<b>This Business</b>	76	76	76	76	77	77	77	77	77	77	77	77
<b>Industry Quartiles</b>												
Upper	80	.	.	80	.	.	80	.	.	80	.	.
Median	77	.	.	77	.	.	77	.	.	78	.	.
Lower	69	.	.	69	.	.	69	.	.	70	.	.

- Current PAYDEX for this Business is 77 , or equal to 5 days beyond terms
- The 12-month high is 77 , or equal to 5 DAYS BEYOND terms
- The 12-month low is 76 , or equal to 6 DAYS BEYOND terms

#### Previous Year

Shows PAYDEX of this Business compared to the Primary Industry from each of the last four quarters. The Primary Industry is Security systems services, mfg search/navigation equipment , based on SIC code 7382 .



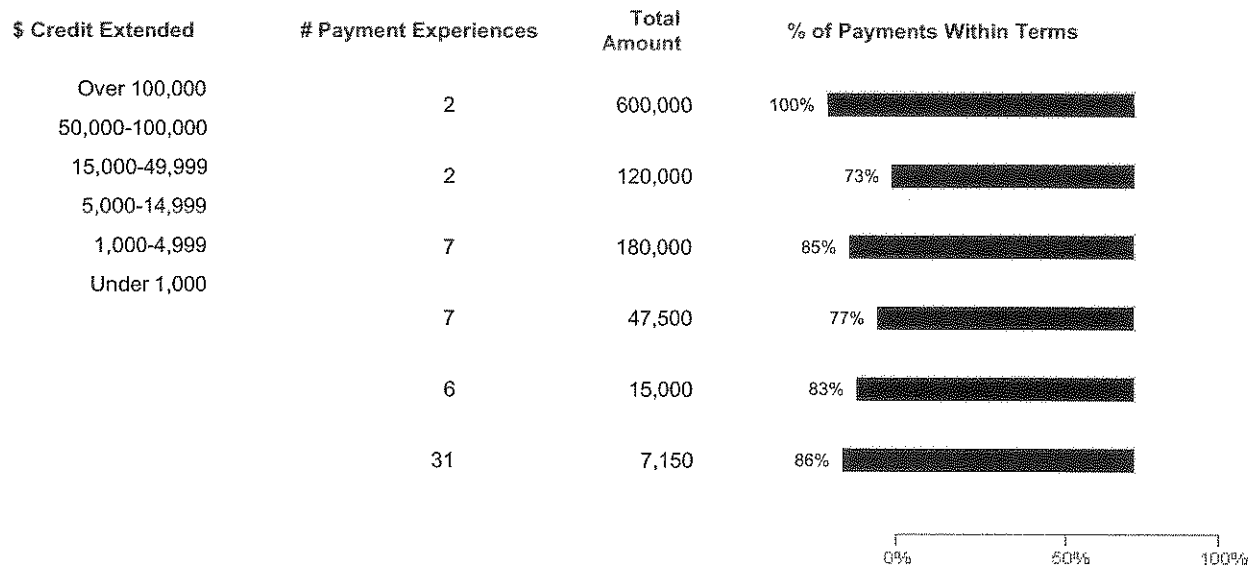
Previous Year	12/09	03/10	06/10	09/10
	Q4'09	Q1'10	Q2'10	Q3'10
<b>This Business</b>	67	71	64	76
<b>Industry Quartiles</b>				
Upper	80	80	80	80
Median	77	77	76	77
Lower	69	69	68	69

Based on payments collected over the last 4 quarters.

- Current PAYDEX for this Business is 77 , or equal to 5 days beyond terms
- The present industry median Score is 78 , or equal to 3 days beyond terms
- Industry upper quartile represents the performance of the payers in the 75th percentile
- Industry lower quartile represents the performance of the payers in the 25th percentile

#### Payment Habits

For all payment experiences within a given amount of credit extended, shows the percent that this Business paid within terms. Provides number of experiences to calculate the percentage, and the total credit value of the credit extended.



Based on payments collected over last 12 months.

All Payment experiences reflect how bills are paid in relation to the terms granted. In some instances, payment beyond terms can be the result of disputes over merchandise, skipped invoices etc.

### Payment Summary

There are 94 payment experience(s) in D&Bs file for the most recent 24 months, with 35 experience(s) reported during the last three month period.

The highest **Now Owes** on file is 35,000 . The highest **Past Due** on file is 5,000

Below is an overview of the companys currency-weighted payments, segmented by its suppliers primary industries:

	Total Rev'd (#)	Total Amts	Largest High Credit	Within Terms (%)	Days Slow <31 31-60 61-90 90> (%) (%) (%)			
Top Industries								
Telephone communictns	21	259,850	200,000	99	1	0	0	0
Short-trm busn credit	4	80,300	65,000	60	40	0	0	0
Nonclassified	4	5,100	2,500	100	0	0	0	0
Misc business credit	4	2,000	750	87	13	0	0	0
Radiotelephone commun	3	100,000	55,000	100	0	0	0	0
Whol computers/softwr	3	35,500	30,000	100	0	0	0	0
Data processing svcs	2	35,000	25,000	50	50	0	0	0
Misc business service	2	50	50	100	0	0	0	0
Reg misc com! sector	1	400,000	400,000	100	0	0	0	0
Executive office	1	15,000	15,000	100	0	0	0	0
Information retrieval	1	15,000	15,000	0	100	0	0	0
Whol office equipment	1	7,500	7,500	50	50	0	0	0
Mfg electron tubes	1	5,000	5,000	50	0	50	0	0
Whol service paper	1	5,000	5,000	100	0	0	0	0
Whol electronic parts	1	2,500	2,500	100	0	0	0	0
Photocopying service	1	500	500	100	0	0	0	0
Air courier service	1	500	500	100	0	0	0	0
Electric services	1	250	250	100	0	0	0	0
Mfg computers	1	250	250	0	50	0	0	50

Whol heating/ac equip	1	250	250	50	50	0	0	0
Ret mail-order house	1	50	50	100	0	0	0	0
Whol electrical equip	1	50	50	100	0	0	0	0
Business consulting	1	0	0	0	0	0	0	0
<b>Other payment categories</b>								
Cash experiences	34	3,950	1,000					
Payment record unknown	2	1,050	1,000					
Unfavorable comments	0	0	0					
<b>Placed for collections:</b>								
With D&B	0	0	0					
Other	0	N/A	0					
Total in D&Bs file	94	974,650	400,000					

Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed.

