

RESPONSE TO RFP N^o. 12-2022

Electronic Monitoring for Community Corrections

LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT

DIRECTOR, DIVISION OF CENTRAL PURCHASING
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LEXINGTON, KENTUCKY 40507

SENTINEL[®]

PRESENTED BY

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DUE APRIL 25, 2022, AT 2:00 P.M.

1 TRANSMITTAL LETTER

April 25, 2022

Mr. Todd Slatin, Director, Division of Central Purchasing
Lexington-Fayette Urban County Government
200 East Main Street, 3rd Floor
Lexington, Kentucky 40507

Re: Sentinel Proposal Response Submission to RFP Number 12-2022

Dear Mr. Slatin:

Sentinel Offender Services, LLC (“Sentinel”), is pleased to provide this proposal to the Lexington-Fayette Urban County Government Division of Central Purchasing for the provision of Electronic Monitoring for Community Corrections. As the current provider of services to the Division of Community Corrections (the “Division”), we are honored to have this opportunity, and we believe our proposal is the best and most proven solution to continue to address the requirements and needs of the program. Sentinel management has carefully reviewed the RFP Scope of Services, terms, conditions, requirements, and communications, including the answers to questions, and we have a clear and concise understanding of the Division’s expectations and needs.

EXPERIENCE/CORPORATE STABILITY

Sentinel has been providing offender supervision equipment and services to criminal justice agencies for over 29 years. Since beginning operations in 1993, we have been entirely focused on providing criminal justice agencies with top-quality service and equipment, along with the personnel to assist agency staff with the operation of programs nationwide. Much of our success hinges upon our commitment to continual improvements addressing supervision needs, which have changed over the years requiring us to expand our offering to include a wider continuum of offender management solutions. Our operational model has always been and will continue to be based on collaborating with agency personnel to ensure we provide top quality service and state-of-the-art equipment so that all program goals are met.

Our core business operation includes electronic monitoring programs, and we provide 24 hours a day, 7 days a week, 365 days a year electronic monitoring and supervision services to nearly 200 agencies across the United States. Sentinel’s professional staff of over 220 employees is solely dedicated to providing services within the offender management market to tens-of-thousands of individual participants on a daily basis through our monitoring center and nationwide network of field offices and field support personnel. We provide services to all levels of law

The logo for Sentinel, featuring the word "SENTINEL" in a bold, white, sans-serif font with a registered trademark symbol (®) to its upper right. The logo is positioned on a dark red vertical bar that runs down the left side of the page. Below the text, there are several white, curved, overlapping lines that suggest motion or a stylized 'S' shape.

enforcement and criminal justice agencies including community corrections, pretrial programs, probation departments, parole authorities, and sheriff's departments.

We have extensive experience with every aspect of community supervision including a full-continuum of services ranging from solutions that support low-risk participants who are monitored through mobile check-in services or traditional radio frequency monitoring as well as higher risk participants who are monitored through global positioning satellite tracking. We also provide solutions such as state-of-the-art alcohol monitoring, including both portable breath testing as well as transdermal, continuous alcohol monitoring. The ability to offer this full continuum of services is evidence of Sentinel's ability to provide extensive supervision scalability and program adaptability for the Division. Additionally, all of our monitoring services proposed herein are performed directly through our own monitoring center that is operational 24 hours a day, 7 days a week, 365 days a year. *None of our monitoring services are provided by a third party or subcontractor.*

Sentinel's commitment to the dynamic needs of our customers makes us a well-qualified provider fully prepared to continue our successful collaboration with the Division of Community Corrections in the provision of an effective, state-of-the-art electronic monitoring program that is uniquely tailored to your distinct programmatic needs.

ESTABLISHED RELATIONSHIP WITH THE DIVISION

Sentinel is proud of our collaboration with the Lexington-Fayette Urban County Government Division of Community Corrections for the provision of electronic monitoring services that has existed for the past four (4) years. The Division's partnership with Sentinel began with an invitation to bid award and continues today. Sentinel's tenure and direct experience serving the Division's program provides unrivaled continuity and confidence to Division electronic monitoring officers that cannot be substituted by other providers. In 2018, when the Division's relationship began with Sentinel, the program was approximately one-third its present size, which has now grown to roughly 160 active participants. Since that time, Sentinel has migrated the GPS tracking equipment from the OM400™ to the OM500™ and currently provides cell phones for participant use as well as a tablet to the Division for on-call personnel to use for access to our web-based monitoring software and the tracking data for the approximately 160 GPS location-based monitoring units in service. No other company in the industry can offer the wide range of equipment choices, services, and direct program experience that we have to offer the Division.

QUALIFIED STAFF

Sentinel has a team of staff members currently assembled who will continue to add significant value because of their direct experience with the current program and

extensive knowledge of the electronic monitoring industry. Throughout the next contract cycle, this staff will also ensure that the program is continuing to operate efficiently and in accordance with the Division's expectations. Sentinel's dedicated Project Team will continue to be led by Ms. D.J. Williamson, Midwest Region Sales Representative, and Ms. Melissa Starr, Senior Vice President of Field Operations, who, combined, bring more than 50 years of experience within the electronic monitoring industry. Under the guidance provided by this team, and in close coordination with the Division, Sentinel will provide unsurpassed experience, state-of-the-art equipment, and the necessary commitment and dedication needed to ensure the continued success of the electronic monitoring program.

SUMMARY OF OFFERING

We understand the objectives of the program and are specifically proposing the continued use of state-of-the-art global positioning satellite tracking and secure web-based monitoring and data hosting services for supervision of the Division's program participants. Sentinel has proposed a complete turnkey electronic monitoring solution with the use of our proven latest generation OM500™ one-piece global positioning satellite tracking solution and BA/RT™ portable breath alcohol testing device. These solutions are backed with the support of our Internet-based monitoring systems, dedicated account management team, 24-hour-a-day monitoring center support team, and experienced corporate quality assurance program managed through our California corporate headquarters.

In addition to these field-proven technologies, we are highly experienced in delivering full-service on-site technician services along with the ability to offer case management and fee collection services, traditional radio frequency monitoring, transdermal alcohol monitoring, cognitive behavioral courses as well as mobile check-in services. No other company in the industry can offer the wide range of equipment choices and services we have to offer the Division.

NEXT GENERATION PRODUCTS AND SERVICES

Sentinel is committed to the development and delivery of next generation products and services to the Division. We have provided details within our proposal of these "Value-Add" enhancements that feature the following:

- + **Victim Mobile App** for GPS-based Domestic Violence and Mobile Exclusion Zone Monitoring;
- + **Participant Mobile App** for improved communication between officers and participants including submission of schedule changes, document upload, text messaging to and from participants, etc.; and
- + **Additional Analytics Featuring Co-Location** to allow agency personnel to identify locations where multiple GPS participants were located simultaneously.

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QUALITY OF SERVICE

Sentinel is dedicated to delivering quality services, equipment, and a web-based information system and has achieved and recently successfully completed a recertification audit that confirms our quality management system meets the requirements of the International Organization of Standardization (ISO) 9001:2015 standard. **Sentinel's ISO certification encompasses Design, Production, and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, Case Management Services and Community-Based Offender Management Programs.** ISO Certification is important to our customers as it demonstrates that Sentinel is committed to quality and ensures that we have audited systems, processes, and procedures in place that cover all aspects of our business.

CLOSING STATEMENTS

It is Sentinel's belief that this combination of extensive experience in the criminal justice industry, four (4) years of direct experience with the current program, unique technology and service offering, exceptional customer service, and superior support capabilities provide the "Best Value" solution for the Division's electronic monitoring program.

As the Midwest Regional Sales Representative, I am authorized to negotiate this proposal, answer questions, and provide clarification on behalf of Sentinel regarding this proposal and will act as contract manager for any resulting contract. Mr. Dennis Fuller, Chief Financial Officer, is authorized to bind the company to contract. Should the Division have any questions concerning Sentinel's offering, please contact me directly at 765.247.9101, via email at dwilliamson@sentineladvantage.com, or via U.S. mail at 1290 North Hancock Street, Suite 103, Anaheim, CA 92807. Again, thank you for this opportunity to continue to provide services to the Lexington-Fayette Urban County Government Division of Community Corrections.

Sincerely,



D.J. Williamson
Regional Sales Executive



Dennis Fuller
Chief Financial Officer



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3 EXECUTIVE SUMMARY

Sentinel is proud of our collaboration with the Lexington-Fayette Urban County Government Division of Community Corrections (Division) for the provision of electronic monitoring services that has existed for the past four (4) years. The Division's partnership with Sentinel began with an invitation to bid award and continues today. Sentinel's tenure and direct experience serving the Division's program provides unrivaled continuity and confidence to Division electronic monitoring officers that cannot be substituted by other providers. In 2018, when the Division's relationship began with Sentinel, the program was approximately one-third its present size, which has now grown to roughly 160 active participants. Since that time, Sentinel has migrated the GPS tracking equipment from the OM400™ to the OM500™ and currently provides cell phones for participant use as well as a tablet to the Division for on-call personnel to use for access to our web-based monitoring software and the tracking data for the approximately 160 GPS location-based monitoring units in service. No other company in the industry can offer the wide range of equipment choices, services, and direct program experience that we have to offer the Division.

Company Overview

Since our beginning in 1993, Sentinel's core business operations have been solely focused on providing electronic monitoring services to criminal justice agencies nationwide. Sentinel is proud to remain an industry leader and to continue to bring innovative and progressive options to the agencies we serve. We provide 24 hours a day, 7 days a week, 365 days a year electronic monitoring and supervision services to nearly 200 agencies across the United States from our International Organization of Standardization (ISO) 9001:2015 Certified National Monitoring Center and from highly trained staff nationwide. Our professional staff of more than 220 employees is solely dedicated to providing services within the offender management market. Currently, we have operations in 40+ states, operate 35 office locations across the country, and monitor tens-of-thousands of participants nationwide daily through our wide array of services, products, and programs. We have electronically monitored and tracked more than 1.5 million offenders and completed more than 10 million face-to-face meetings with program participants ensuring compliance, addressing program fees, performing drug testing, changing participant schedules, and reporting to the agencies we serve. *All of Sentinel's services, products and technologies are specifically designed for corrections supervision and meet or exceed the requirements of the agencies we serve.*

In our 29 years of operation, we have provided a wide array of services to offender supervision programs nationwide. We monitor participants who are pre-trial, post-sentence, and in custody for those agencies we serve, *including both adult and juvenile populations*. We continue to exhibit extraordinary depth in qualifications and experience, and we administer all aspects of our solutions-based programs in partnership, and in complete compliance, with the agencies we serve.

Corrections agencies, sheriff's departments, probation departments, and courts can receive more electronic monitoring and offender management solutions through Sentinel than any other single service provider. These services include:

- + Global Positioning Satellite (GPS) Tracking

- + Radio Frequency (RF) Monitoring
- + Alcohol Testing Services (Breath and Transdermal options)
- + Drug Testing Programs
- + Voice Verification Programs
- + Offender-Funded Programs
- + Smartphone Check-in Programs
- + Court Reporting Programs
- + Fines, Fees, and Restitution Collection Programs
- + Case Management Services
- + Day Reporting Centers

All available equipment provided by Sentinel is the latest model available. As a provider of electronic monitoring and tracking equipment, we are required to stay at the forefront of technology to ensure we maintain our competitive advantage. This drive for enhanced products and any future modifications will benefit the Division as Sentinel offers advanced features and enhancements at no cost to the Division, including a next generation GPS tracking device that is unmatched in the industry. Furthermore, Sentinel will offer to the Division all system upgrades and revisions to our available application at no additional cost.

—IMPORTANT SENTINEL ADVANTAGE—

As a company, Sentinel specifically provides the following advantages:

- + Offers 29 years of continuous electronic monitoring experience including RF monitoring, GPS tracking, and alcohol monitoring;
- + Offers a proprietary monitoring and case management system that is 100% web-based and provides authorized agency staff the ability to access real-time information about each case;
- + Is the industry leader in providing full-service, offender-funded monitoring programs;
- + Currently monitors tens-of-thousands of participants daily;
- + Employs qualified and educated staff with comprehensive knowledge specific to electronic monitoring programs;
- + Possesses all permits, licenses, and professional credentials necessary to supply products and perform services as specified under this solicitation; and
- + Operates our own 24 hour a day, 7 day a week, 365 day a year, ISO 9001-2015 certified National Monitoring Center and National Warehouse.