Indications of slowness can be result of dispute over merchandise, skipped invoices etc.

#### Detailed payment history for this company

Date Reported (mm/yy)	Paying Record	High Credit	Now Owes	Past Due	Selling Terms	Last Sale Within (month)
10/11	Ppt	2,500	100	100		1 mo
	Ppt-Slow 30	25,000	0	0		2-3 mos
	Ppt-Slow 30	10,000	10,000	5,000		1 mo
09/11	Ppt		750	0		1 mo
	Ppt	200,000	7,500	0		1 mo
	Ppt	55,000	15,000	0		1 mo
	Ppt	45,000	15,000	0		1 mo
	Ppt	35,000	35,000	0		1 mo
	Ppt	30,000	0	0		4-5 mos
	Ppt	10,000	5,000	0		1 mo
	Ppt	5,000	1,000	0		1 mo
	Ppt	5,000	2,500	0		1 mo
	Ppt	2,500	1,000	0	Special Agreement	1 mo
	Ppt	500	0	0		1 mo
	Ppt	500	500	0	N30	1 mo
	Ppt	500	100	0		1 mo
	Ppt	500	250	0		1 mo
	Ppt	250	0			6-12 mos
	Ppt	250	0	0		1 mo
	Ppt	50	0	0	N30	1 mo
	Ppt	0	0	0		2-3 mos
	Ppt-Slow 30	65,000	0	0		4-5 mos
	Ppt-Slow 30	7,500	1,000	0	Lease Agreement	1 mo
	Ppt-Slow 30	500	250	0		1 mo
	Ppt-Slow 30	500	0	0		1 mo
	Slow 30		0	0		4-5 mos
	Slow 30-90+	250	250	250		6-12 mos

	(028)	100		Cash account	1 mo
	(029)	50		Cash account	1 mo
	(030)	50		Cash account	1 mo
	(031)	50		Cash account	6-12 mos
08/11	Ppt	50	0	0	6-12 mos
	Ppt-Slow 15	50	50		1 mo
07/11	(034)	100		Cash account	1 mo
06/11	Ppt	50	0	0	6-12 mos
	(036)	50		Cash account	1 mo
	(037)	50		Cash account	1 mo
05/11	(038)	50		Cash account	1 mo
	(039)	50		Cash account	1 mo
	(040)	50		Cash account	1 mo
04/11	(041)	50		Cash account	1 mo
02/11	Ppt	2,500	0	0	6-12 mos
	Ppt	250	0	0	6-12 mos
	(044)	50		Cash account	1 mo
01/11	(045) Cash own option .	100		Cash account	6-12 mos
	(046)	50		Cash account	6-12 mos
	(047)	50		Cash account	6-12 mos
12/10	Ppt	2,500	0	0	6-12 mos
	(049)	50		Cash account	1 mo
	(050) Cash own option .	50		Cash account	6-12 mos
11/10	Ppt	15,000			1 mo
	Ppt	50	0	0	6-12 mos
	Ppt	50	0	0	6-12 mos
	Ppt	50	0	0	6-12 mos
	Ppt	50	50	0	1 mo
	Ppt	50	0	0	6-12 mos
	Ppt	50	0	0	6-12 mos
	Ppt-Slow 30	2,500	1,000	0	1 mo
	(059)	0	0	0	Cash account 6-12 mos
09/10	Ppt	500	500		1 mo
08/10	(061) Cash own option .	100		Cash account	1 mo
07/10	Ppt	0	0		1 mo
06/10	Ppt	50	0	0	6-12 mos
	Ppt	50	0	0	6-12 mos
	Ppt	50	0	0	6-12 mos
	Ppt-Slow 30	100	0	0	6-12 mos

	(067) Cash own option .	50		Cash account	6-12 mos
05/10	Ppt-Slow 30	250	0	0 PROX	6-12 mos
04/10	(069) Cash own option .	0	0	0	6-12 mos
	(070) Cash own option .	0	0	0	6-12 mos
	(071) Cash own option .	0	0	0	6-12 mos
	(072) Cash own option .	0	0	0	6-12 mos
	(073) Cash own option .	0	0	0	6-12 mos
03/10	Ppt	50	0	0	1 mo
	(075) Satisfactory .	400,000			4-5 mos
12/09	Slow 30	15,000	100	0	1 mo
11/09	(077) Cash own option .	1,000	0	0	4-5 mos
10/09	Ppt	50	0	N30	6-12 mos
09/09	Ppt	750	0	0 N30	6-12 mos
	Ppt	50	50	0	1 mo

**Payments Detail Key:** ■ 30 or more days beyond terms

Payment experiences reflect how bills are paid in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices, etc. Each experience shown is from a separate supplier. Updated trade experiences replace those previously reported.

## Public Filings

**Currency:** Shown in USD unless otherwise indicated

### Summary

The following data includes both open and closed filings found in D&B's database on this company.

Record Type	# of Records	Most Recent Filing Date
Bankruptcy Proceedings	0	-
Judgments	0	-
Liens	1	09/19/11
Suits	0	-
UCCs	2	08/28/09

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

### Liens

A lien holder can file the same lien in more than one filing location. The appearance of multiple liens filed by the same lien holder against a debtor may be indicative of such an occurrence.

<b>Amount</b>	2,223
<b>Status</b>	Open
<b>CASE NO.</b>	1109190778
<b>Type</b>	State Tax
<b>Filed By</b>	CA FRANCHISE TAX BOARD
<b>Against</b>	G4S JUSTICE SERVICES, LLC
<b>Where Filed</b>	SACRAMENTO COUNTY RECORDERS OFFICE, SACRAMENTO, CA
<b>Date Status Attained</b>	09/19/11



Date Filed 09/19/11  
Latest Info Received 10/17/11

## UCC Filings

Collateral Communications equipment  
Type Original  
Sec. Party US BANCORP, MINNEAPOLIS, MN  
Debtor G4S JUSTICE SERVICES INC  
Filing No. 6064992 1  
Filed With SECRETARY OF STATE/UCC DIVISION, DOVER, DE

Date Filed 2006-02-23  
Latest Info Received 03/24/06

Type Original  
Sec. Party SLADE, LORENZO THOMAS EL, DETROIT, RE  
Debtor JUSTICES SERVICES, INC. and OTHERS  
Filing No. 2009240779878  
Filed With SECRETARY OF STATE/UCC DIVISION, FRANKFORT, KY

Date Filed 2009-08-28  
Latest Info Received 08/31/09

## Government Activity

### Activity summary

Borrower (Dir/Guar)	NO
Administrative Debt	NO
Contractor	YES
Grantee	NO
Party excluded from federal program(s)	NO

### Possible candidate for socio-economic program consideration

Labour Surplus Area	N/A
Small Business	N/A
8(A) firm	N/A

The details provided in the Government Activity section are as reported to Dun & Bradstreet by the federal government and other sources.