Experience

Sentinel has contracted with some of the most progressive and demanding correctional agencies in the provision of electronic monitoring, including for the services of GPS tracking and alcohol monitoring as requested by the Division. Today we serve state-level agencies that include the State of Alabama Bureau of Pardons & Paroles, the State of Connecticut Judicial Branch, the State of New Hampshire Department

of Corrections, and the State of Hawaii Judiciary and Department of Public Safety. Moreover, we are contracted with some of the largest programs in the country including operations in Leon and Miami-Dade Counties within Florida; Dallas, Harris, and Bexar Counties within Texas; Los Angeles, Riverside, San Francisco, and San Diego Counties within California; Dauphin County and the City of Philadelphia within Pennsylvania; and in the Cities of Seattle and Tacoma, Washington, just to name a few. Please refer to **Q. References** (page 132) within **Specifications** for references from clients where Sentinel has successfully implemented and managed equipment and services similar to what has been proposed herein.

Sentinel's performance for these agencies, as well as to all our customers nationwide, demonstrates that we execute upon our commitment to provide services that meet or exceed the equipment and distinct service needs. In addition, over the last 29 years, we have gained unparalleled knowledge and experience in how to successfully design, implement, and operate programs that are based on clear communication and strict compliance to program requirements, and we are focused on providing the highest-level services to our customers. The Division can be assured that Sentinel will continue to provide unsurpassed experience, state-of-the-art equipment, and unparalleled commitment and dedication to the electronic monitoring program as we do for all our customers.

Project Team

Sentinel has a team of staff members currently assembled who will add significant value because of their direct experience with the current program and extensive knowledge of the electronic monitoring industry. Throughout the next contract cycle, this staff will also ensure that the program is continuing to operate efficiently and in accordance with the Division's expectations. Sentinel's dedicated Project Team will continue to be led by Ms. D.J. Williamson, Midwest Regional Sales Representative, and Ms. Melissa Starr, Senior Vice President of Field Operations, who, combined, bring more than 50 years of experience within the electronic monitoring industry. Ms. Williamson will continue to provide corporate oversight for the contractual cycle of the program, while Ms. Starr will continue to serve as the account manager for the program and work in conjunction with the Division's program management teams to train all necessary personnel for the project.

On the subsequent pages, we have provided biographical sketches detailing the education, experience, and special expertise – including their responsibilities for program operations and/or support – for our **Key Project Personnel** (below) followed by our **Corporate Staff and Support Personnel** (page 13) who will continue to provide services for the proposed electronic monitoring program.

Key Project Personnel

The comprehensive monitoring of the Division's participant population is comprised of a combined effort between the Division, our proposed Project Team, and our National Monitoring Center. *We do not subcontract any of our monitoring services that we are offering the Division as part of this proposal.* Below we have provided a brief description of the Sentinel Project Team including descriptions of the associated project tasks of our operational staff responsible for the electronic monitoring program.

D.J. WILLIAMSON | Midwest Regional Sales



Ms. Williamson brings 28 years of electronic monitoring and criminal justice experience to the Sentinel team. During her 19-year career with Sentinel, Ms. Williamson has held multiple positions within the company and is currently one of our Regional Sales Executives. Her experience includes overseeing day-to-day program development and operations, managing multiple regional offices, and providing presentations and demonstrations to top level Executives, Legislators, Judges, and department leadership. Prior to her work with Sentinel, Ms. Williamson was the Director of a two-county Community Corrections program located in Indiana where she oversaw the electronic monitoring services and community work crew programs. She also worked hand-in-hand with her Juvenile Court judges to develop and implement an out-of-school suspension program designed to provide both classroom instruction as well as community service projects for those youth suspended from any of the school districts within the two (2) counties.

Ms. Williamson will provide support throughout the solicitation process for Sentinel's corporate office during the sales cycle. Ms. Williamson will also provide corporate oversight for the contractual cycle as well as back-up technical support to the agency and purchasing department. In addition, she will aid in any necessary set up modifications as well as follow-up training for the program. Ms. Williamson completed her Bachelor of Science degree in Criminal Justice with a minor in Business Administration from Indiana State University in Terre Haute, Indiana. Her responsibilities will include:

- + Support and liaison status throughout the quote phase and contract negotiation phase between the agency and Sentinel's corporate office;
- + Corporate oversight for the contractual cycle as well as back-up technical support to the agency's programs and purchasing department; and
- + Aiding in any post-award implementation changes necessary for this contract.

MELISSA STARR | Senior Vice President of Field Operations



Ms. Starr began her career in the electronic monitoring industry in 1997, with Sentinel Offender Services managing an active offender caseload of 150 participants. She was quickly promoted through the company to Branch Manager, Project Director, and then Field Operations Manager of the Western Region where she was responsible for all branch operations and business development in 12 states. In 2010, Ms. Starr accepted an opportunity to become Vice President of Customer Service with an industry manufacturer. For four (4) years she gained valuable senior leadership experience and managed staff and accounts both domestically and abroad. In 2014, Ms. Starr returned to Sentinel as the Vice President of Field Operations and was promoted to Senior Vice President of Field Operations in 2018. Ms. Starr has developed relationships with agencies across the country and has helped them design, implement and manage successful alternative to incarceration programs using innovative hardware and web-based information solutions. She focuses on program integrity, consultation, and customer service. As a true industry veteran, her expertise in relationship building with customers and team building with staff has resulted in a contract retention rate of over 95 percent in a very volatile and competitive industry.

As Senior Vice President of Field Operations, Ms. Starr is responsible for the management and oversight of our Regional Account Management team as well as Sentinel's national network of customer support and branch office personnel. This team manages the day-to-day needs of our benchmark offender-funded programs as well as providing customer service to our agency-funded contracts across the United States.

With a focus on the development of Standard Operating Procedures (SOP), attention to Key Performance Indicators (KPI) and relationship building, the Field Operations Team strives to make use of Sentinel's spectrum of services to assist our customers in realizing efficiencies, cost savings and freeing up much needed government resources. As subject matter experts in electronic monitoring supervision and reentry, her team takes a consultative approach to account management to ensure that the design of the program is in line with the goals of the agency. Additionally, this team utilizes their experience in the industry and their relationships with our customers to introduce advanced technologies and services into existing programs to grow brand loyalty and revenue through a spectrum of services offering. She is responsible for retention, growth, strategy, budget development, forecasting and the P&L for all domestic accounts. For the Division's program operations, Ms. Starr is responsible for:

- + Serving as a dedicated resource to the Division and its program;
- + Providing assistance with use of the monitoring services software and conducting or participating in trainings;
- + All equipment inventory;
- + Providing and/or coordinating maintenance on the equipment;
- + Assisting with remote troubleshooting;
- + Providing customized reports as needed; and
- + Keeping an accurate inventory of equipment and supplies, including reserve inventory.

CONTINUOUS MONITORING CENTER OPERATIONS AND SUPPORT

Sentinel's National Monitoring Center is owned and managed by Sentinel and is the focal point of our state-of-the-art facility, located in Anaheim, California. This is the central location from which all monitoring center activities are conducted and information is disseminated. The monitoring center is a separate, self-supporting node within the facility that handles over 50,000 calls daily. All monitoring services will be provided by Sentinel personnel and equipment. *Sentinel's direct provision of monitoring duties eliminates concerns found with other vendors who have no direct control over their subcontractor's monitoring center.*

Our monitoring center is staffed 24 hours a day, 7 days a week, 365 days a year with a supervisor always on duty and operators *cross-trained to support our suite of supervision services and products*. Agency staff can call and speak with one of our monitoring experts at all times of the day or night. We do not use a message delivery service; our operators answer all calls directly. We currently employ more than 60 personnel to staff our continuous operations (24/7) facility. Staffing patterns include overlap so that we have increased staff during the high-volume hours of each time zone. This staffing pattern permits us to process alarms during these peak periods without delays. In addition, our center is staffed with *bilingual personnel on every shift* in order to ensure successful interactions with program participants

since operational protocols often require that our monitoring center directly contact program participants when certain alarms occur, regardless of the day of the week or time of the event.

—IMPORTANT SENTINEL ADVANTAGE—

All of Sentinel’s technologies and services proposed herein are monitored directly by Sentinel’s own monitoring center that is operational 24 hours a day, 7 days a week, 365 days a year.

Sentinel is committed to providing excellent customer service and support to the agencies we serve, and therefore we staff our monitoring center with multiple overlapping shifts, which allows us to have more than sufficient personnel available at key peak traffic times. All our operators are trained in properly fielding inquiries and providing Sentinel and agency personnel with the most accurate and detailed explanations. To ensure that our operators are performing their customer service duties properly, all telephone calls into and out of the monitoring center are recorded for quality control and record review purposes.

Sentinel’s monitoring center and monitoring center staff have years of experience successfully delivering complex notification protocols for optional Enhanced Notification, including but not limited to notification protocols whereby Monitoring Center Staff triage and escalate and/or troubleshoot alerts, calling/texting participants on home/mobile phones, calling/texting/emailing officers at office/on mobile phones, calling/triaging locally-based Sentinel installers for local services, and documenting results within Sentinel’s web-based system.

Corporate Support Personnel

Below we have provided a brief description of the Sentinel Corporate Staff and Support Personnel who will provide ancillary services for the electronic monitoring program under the supervision of the Division.

JEFF MCDANIEL | Vice President Internal Operations

Mr. McDaniel manages the Internal Operations of Sentinel located in Anaheim, California. He is responsible for the National Warehouse, Equipment Services, and National Monitoring Center. The primary areas of focus for Mr. McDaniel are the performance management of the staff along with ensuring the customer experience is cared for at every touchpoint.



Mr. McDaniel joined the Sentinel leadership team in 2016, as National Service Center Director, and brings with him over 15 years managing contact centers in the telecom industry. While working with the telecom industry, he managed domestic internal contact centers and focused on strategic partner relationships domestically and internationally. He focuses on delivering exceptional customer service while managing effective operations throughout the Internal Operations for Sentinel. His expertise in team building with staff while delivering on operational efficiencies has resulted in successful management throughout his career. In 2018, Mr. McDaniel was promoted to Vice President of Internal Operations for Sentinel and is in the process of earning his degree in Business Management. Mr. McDaniel will be responsible for the internal operations for this program. His responsibilities will include:

- + Supervising Operations for the Monitoring Center;
- + Supervising the provision of services provided by the customer support center;
- + Ensuring that contracted services are provided as outlined in contract requirements; and
- + Developing policies and strategic plans for monitoring center operations, including new program introduction and notification policies, training and quality assurance standards.

BRYAN MORALES | Training Specialist

Mr. Morales has been employed at Sentinel since July 2017, and during his time with the company has held several positions at Sentinel which include Help Desk Technician and Monitoring Center Supervisor. In his role as a Help Desk Technician, Mr. Morales was responsible for providing best-in-class customer support including, but not limited to, diagnosing and resolving customer issues as well as providing system-wide access to customers and employees. In his role as Monitoring Center Supervisor, he effectively developed and trained his team through his ability to effectively coach and motivate others to increase organizational effectiveness and achieve bottom-line results.



In his current role as Training Specialist, Mr. Morales is responsible for organizing, developing, and delivering training courses to customers and employees on Sentinel's hardware, web-based information system, and service offering. Mr. Morales is also responsible for producing training videos to enhance current training resources and creating and updating all of our training materials. Mr. Morales has his Bachelor's degree in Psychology from California State University, Dominguez Hills, specializing in leadership and motivation.

Quality Management Program

Since September 19, 2010, Sentinel has achieved and maintained ISO 9001 certification for design, production and delivery of electronic monitoring technologies, monitoring center services, case management services and community-based offender management programs. ISO 9001 is the world's most widely recognized quality management system standard. This standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Sentinel's adoption of a quality management system ensures that customers get consistent, good-quality products and services. Sentinel's quality management system requires our staff to report any customer complaint that is received. Further, the program dictates the steps that must be taken to investigate any concern by initiating a nonconformance report with the specific goal of identifying the root cause of an issue to ensure the effect of a permanent solution.

The Quality Management program is audited annually by an independent firm, American Systems Registrar, a provider of third-party system registration and accredited by the ANSI-ASQ National Accreditation Board. The audit consists of employee interviews to ensure that published policies and procedures are adhered to by the staff. More importantly, the audit involves a thorough review of all nonconformance reports and their identified solution. On December 8, 2021, Sentinel achieved ISO

9001-2015 recertification with “0” findings / non-conformities observed during the audit. The successful completion of Sentinel’s audit demonstrates to our customer’s our ability to:

- + Maintain our ISO 9001 quality certification;
- + Maintain and improve our level of quality;
- + Consistently deliver products and services to meet and exceed their needs; and
- + Improve conformity to quality requirements.