## Special Events


Currency: Shown in USD unless otherwise indicated

### Special Events

12/16/2009

Business name changed from G4S Justice Services, Inc. to G4S Justice Services, LLC.

## History & Operations

Currency: Shown in USD unless otherwise indicated 

### Company Overview

**Company Name:** G4S JUSTICE SERVICES, LLC  
**Doing Business As :** (FOREIGN PARENT IS SECURICOR INTERNATIONAL LTD, SUTTON, ENGLAND.) , G4S GOVERNMENT SERVICES  
**Street Address:** 2000 Riveredge Pkwy Nw Ste G1100  
Atlanta , GA 30328  
**Phone:** 800 589-6003  
**History** Is clear  
**Present management control** 10 years  
**Annual Sales** 48,000,000

### History

The following information was reported: **04/05/2011**

**Officer(s):** KEITH BADHAM, MBR-PRES-CEO

**DIRECTOR(S) :** THE OFFICER(S)

The Delaware Secretary of State's business registrations file showed that G4S Justice Services, Inc changed the business name to G4S Justice Services, Llc on November 13, 2009.

Business started 1995 by C Michael O'Donnell. Present control succeeded 2001.

KEITH BADHAM born 1963. 1986-present active here.

Business address has changed from 30201 Aventura, Rancho Santa Margarita, CA, 92688 to 2000 Riveredge Parkway Nw , Atlanta , GA, 30328.

### Business Registration

CORPORATE AND BUSINESS REGISTRATIONS REPORTED BY THE SECRETARY OF STATE OR OTHER OFFICIAL SOURCE AS OF Jan 22 2007

**Registered Name:** G4S JUSTICE SERVICES, INC.  
**Business type:** CORPORATION  
**Corporation type:** NOT AVAILABLE  
**Date incorporated:** Oct 09 2001  
**State of incorporation:** DELAWARE  
**Filing date:** Oct 09 2001  
**Registration ID:** 3444355  
**Status:** STATUS NOT AVAILABLE  
**Where filed:** SECRETARY OF STATE/CORPORATIONS DIVISION , DOVER , DE  
**Registered agent:** THE CORPORATION TRUST COMPANY , CORPORATION TRUST CENTER 1209 ORANGE STREET , WILMINGTON , DE , 198010000

### Operations

**04/05/2011**

Foreign Parent is Securicor International LTD, Sutton, England. Foreign Duns #22-702-5525 and reference is made to that report for background information on the parent company and its management.

**Description:** Operates as a provider of security systems services, specializing in fire alarm maintenance and monitoring and manufacturer of search and navigation equipment, specializing in electronic or magnetic field light or heat detection apparatus.

Has 85 account(s). Terms are Net 30 days. Sells to commercial concerns and the government. Territory : International.

Nonseasonal.

**Employees:** 220 which includes officer(s). 45 employed here.

**Facilities:** Leases 12,000 sq. ft. in a multi story building.

**Location:** Central business section on main street.

**Branches:** This business has multiple branches, detailed branch/division information is available in Dun & Bradstreets linkage or family tree products.

## SIC & NAICS

### SIC:

Based on information in our file, D&B has assigned this company an extended 8-digit SIC. D&B's use of 8-digit SICs enables us to be more specific about a company's operations than if we use the standard 4-digit code.

The 4-digit SIC numbers link to the description on the Occupational Safety & Health Administration (OSHA) Web site. Links open in a new browser window.

7382 9902 Fire alarm maintenance and monitoring


3812 0602 Detection apparatus: electronic/magnetic field, light/heat

### NAICS:

561621 Security Systems Services (except Locksmiths)

334511 Search, Detection, Navigation, Guidance, Aeronautical, and Nautical System and Instrument Manufacturing

## Financials

**Currency:** Shown in USD unless otherwise indicated 

### Company Financials: D&B

D&B currently has no financial information on file for this company.

You can ask D&B to make a personalized request to this company on your behalf to obtain its latest financial information by clicking the Request Financial Statements button below.

### Additional Financial Data

The name and address of this business have been confirmed by D & B using available sources.

### Request Financial Statements

Requested financials are provided byG4S JUSTICE SERVICES, LLCand are not DUNSRight certified.

### Key Business Ratios

D & B has been unable to obtain sufficient financial information from this company to calculate business ratios. Our check of additional outside sources also found no information available on its financial performance.

To help you in this instance, ratios for other firms in the same industry are provided below to support your analysis of this business.

**Based on this Number of Establishments**

52

#### Industry Norms Based On 52 Establishments

	This Business	Industry Median	Industry Quartile
<b>Profitability</b>			
Return on Sales	UN	2.6	UN

Return on Net Worth	UN	25.3	UN
<b>Short-Term Solvency</b>			
Current Ratio	UN	1.7	UN
Quick Ratio	UN	1.3	UN
<b>Efficiency</b>			
Assets/Sales (%)	UN	36.9	UN
Sales / Net Working Capital	UN	8.4	UN
<b>Utilization</b>			
Total Liabilities / Net Worth (%)	UN	113.5	UN

UN = Unavailable

## Detailed Trade Risk Insight™

Detailed Trade Risk Insight provides detailed updates on over 1.5 billion commercial trade experiences collected from more than 260 million unique supplier/purchaser relationships.

### Days Beyond Terms - Past 3 & 12 Months

3 months from Sep 11 to Nov 11



Dollar-weighted average of 20 payment experiences reported from 13 companies

12 months from Dec 10 to Nov 11

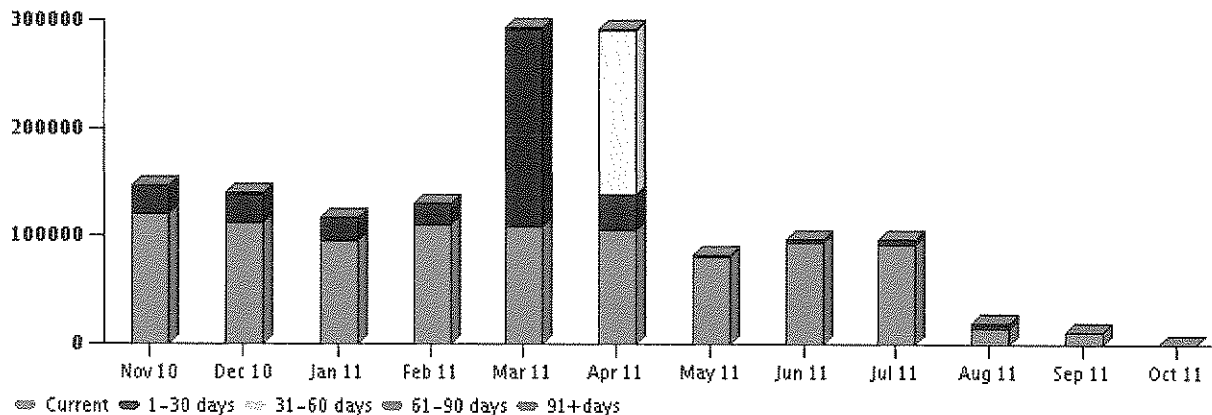


Dollar-weighted average of 35 payment experiences reported from 21 companies

### Derogatory Events Last 12 Months from Nov 10 to Oct 11

No Derogatory trade Event has been reported on this company for the past 13 Months

### Total Amount Current and Past Due - 12 month trend from Nov 10 to Oct 11



Status	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
Total	147,204	139,719	117,818	130,815	293,282	291,331	82,514	97,842	96,822	19,042	12,003	76

<b>Current</b>	120,263	111,472	95,485	109,923	109,016	105,121	81,257	93,412	92,345	15,189	11,780	-
<b>1-30 Days Past Due</b>	25,866	27,172	20,950	19,844	182,995	32,661	-14	4,207	4,254	3,630	-	-
<b>31-60 Days Past Due</b>	-	-	308	-	223	152,278	-	-	-	-	-	76
<b>61-90 Days Past Due</b>	1,075	1,075	1,075	1,048	1,048	1,271	1,048	-	-	-	-	-
<b>90+ Days Past Due</b>	-	-	-	-	-	-	223	223	223	223	223	-

This information may not be reproduced in whole or in part by any means of reproduction.

© 2005-2011 Dun & Bradstreet, Inc.

G4S Justice Services		Operating Procedure	Doc #: Bid– RFP1.2	
			Rev. A	Page 1 of 6
Title: Risk Mitigation Plan				
Rev.	Page(s)	Description	Originated by	Date:
A	All	Release for Bid Purposes – Risk Mitigation/Disaster Recovery	BD	032510

## **1.0 Introduction**

As the world's largest security provider, G4S believes disaster recovery is extremely important to its successful operations and the integrity of its programs within the corrections industry. Each member of G4S' staff is trained on the execution of the plan and their role is constantly reviewed to promote efficiency of execution. G4S performs regularly scheduled disaster recovery tests to build in a level of quality assurance that is maintained as G4S grows as a successful business.

### **1.1 Purpose**

G4S is providing this overview document for outlining its disaster recovery plan, as it applies to its radio frequency monitoring and GPS tracking customers. Also, it includes only information G4S deems necessary for a general understanding of the security measures implemented in the referenced operations.

### **1.2 Confidentiality of this Document**

G4S requests this document remain confidential to the intended recipient.

## **2.0 Facility Locations and Hours of Operation**

### **2.1 Primary Monitoring Center**

The G4S Justice Services' primary monitoring center is open 24 hours a day, seven (7) days a week, 365 days a year to provide monitoring services and customer support. Located in an expanded, state-of-the-art building in Irvine, California, G4S exclusively occupies this space for the purpose of electronic monitoring.

## **3.0 Physical Security Policies**

### **3.1 Monitoring Center Physical Access Restrictions**

The continuously staffed G4S monitoring center resides in an independently secured and climate-controlled facility with written policies and procedures for access. To maintain monitoring center operational integrity, each shift must complete the Facility Check List to ensure that systems and alarms are functional throughout the facility. The G4S monitoring center restricts access to authorized staff and its data by upholding the following security standards:

- Enforces an electronic key card system for entryway access
- Uses multiple security systems (including active video/audio systems, alarms system and motion detectors monitored by an outside security contractor) for supervising the entryways
- Archives data daily and stores it in a secure location to protect against memory loss in case of power failure

### **3.2 GPS Data Center Physical Security**

The GPS data center uses state-of-the-art technology and best practices for securing both the facility and the data. This includes the following:

- Four (4) physical layers of security, including but not limited to access doors that are monitored and alarmed for tamper protection, all of the environmental control alarms are connected into the main security panel located at the security desk and the onsite Network Operations Center (NOC).
- State-of-the-art access card system

G4S Justice Services		Operating Procedure	Doc #: Bid– RFP1.2	
			Rev. A	Page 2 of 6
Title: Risk Mitigation Plan				
Rev.	Page(s)	Description	Originated by	Date:
A	All	Release for Bid Purposes – Risk Mitigation/Disaster Recovery	BD	032510

- Trained security personnel
- Closed circuit television cameras (CCTV) that record and monitor activity both inside and outside the facilities
- Biometric and Key Card secured facility
- 24 hours a day, seven (7) days a week on-site staffing from dedicated security and storage engineers

Water detection is provided under the raised floor area. In addition, the Vesda System, which is an extremely sensitive air sampling system, is used as an early warning of any smoke or very early pre-ignition conditions. All fire suppression alarms are monitored at the security panel located at the security desk.