In addition, passing our 2021 ISO Recertification Audit demonstrates the effectiveness of Sentinel’s Quality Management System and confirms that our employees at every level are following Sentinel’s Quality Management Plan with the goal of enhancing our customers’ satisfaction.

—IMPORTANT SENTINEL ADVANTAGE—

Please note that while some electronic monitoring companies may have ISO certification limited to only the production of electronic monitoring equipment, **Sentinel’s ISO certification encompasses Design, Production and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, Case Management Services and Community-Based Offender Management Programs.** Please refer to the confirming Sentinel ISO 9001:2015 Certificate included in the **Supporting Documentation** section (page 161) of this bid.

Sentinel deals with all aspects of participants, from monitoring center out-bound calling, command center inbound communications, even face-to-face interviews, supervision, and case management services. We draw upon all our experience to provide a world-class program to successfully achieve the goals and objectives of promoting public safety, the prevention and reduction of criminal activity and the prevention of delinquency through Best Practices and improved community supervision practices and procedures.

We consistently demonstrate to our customers that we are a good partner by assisting them in achieving their goals and meeting their obligations to public safety. Sentinel works with our customers to continually recognize the changing needs of the offender supervision industry to ensure that we consistently deliver high quality service. Also, we recognize that our ability to provide the required and necessary equipment and services is facilitated by the professional relationship and cooperation established and maintained between our company and the staff of the agencies we serve. Our commitment is to assign well qualified and trained staff who are aware of the critical functions for each of our programs. Our staff is dedicated to ensuring open lines of communication to facilitate change when necessary and offer suggestions when appropriate to promulgate better program results.

4 OFFERING TO THE DIVISION

Sentinel understands that the paramount concern for the Lexington-Fayette Urban County Government Division of Community Corrections (Division) is public safety and as such, the Division utilizes electronic monitoring as an alternative to incarceration for those cases designated by the Courts as minimal risk and thus suitable for a GPS tracking program. As the current provider, Sentinel also understands the Division's desire to have a complete turnkey solution including a broad range of monitoring equipment and services. In response to the Division's request for proposal, RFP # 12-2022, Sentinel is fully prepared to continue our successful collaboration for the provision of these services, including the delivery and maintenance of an electronic monitoring system to include GPS tracking and alcohol monitoring. Sentinel will continue to provide all services in accordance with the provisions and requirements stated herein through the delivery of effective, state-of-the-art electronic monitoring equipment and monitoring services that will meet the project initiatives and provide a robust, reliable, and safe alternative for those participants released to the community.

Sentinel is proud of our partnership with the Division for the provision of electronic monitoring services that has existed for the past four (4) years. To ensure we continue to fulfill each task to the satisfaction of the Division, our multi-faceted Project Team, consisting of members from our Sales, Operations, Training, Monitoring Center, and Executive teams, will continue to provide the Division with all services and support necessary, including but not limited to a committed Account Manager, remote technical assistance, inventory control, billing, and information technology support.

As a leading provider of monitoring services and public safety solutions, Sentinel can propose the continued use of our advanced technology and services to help the Division meet their goals and objectives for the electronic home incarceration program. Sentinel is committed to providing the Division with state-of-the-art technology and service and our aim is to draw on our industry experience and direct program experience to provide the Division with a program that will allow it to continue to perform its goals and objectives. Our proposed solution will provide the program with: (1) access to state-of-the-art GPS location-based tracking and remote alcohol testing; 2) support services including an Account Manager who will provide training, support, and oversight of the program operations; and 3) support from our 24-hour a day monitoring center who can assist with technical support for alert information on participants, troubleshooting and assistance with reports.

Our proposed equipment does not pose a safety or health threat to the wearer or unduly restrict the activities of the participant. Additionally, our equipment includes a hypoallergenic design to reduce any discomfort in wear to the participant. All of Sentinel's proposed equipment has been properly registered and certified under Federal Communications Commission (FCC) rules and regulations. On the following pages, we have provided a narrative overview of our proposed equipment and services for the continued operation of the Division's electronic monitoring services program.

Protocols For Addressing Concerns

Sentinel employs a Quality Management Program (ISO 9001:2015) that is designed to ensure specific policies and procedures are adhered to regarding equipment manufacturing, web-based information

system development and monitoring services. The program requires our staff to report any customer complaint that is received. Further, the program dictates the steps that must be taken to investigate any concern by initiating a nonconformance report with the specific goal of identifying the root cause of an issue to ensure the effect of a permanent solution.

Sentinel's Account Manager for the program, Ms. Melissa Starr, is responsible for the oversight of Sentinel's operations for the Division's electronic monitoring services program and will continue to handle all ongoing meetings with Division personnel and will address first line complaints or concerns received from program participants. Any issues that cannot be resolved by Ms. Starr will lead to our contacting the Division for assistance and input. Ms. Starr will provide an appropriate response within 24 hours.

Logistically, Ms. Starr will continue to work with the Division if any needed program changes arise including, but not limited to, working with Division to develop new forms or other required materials and direct contact with Sentinel Corporate office for support as needed. Prior to program transition, Sentinel's implementation team will meet with Division to finalize our issues resolution and escalation process which will include:

- + The process for establishing the existence of a problem;
- + The maximum duration that a problem may remain unresolved at each level in Sentinel's organization before automatically escalating the problem to a higher level for resolution;
- + Circumstances in which the escalation will occur in less than the normal timeframe;
- + The nature of feedback on resolution progress, including the frequency of feedback to be provided to the Division;
- + Identification of and contact information for, progressively higher levels of personnel in Sentinel's organization who would become involved in resolving a problem;
- + Contact information for persons responsible for resolving issues after normal business hours (e.g., evenings, weekends, holidays) and on an emergency basis; and
- + A process for updating and notifying Division Contract Managers of any changes to the policy.

OM500™ Global Positioning Satellite Tracking System

Sentinel is proposing the use of the most advanced member of the OM Series one-piece GPS device family, the OM500™ GPS tracking unit that is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities. The unit allows for customized tracking and reporting intervals to be assigned at the client level and can store more than ten (10) days of tracking information in the onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the monitoring application. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7. Through the use of a geographic Home Zone, the system ensures the participant's compliance with



curfew or home detention restrictions. In addition, the OM500 is available with an optional cut-resistant, reinforced tamper detecting strap that increases device security by being significantly difficult to cut.

The OM500 is a discrete unit that is easily, securely, and comfortably attached to the ankle of the participant. The OM500 tracking device is a one-piece device that is FCC certified (FCC ID TS5-WP76-OM500) and is small and light weight with the device's dimensions at approximately 3.9 x 2.6 x 1.5 inches and weighs five (5) ounces, without the strap. The OM500 is a continuous Global Positioning System (GPS) electronic monitoring solution that is secure, robust, waterproof, submersible, and tamper proof/evident. The unit is ergonomically designed for efficient application, usability, safety, and comfort fit with both standard and large size straps available. The OM500 uses a unique signal to communicate with the monitoring system; other commercially available products do not use the OM500 unit's transmission signal / same coding scheme. The OM500 utilizes encrypted communications in order to prevent tracing and/or signal duplication. The units are unaffected by normal human, environmental, including receivers normally present in a residential setting, and atmospheric conditions. Should a participant attempt to mask, jam, or shield the OM500 GPS tracking device, the cellular communication would be lost and thus the agency notified of not only a loss of cellular communication but also a loss of GPS location information. Additionally, the OM500 can provide reliable and accurate location information with real-time data transferred to the SentinelDNA™ web-based system accessible by agency personnel via secure login credentials. Enhanced capabilities and features of the OM500 include the following:

- + **Reduction in charge time by 50%.** The OM500 can be charged in less than one (1) hour if charged daily acknowledging daily charging is not a requirement as the battery life of the OM500 is capable of exceeding five (5) days on a single charge.
- + **Increased battery life by more than 100% over the market average.** The OM500 will last up to five plus (5+) days on a full charge in normal operating conditions.
- + **Reduction in Alerts / Increased Compliance.** By providing the longest battery life in the industry coupled with the shortest charge time, the number of program violations is reduced.
- + **Voice Commands designed to improve Communication with Participants.** Using the OM500 voice commands allows agencies to send reminders and communicate important information directly over the ankle monitor via automated voice commands.
- + **Optional Reinforced Anti-Tamper Strap:** The OM500 offers an optional reinforced metal strap that reduces unauthorized removal by the participant but reducing the opportunity for the participant to cut the strap.
- + **Industry Leading Triple Tracking Capability via GPS, Wi-Fi location Points, and Cellular Tracking.** In impaired areas where GPS cannot locate the device, the device automatically collects the IDs and signal strengths of visible Wi-Fi networks and cell towers for always-on, high precision secondary tracking. This allows for a significantly more robust device as it offers multiple tracking options.
- + **Improved charger design.** With a magnetic connector that swivels 360 degrees to remain connected while the participant moves, the OM500's charger is strategically designed to

maintain a solid connection with the device. The quick disconnect feature eliminates charger or device damage found with other device designs.

- + **Reduction in Design Size/Weight.** Reduced size and weight with less protrusion and comfortable fit.

Monitoring Platform Flexibility: Through the SentinelDNA (DNA) web-based system, our proposed solution provides the flexibility needed for tracking the level of supervision each participant receives. This level is defined by the type of monitoring assigned in the participant's monitoring profile as determined by the Agency. The type of equipment assigned to the participant not only defines the monitoring intensity, but also allows authorized staff to change the supervision level as directed. This allows the Agency to not only select the desired equipment type, but also select the desired frequency of location tracking point acquisition and transmission when utilizing GPS tracking. This gives the agency the flexibility to monitor each participant based on individual risk factors and provides the required supervision best designed to ensure public safety.

In addition, the OM500 GPS device also has multiple unique, state-of-the-art features that make it a valuable supervision tool including:

- + **Enhanced Magnetic Charger** that will swivel 360 degrees to avoid disconnection and breakage as well as improving mobility for the participant during charging;
- + **Smart Device Technology** that allows for GPS-based zones "on board" the device and immediate reporting of zone violations, along with firmware advancements that extend battery life (100%) up to 5+ days on a single charge;
- + **Features Verizon LTE or AT&T** communications and secondary cellular tracking and Wi-Fi location technology providing enhanced performance; **this technology is far superior to those providers who are still offering 3G Cellular that has approached its end-of-life in the coming months.**
- + **Track Location/Pursuit Mode** providing the ability to increase the GPS location capture to one (1) point every thirty (30) seconds and transmitting every thirty (30) seconds for high-risk situations;
- + **90+ Decibel Siren** designed to assist with participant location/apprehension and device recovery;
- + **Alerts:** Device reports alerts including strap tamper, backplate tamper, inclusion, and exclusion zones (with optional buffer zones), curfew breaches and a host of additional reminder alerts including low battery, dead battery, and battery charging events.
- + **Direct Device Communication:** Participant communication through a multi-colored LED, voice commands, vibration, beeping, or initiating a 90+ decibel siren directly from the monitoring application;
- + **Participant Acknowledgement Sensor:** By touching the Touch Sensor located on the front of the device, the participant can confirm receipt of LED light messaging, voice messages, vibrations, and beeping;

- + **Voice Messaging:** Automated voice messages can be delivered via the OM500 instructing the participant to charge his/her device;
- + **Mobile Access Available via the DNA Mobile App:** Mobile phone and tablet-friendly when accessing the monitoring application through our DNA Mobile App;
- + **Access to Crime Scene Correlation / Point Pattern Analysis and Analytics** with the use of the DNA monitoring application; and
- + **Provides Real-time Access** of locations on-demand and also provides locations of all monitored participants on a single map.