#### **4.0 Contingency Plan for Primary Monitoring Center Failure**

##### **4.1 Secondary Monitoring Center**

G4S offers full on-site and full off-site redundancy with fault tolerant central computer systems that guarantee 99.96% uptime performance to receive, store and disseminate data from the field. To support business operations for database replication of key IT, telephone equipment and failover disaster recovery, G4S' monitoring system incorporates a redundant monitoring center. G4S' primary monitoring center is located in California with a back-up monitoring center at 2000 RiverEdge Parkway, Atlanta, Georgia 30328. This redundant system ensures that all services are continuously maintained should a major disruption occur to the primary system, providing a fully resilient and redundant, automated on-line failover solution to minimize dependence on backups. Should a period of failover occur, there will be no interruption in participant monitoring and no data lost from the monitoring units because data is stored until it is successfully transferred.

##### **4.2 Remote Access to Monitoring Information**

Access to G4S' web-based information exchange platform is automatically redirected to the back-up web server if the primary monitoring center fails. G4S' web-based information exchange platform uses a **Uniform Resource Locator (URL)** that is defined with both primary and back-up servers to automatically and transparently redirect users in case of failover.

##### **4.3 Tele-communications/Power Redundancy**

The back-up call handler functions in an active state and is ready to receive calls from the monitoring units as soon as the calls are rerouted from the primary call handler by G4S' Telecom providers. The G4S monitoring center features the following technology for its communications:

- T-1 telephone trunks, provided from three (3) redundant leading providers, to prevent against outages
- 432 Fiber-optic telecom cable lines and 200 POTS lines fed directly into the G4S facility
- Primary provider, Cox Communications (a leading provider of communications) is regionally headquartered within 8 miles and has triple electrical and data redundancy
- Second redundant carrier, AT&T
- Third redundant carrier, TW Telecom
- Cisco IP Telephony Solution combined with Cisco Networking for providing statistical tracking of all data and telephone activity

A confidential, predefined and rehearsed protocol is set up with G4S' telecoms provider to enable a rapid transfer in accordance with the agreed service level.

G4S Justice Services		Operating Procedure	Doc #: Bid– RFP1.2	
			Rev. A	Page 3 of 6
Title: Risk Mitigation Plan				
Rev.	Page(s)	Description	Originated by	Date:
A	All	Release for Bid Purposes – Risk Mitigation/Disaster Recovery	BD	032510

To assure that all services are continuously maintained in the event of a major disruption, G4S provides full system backup in the event of a power loss or natural disaster, G4S monitoring center is outfitted with the latest state-of-the-art technology including:

- Fault tolerant central computer system offering maximized uptime.
- APC Symetra battery back-up ensures uninterrupted electrical power.
- Kohler 150kVA diesel generator.

#### **4.4 Database Redundancy**

The computer station at the G4S monitoring center archives data daily and stores it in a secure location to protect against memory loss in case of power failure. G4S uses an industry standard data protection and recovery software package to ensure that the databases within the primary and back-up data servers are concurrently maintained, which ensures the following:

- No loss of data from the databases if there is a failover
- Capability for the back-up database to immediately and automatically become available for processing and access

The system maintains a constant connection between the primary and back-up database servers and when it detects the loss of a regular “heartbeat” signal between the systems, it automatically initiates an alert notifying G4S of this loss. It is then determined if the loss of heartbeat was an anomaly or it warrants a real-time failover from the primary database server to the back-up server.

#### **4.5 Daily System Back-up**

G4S secures all system data so it can be re-created should the system fail or the data corrupts. G4S' system architecture is designed to provide regular and reliable data backups while the system remains online and available. Databases are backed up on removable discs, using the industry recognized Symantec Backup Exec software data back-up and disaster recovery software package. The discs are encrypted to ensure security of the data stored in a secure, off-site location. Full backups occur weekly and differential backups are done daily. Weekly backups are sent off-site and kept in a secure location for one (1) month. Month end backups are sent off-site to be archived for a period of 12 months and year end backups are sent off-site to be archived for seven (7) years.

#### **4.6 System Data Imaging**

If system recovery is necessary, G4S is not limited to the sole use of back-ups, as it images the key permanent elements of the system upon installation, including the web server, database server and call handler. Imaging allows the server's operating system, and key applications and setting to be re-created without the requirement for a full rebuild, facilitating a rapid recovery. Once imaged, system databases are restored from the most recent backups.

### **5.0 Contingency Plan for Primary GPS Data Center Failure**

#### **5.1 Redundant GPS Data Centers**

The GPS data storage system is highly redundant and secure in its operation and system failure protocols and is 300% redundant, having completely redundant, identical and live systems in Arizona, Georgia, and a third system in Alpharetta Georgia (more than 10 miles from the other Georgia system). All Data Centers maintain the same data in real time and can immediately take over operation of the



G4S Justice Services		Operating Procedure	Doc #: Bid– RFP1.2	
			Rev. A	Page 4 of 6
Title: Risk Mitigation Plan				
Rev.	Page(s)	Description	Originated by	Date:
A	All	Release for Bid Purposes – Risk Mitigation/Disaster Recovery	BD	032510

entire operation at any time. Live hardware and software engineers supervise the system 24 hours a day, seven (7) days and week, 365 days a year to ensure the best possible uptime.

The Data Center systems are hosted in two (2) state-of-the-art data centers, geographically dispersed in:

- Alpharetta, Georgia
- Scottsdale, Arizona

The Data Centers are both certified:

- ISO9001
- SAS-70 Audited
- HIPPA Certified

## **5.2 GPS Data Center Electrical Infrastructure**

The Data Center's electrical infrastructure consists of two major components:

- A distribution system
- An emergency power generation system

APS provides the distribution system with dedicated power sources. The system is based on a redundant diverse distributed system consisting of the following:

- Demarcation Power
- Power Distribution Units (PDU)
- Uninterruptible Power Supplies (UPS)
- Utility Service Bus (USB)

There are two (2) independent utility power feeds on different sub-stations. The emergency power generation system consists of Automatic Transfer Switches (ATS), Emergency Service Bus (ESB) and redundant diesel generation. SunGard's Managed Services Facilities provides redundant, co-located, high-availability and IT related managed services including data-replication, storage and security for mission-critical technology needs. SunGard uses the term "redundant system" to describe a primary system with a back-up system rated at 100% of the capacity of the primary system. In the event of a power failure, the emergency diesel generators will provide power in less than 10 seconds, and contain 1,000 hours of fuel for superior back-up performance.