—IMPORTANT SENTINEL ADVANTAGE—

The OM500 is designed to accept advanced participant communications configured and initiated by an Agency officer via DNA and the DNA Mobile App; it is delivered directly to the participant via the OM500 GPS unit:

- + Automated Template Voice Commands (Charging has begun, Charging Has Stopped, Battery Warning/Battery Alert, and Home Inclusion Zone Schedule Violation)
- + Automated / Officer-initiated On-demand Communications, including:
 - Audible Beep
 - 90+ Decibel Siren, proven to be very helpful to field officers
 - Vibration
 - Multi-color LED light

When a communication is sent to the device, the DNA monitoring system application logs the event action with a date and time stamp indicating when the command was sent. When the participant receives the communication, he/she touches the acknowledgement touch sensor on the front of the device indicating receipt of the signal. If they fail to touch the touch sensor, the device will continue to flash, vibrate, and/or beep until the acknowledgement sensor is touched. Once the participant touches the acknowledgement sensor, the light flash, vibration, or beeping will cease, and the DNA monitoring platform will log that the participant acknowledged the command with a date and time stamp indicating when the acknowledgement sensor was touched.

The GPS tracking unit has an extensive monitoring battery life of up to approximately five (5+) days depending upon the rate plan used by the agency. The OM500 features a multi-colored LED light that will illuminate during battery charging. Additionally, the device reports the battery status each time it reports to the monitoring center and reflects the latest battery life on the dashboard. If the device's power is low, the monitoring center system will generate a low battery alert that can be distributed to all the necessary Agency program personnel. As a safety and continued performance feature, a low battery alert is generated when the device is at 20% or less of battery power.

The OM500 will also automatically notify the participant of a low battery situation with a voice command instructing the participant to charge the device. When the device is removed from charging, a voice command will notify the participant of the completed charge cycle.

Tamper Detection Features

The OM500 GPS tracking device detects three (3) tamper types including 1) fiber-optic strap design strap tamper, 2) device tamper and 3) backplate tamper. Within seconds of a tamper attempt, the device will communicate and send a unique alert to the monitoring system. Using a combination of fiber optics within the strap and dual pressure sensors within the device, *the OM500 device will automatically and instantly communicate to the monitoring system when a participant attempts to remove the device or tamper with the strap.* The monitoring system then immediately sends the alert to the appropriate Agency-defined personnel if requested. The OM500 device will send a tamper alert if the participant severs the strap or if the unit loses contact with the backplate, indicative that the device has been uninstalled/disassembled. Additionally, the unit will send a tamper alert if the unit is broken/cracked or if the unit's backplate is separated from the rest of the device.

When properly installed, attempts to defeat, remove, or tamper with the OM500 GPS tracking device 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 backplate fits precisely in place and any attempts to pry it open are easily noticeable.

The OM500 devices offer the most advanced tamper detection and reset methodology. The devices have been proven to be highly reliable and virtually mitigate any potential for false tampers. The devices remain in tamper until inspected and reset through the web-based system. This process results in a reduction in the number of tamper events that are a nuisance to Agency personnel and isolates tampers to only those that truly warrant investigation and necessitate oversight. If the Agency officer is not near a computer, he or she may call the Sentinel monitoring center to clear any tamper event. A smartphone-based DNA Mobile App is also available to allow Agency officers to clear alerts or access participant activity when away from the office.

Multiple Modes of Operation Configurable Through the Web-Based Monitoring Application

The OM500 is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities. Via our secure, Internet-based SentinelDNA monitoring system, an authorized user can configure or change the rate plan (tracking and reporting intervals) on any individual unit without the need to come in contact with the participant/equipment. The OM500 can be remotely programmed to a variety of different rate plans, as intensive as tracking at one (1) point per minute and reporting the information every minute as well as a less intense plan that tracks one (1) point per minute and reports the information every sixty (60) minutes. The OM500 is also capable of storing more than ten (10) days of tracking information in its robust onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the monitoring application. The OM500 is also able to store inclusion and exclusion zones on board the device to provide immediate notifications on zone alerts.

Through the DNA monitoring system, our proposed solution provides the flexibility an Agency needs for tracking these rate plans or levels of supervision each participant receives to meet individual monitoring needs. This level is defined by the type of monitoring assigned in the participant’s equipment profile. The equipment profile not only defines the monitoring intensity, but also allows the Agency to change the level based on a participant’s current monitoring status. It is important to know that at any time the rate plan can be changed to collect points more/less frequently and to report the information at differing intervals. It is also important to note that, when needed, the GPS devices can increase their acquisition timers and collect location information every thirty (30) seconds while reporting data to the web-based information system every thirty (30) seconds when placed in a “pursuit mode.” The most common profiles are identified below but may be customized to meet agency requirements as desired.

MONITORING PROFILE	MODE OF OPERATION	DESCRIPTION OF RISK
Active Monitoring	Acquires a GPS point every sixty (60) seconds and transmits data every ten (10) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.	Riskiest participants requiring a very high level of supervision
Hybrid Monitoring	Acquires a GPS point every sixty (60) seconds and transmits data every thirty (30) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.	Moderate participants requiring intensive supervision
Passive Monitoring	Acquires a GPS point every sixty (60) seconds and transmits data every sixty (60) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.	Less risky participants requiring only strong supervision

Multiple Location Tracking Features: Wi-Fi and Cellular Tracking

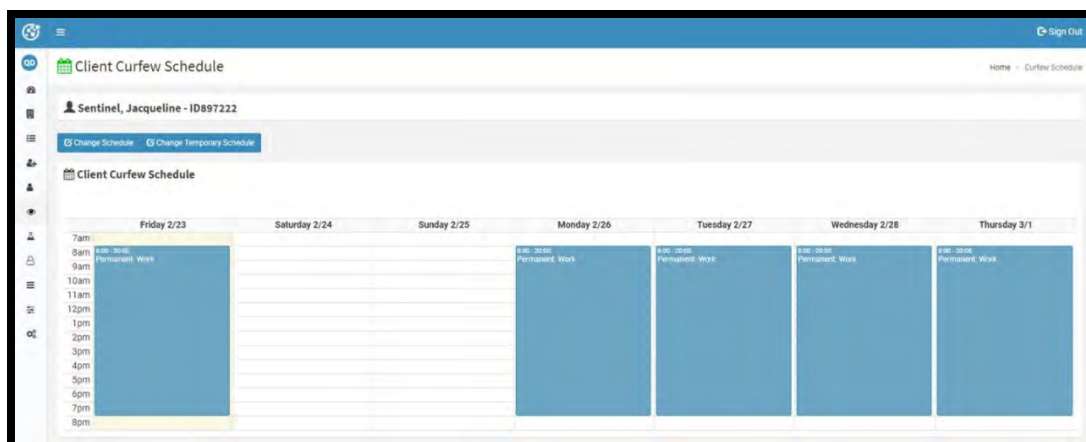
The OM500 is equipped with three (3) location technologies to ensure that program participants are continually tracked, even in the absence of satellite signals. **The OM500 uses GPS, Cellular, and Wi-Fi technologies to track program participants’ locations.** This triple-tracking technology provides for consistent and reliable indoor tracking in addition to traditional outdoor-only GPS tracking. Also, when a program participant enters an Impaired Location where GPS cannot be received, the OM500 will automatically switch to cellular tracking and Wi-Fi technologies to continue tracking the participant. Wi-Fi location points are generated using precision location services from Skyhook and the OM500 device will switch to Wi-Fi points when the device is unable to obtain two (2) or more consecutive GPS points.