Once started, the generator automatically ensures it is operating at sufficient capacity and then switches power from the grid to the generator. Data center staff will conduct regular hourly inspections of the generator to ensure the maintenance of adequate fuel and proper operating parameters. The generator detects when the power grid resumes operation and within five (5) minutes, restores power from the grid and shuts down the generator. This added redundancy virtually guarantees seamless and continuous power to the data centers.

Disaster and Recovery testing is done regularly to ensure full operations in the event of a technology disaster, systems failure, network outage or loss of critical data.

### **5.2.1 GPS Data Centers UPS Systems**

All computers, routers, phone systems, alarm systems and related power systems have Uninterrupted Power Supplies (UPS) capable of extended battery backup. In case of power failure, the UPS will

G4S Justice Services	Operating Procedure		Doc #: Bid– RFP1.2	
			Rev. A	Page 5 of 6
Title: Risk Mitigation Plan				
Rev.	Page(s)	Description	Originated by	Date:
A	All	Release for Bid Purposes – Risk Mitigation/Disaster Recovery	BD	032510

automatically maintain power to all key computers, lighting, security, network, communications and related systems. An audible alert informs staff that the UPS systems are engaged.

### **5.3 GPS Data Centers Server Platform Redundancy**

The server platform was designed with redundancy and uptime in mind. The system is divided into the following layers:

- Web UI Layer
- Application Layer
- Database Layer
- Location Server Layer

Each layer is doubly and in some instances, triply redundant. There are load balancers that run between each layer, allowing information to be distributed between systems so if there is a problem in any layer or maintenance needs to be done, the system can be rectified easily.

### **5.4 GPS Data Centers Telecommunications Redundancy**

Each data center is supported with five (5) local Internet Loop providers with redundancy for every switch and component in the network. The monitoring platform communicates through multiple redundant links to the telecommunication providers to ensure that if at any point and time one (1) service is down with the carrier, the systems will be able to automatically convert over.

### **5.5 GPS Data Centers Daily Back-up**

All key information is backed up daily on tape and destroyed only when the customer submits a request.

### **6.0 Availability and Delivery of Equipment**

G4S will maintain the spare equipment inventory on-site for customers. When the spare inventory is significantly reduced or depleted, upon request by the agency, G4S will immediately ship replacement units by overnight delivery at no cost to the agency. At any time that the inventory becomes in excess of the allowed number of spares, the agency shall return the excess equipment at the G4S' expense, unless G4S otherwise permits the agency to exceed the shelf stock allowance.

G4S acknowledges that special needs may arise where additional inventory may be needed (e.g., a large scale arrest involving a large number of offenders or a surge in probation supervision casework, etc.). G4S agrees to provide additional inventory as requested by the agency and provide labels with all devices shipped "if found, please call" followed by a toll free telephone number for G4S.

G4S agrees to bill the agency only for units that are actively in use. The agency will not pay for equipment that is not in use (e.g., inactive units, shelf stock, etc.). In case of equipment failure, G4S will provide replacement equipment, in addition to a diagnostic report of the equipment's failure. G4S will replenish or increase the inventory within 24 hours after notification of a need. All replacements shall be provided by overnight delivery at G4S' expense.

G4S will provide the ability to query, through the internet, software, or other means, all monitoring devices assigned to the agency of Petersburg. The listed data at a minimum should include the unit number, status of unit (operational or inactive) and the current assigned offender and/or name of last offender on which it was enrolled.

G4S Justice Services		Operating Procedure	Doc #: Bid– RFP1.2	
			Rev. A	Page 6 of 6
Title: Risk Mitigation Plan				
Rev.	Page(s)	Description	Originated by	Date:
A	All	Release for Bid Purposes – Risk Mitigation/Disaster Recovery	BD	032510

G4S will maintain the equipment and spares in good operating condition and arrange for prompt repair or replacement. All units must be “bench tested” and certified as new for operation. G4S will be responsible for all repair, replacement and shipping costs, except where any fault lies with the participant or the agency.

G4S will supply sufficient disposable and/or consumable items to allow timely installation and the servicing of current inventory.

Return shipping to G4S of excess or non-operational equipment shall be conducted by the agency in accordance with the shipping method required by G4S. All shipping expenses are the responsibility of G4S.

## **7.0 System Malfunction**

The monitoring center is appropriately staffed 24 hours a day, seven (7) days a week, and provides 24 hour, seven (7) days a week technical assistance. The monitoring system promptly detects and notifies officers via e-mail, text message, phone call or fax of key event(s). If remote access is temporarily inoperable, G4S will notify the agency. If notification is impaired, G4S will also implement a process to detect and notify the agency of all key events and respond to all inquiries from agency. G4S will provide immediate notification to the agency when the website returns to an operational state.

In case of equipment or communication line failure, G4S shall provide delivery of required notices (alerts, daily reports, violations etc.), by overnight delivery to guarantee that no interruption in service occurs.

In addition to the redundant data centers identified above, G4S maintains secondary, fully functional monitoring in a secondary location that is staffed 24 hour, seven (7) days a week and G4S has this plan for movement to a back-up monitoring system within a reasonable amount of time following a monitoring system malfunction.

## **8.0 Personnel Security Issues**

G4S has security safeguards in place to prevent unauthorized access to monitoring data inside the monitoring facility by monitoring employees or other staff. Upon request, G4S will provide a listing of the employees authorized to make changes or modify offender data or other Government program settings should this be requested by the agency. The following details the process by which G4S determines and maintains this authorization to employees. G4S requires each employee to read and sign a Non Disclosure Agreement, addressing the privacy and security of officers and participant monitoring information. G4S also requires employment applicants to provide detailed background information which is reviewed in the evaluation process. To ensure maintaining the utmost ethical standards and security for its corrections customers, G4S requires all employees to pass Federal and State criminal background checks as well as G4S' own rigorous screening requirements. Due to the sensitive nature of products and services, G4S does not employ individuals with felony records.

G4S will provide security codes to the agency to guarantee the security of data modifications made remotely or over communications systems/lines with the monitoring system or manually on the telephone with a monitoring center employee.



## QUICK INSTALLATION REFERENCE

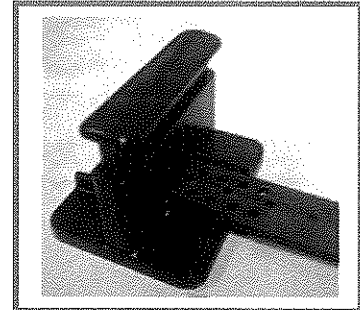
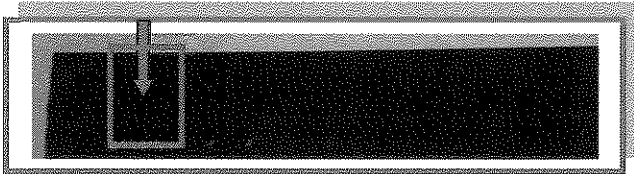
### RF PATROL™

#### Step 1: WEB PATROL II™ Enrollment

- Prior to installation of the equipment, officers may enroll the participant directly on **WEB PATROL II™** software to ensure activation of equipment occurs properly. (Enrollment of participants on the **WEB PATROL II™** software will be more fully described in the proposal.)

#### Step 2: Prepare the PTX2 Band

- Using the Guillotine Cutting Tool, prepare the Band by trimming a single section from the end that begins with '01.'
- The four (4) posts on the Tool should align with the four holes in the Band Below



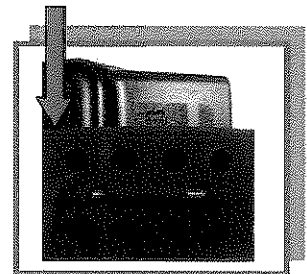
- Press the Band down on these posts to secure it to the Guillotine Cutting Tool.
- Press down firmly on the top of the Guillotine Cutting Tool to cut the Band.

#### Step 3: Attach the PTX2 Band to the PTX2 housing

- Slide the Clip over the trimmed end of the Band until the holes on the Clip are aligned with the holes on the Band.
- Apply the Pin to the available side of the Clip through the holes of the Band and press firmly until it locks into place and both the Clip and Pin are flush.
- Insert this end of the Band into one end of the PTX2 housing.
- Listen for two clicks to ensure the band is properly engaged.

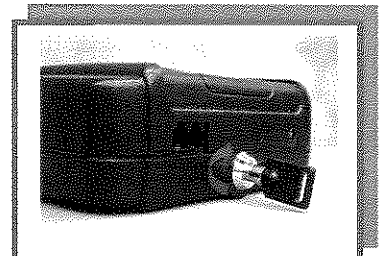
#### Step 4: Sizing the PTX2

- Wrap the PTX2 around the participants ankle until snug
- Measure to the closest hole to the edge of the face of the PTX2
- Once the appropriate fit is established, remove the PTX2 from the participant and use the Guillotine Cutting Tool to cut the Band to size as described above.



#### Step 5: Prepare the Home Monitoring Unit

- Ensure an active and valid OPID or PMD is present
- Plug the AC Power Adaptor into both the outlet and the PHMU (and telephone cord for landline PHMU)
- Insert the supplied PHMU Menu Key and turn it to the horizontal position
- The LCD screen will light up and display the current date and time, as well as various menu options



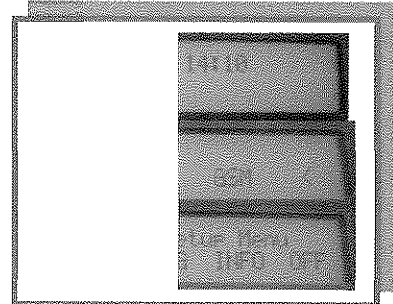


## QUICK INSTALLATION REFERENCE

### RF PATROL™

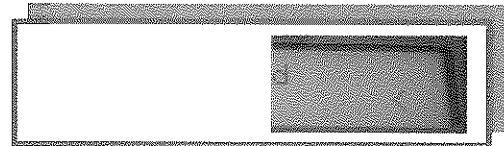
#### Step 6: PTX2 Activation

- Select the ENRL (enroll) option from the Setup Menu to begin the enrollment process
- Activate the transceiver by **one** of the following methods:
  - ✓ the Enroll Menu
  - ✓ The Place the unit face down in the groove on top of the PHMU and select ADD from the Enroll Menu **or**
- Place the supplied Key Fob directly over the top of the unit and hold down the top left button and select ADD from PTX2 LED will flicker green indicating activation.
- Following activation, the PTX2 LED will flash red every 8-10 seconds while the Band is open for 30 minutes or until installation is complete.



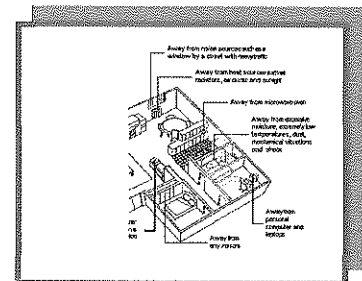
#### Step 7: Enrolling the PTX2 to the PHMU

- The PHMU will scan for any PTX2s within range
- The PTX2 serial number will appear on the LCD display
- Select ACCEPT and Select IGNR to bypass other units
- Attach the transceiver to the participant's ankle with LED Facing upwards
- The PHMU will confirm the band is properly installed on the participant with green flashes. If red, refit band.
- The PHMU will display "continue w/out phone?"
  1. If you select "no" the PHMU will display "connect the phone"
    - ✓ Connect the telephone line. The PHMU will verify the connection, dial out, connect, and send the events to the monitoring center.
  2. If you select "yes" the PHMU will store the enrollment call until the telephone line is connected by the participant upon returning to his/her residence.
    - ✓ The PMHU will complete the enrollment call once the unit is connected to the telephone line in the home of the participant
    - ✓ If the call is unsuccessful the LCD screen will display an option to re-try. This option will continue to display until the enrollment call is successful.
- Turn the PHMU Menu Key into the vertical position and remove the key.



#### Step 8: Performing a Range Test

- Turn the PHMU Menu Key to the horizontal position.
- Select RNG (range) from the Setup Menu.
- Select TEST from the RNG Menu.
- The LCD screen will display the words "Testing" and a negative (-) sign to the upper left hand and a positive (+) sign to the right of the LCD screen.
- The transmitter will immediately begin to beep
- One (1) beep from the PTX2 indicates excellent range
- Four (4) beeps from the PTX2 indicates the PTX2 is no longer in range
- Officer may walk with the participant to each section of the home during the range test to confirm range
- Once all areas of the home have been covered, select the [<] less than symbol to end the range test and return to the main menu
- Once the range test ends, the PTX2 will stop beeping





Southern California  
Minority Business Development Council

## CERTIFICATION

This certificate acknowledges that

*NetServe Systems, Inc.*

qualifies as a minority owned and managed company which has met the certification criteria established by the National Minority Supplier Development Council and approved by the Southern California Minority Business Development Council, Inc. Board of Directors.

NAICS Code(s):

541511,61142,541511,541512,541513,541519,541611

9/1/2011

Issue Date

9/1/2012

Expiration Date

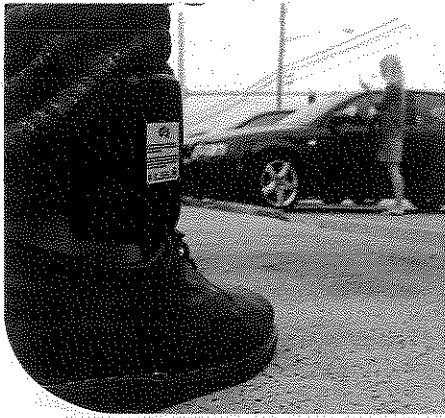


7443

Certificate Number

*John W. Murray, Jr.*  
Executive Director Signature

An affiliate of National Minority Supplier Development Council NMSDC



The use of GPS for victim notification is one of the best methods of prevention and pre-warning of a potential danger to a victim of domestic violence. When implemented as part of a notification protocol, G4S SafeZone™ alerts police and the victim if the abuser comes within a prohibited distance or tampers with the device. This early warning system is crucial to helping prevent repeat assaults on victims.



Securing Your World

### Protecting Victims of Domestic Violence

It is all too common for released domestic violence offenders to return and attack their victims. Protection orders alone may not be enough to prevent an offender from re-assaulting a victim. G4S helps protect victims of domestic violence from repeat assaults through the G4S SafeZone™ domestic violence monitoring solution.

### G4S SafeZone™ Overview

G4S uses proven electronic monitoring technology to monitor the location of victims and offenders. Through G4S SafeZone, the victim voluntarily carries a small GPS tracking device while the offender wears a court-ordered GPS device around the ankle. G4S monitors both devices, creating a Mobile Exclusion Zone around the victim.

If the offender approaches or enters the Mobile Exclusion Zone, G4S notifies the victim and the police. Specially trained operators in G4S's geographically redundant monitoring centers notify the victim and law enforcement of the potential breach, enabling the victim to implement a pre-determined emergency plan more quickly.

Courts that require abusers to wear GPS tracking devices as a condition of bail provide added confidence that a victim will have time to find a safe location if a violator decides to return. G4S SafeZone allows victims to re-establish their lives with a greater sense of security while at home, at work or anywhere they may be.

### The G4S SafeZone Advantage

- Proven solution with years of documented success
- 24/7/365 visibility into offender locations and their proximity to victims
- Solution designed specifically for domestic violence situations
- Dual-tracking technology for consistent and reliable indoor/outdoor tracking
- Cost effective monitoring including offender-pay option
- Geographically redundant monitoring centers
- Tamper-resistant GPS tracking devices

## **Richmond County (NY) District Attorney Selects G4S SafeZone to Warn Domestic Violence Victims and Track Persistent Abusers**

*GPS technology from G4S Justice Services monitors the locations of both victim and offender 24/7, alerting victims and police when offender is nearby*

**Staten Island, NY, Nov. 4, 2011** – Richmond County (NY) District Attorney Daniel M. Donovan, Jr. announced the new “Domestic Violence GPS Initiative” this week, and has selected the G4S SafeZone™ solution from G4S Justice Services to help protect victims of domestic violence in Staten Island from further assault.

The Domestic Violence GPS Initiative utilizes GPS technology to warn victims when a persistent abuser has broken a court order to stay away. The program will target offenders who continually violate Orders of Protection, which are issued by judges to keep a victim safe from an assailant. Nearly half of all domestic abusers are repeat offenders, and about 25 percent of all domestic violence cases in Staten Island include a charge for violating a court order of protection, according to statistics from the Richmond County District Attorney’s Office.

D.A. Donovan stated, “To many domestic abusers, an Order of Protection is just a piece of paper. It does not deter these relentless scofflaws from constantly terrorizing and attacking their victims, and from sucking the life out of a public safety and legal system that is already low on resources. I refuse to stand by and continue to watch this happen time and again without trying to do something about it.”

Upon consent of a judge, an offender selected for the program will be required to wear a GPS tracking device for a certain period of time as a condition of a guilty plea to a domestic violence offense. The device will send a notice to the victim’s cell phone and to the GPS system administrator when an offender has entered a predetermined “exclusionary zone” –e.g., a 1,000-foot radius surrounding the victim’s home, work or school.

G4S uses electronic monitoring technology to monitor the location of victims and offenders. Through G4S SafeZone, the offender wears a court-ordered GPS device around the ankle. G4S monitors the device and creates an “Exclusion Zone” around the victim’s home, workplace and any other location that the offender must avoid. If the offender breaches the Exclusion Zone, there is a process to notify the victim and law enforcement, enabling a more timely reaction to a potential threat.

“The use of GPS for victim notification is one of the best methods of prevention and pre-warning of a potential danger to a victim,” said Darryl Martin, president of G4S Justice Services. “This early warning system is crucial to helping prevent repeat assaults on victims.”

### **About G4S Justice Services**

G4S Justice Services LLC, part of G4S Care and Justice Services, is the premier provider of advanced monitoring services. By delivering world-class customer service, developing state-of-the-art technology and significantly enhancing public safety, G4S delivers proven value to its customers and their communities. With hundreds of customer deployments across the country and around the world and its comprehensive suite of electronic monitoring products and services, G4S is uniquely capable of meeting a customer’s local requirements while leveraging the industry’s only fully staffed, fully redundant monitoring centers.

For more information, visit [www.g4s.com/justice](http://www.g4s.com/justice).



**About G4S plc**

G4S is the world's leading security solutions group, which specializes in outsourcing of business processes in sectors where security and safety risks are considered a strategic threat. G4S is the largest employer quoted on the London Stock Exchange and has an additional stock exchange listing in Copenhagen. G4S has operations in more than 120 countries and around 640,000 employees. For more information on G4S, visit [www.g4s.com](http://www.g4s.com).