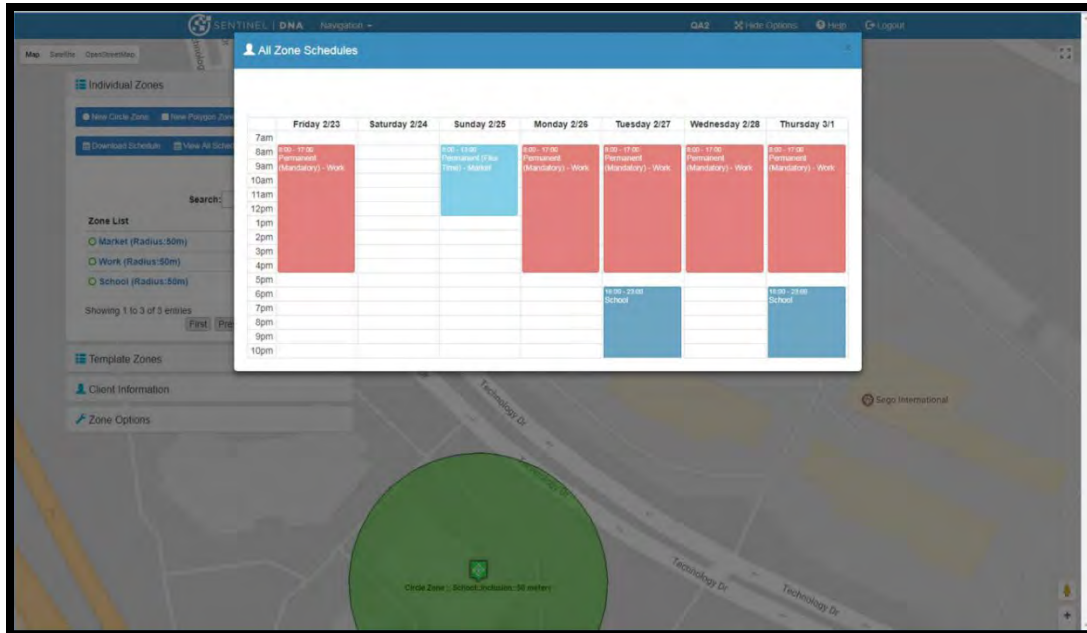
The OM500 collects GPS location data once per minute and leverages both cellular and satellite signals for always-on, high-precision tracking. The OM500's unique design combines these multiple layers of location technologies whereby the device does not have to connect to the Wi-Fi signal, and the signal only needs to be visible to the device. In conditions where GPS and Wi-Fi are not available, the device will switch to cellular tracking location points generated when the device can see one or more cell towers and the location of the point is calculated based on the strength of each visible tower with respect to the location of the device. Such technology allows for reliable location information to be processed virtually anywhere and automatically compensates for insufficient satellite availability in GPS-impaired environments. The combination of these advanced location technologies allows for the quickest acquisition time without being required to go outside to acquire a GPS signal when enrolling and installing a device.

Through our SentinelDNA monitoring application, Agency personnel will have the ability to create curfew schedules, zones, and zone schedules for each participant. As shown in the screen images below, DNA provides the capability to create permanent and temporary schedules for each program participant.

DNA CLIENT CURFEW SCHEDULE SCREEN IMAGE



DNA CLIENT ZONE SCHEDULE SCREEN IMAGE



In addition to the ability to create individual schedules for participants, authorized Agency officers will also be able to create and configure the authorized locations of participants via Inclusion and Exclusion zones in the shapes of circles, rectangles, and arbitrarily shaped polygons, as well as be able to have zones within zones. Sentinel’s DNA web-based system will also allow the Agency to create / establish advanced warning parameters by including buffer zones around exclusion zones to alert individuals of an upcoming potential violation of the zone.

GPS Buffer Zones: Buffer zones provide an extra layer of notification around exclusion zone borders and enhance notifications and allow for a rapid response to exclusion zone violations. A buffer zone is an extended area surrounding an exclusion zone. Once the buffer zone is breached, a Buffer Zone Alert is generated, and the device increases its GPS acquisition and cellular transmission rate to real-time tracking. This puts monitoring personnel on alert and allows for early intervention before the exclusion zone is breached. Tracking will continue in real-time to provide the fastest possible notification on proximity to the exclusion zone until the participant has cleared the zone area.

Mobile Exclusion Zones (MEZ) allow agencies to ensure that a participant on monitoring does not come near another specific individual anywhere they may be in the community. Taking monitoring beyond stationary zones, the MEZ program monitors the activity of two (2) GPS devices to determine their proximity from one another regardless of location.

Often used for victim applications and in domestic violence cases, the victim carries an



OM500 GPS device while the participant wears one. If the two (2) devices come within a specified distance of each other, notifications and triage are generated, and law enforcement may be contacted. The victim may also be notified, giving her/him necessary information to help initiate her/his safety plan.

Breath Alcohol / Real-Time (BA/RT™) Monitoring Solution

Sentinel's hand-held, remote breath alcohol testing device, BA/RT, utilizes deep-lung Dart fuel cell technology to test a participant for consumption of alcohol. The BA/RT unit is an alcohol testing device/solution that is robust, reliable, accurate and accountable. The results of each event / test are transferred in real time to the SentinelDNA™ monitoring platform accessible by Agency personnel via authorized login credentials. Regardless of the type of test conducted, the DNA monitoring application and BA/RT remote alcohol monitoring unit incorporate a highly secure chain of custody through: 1) the secure uploading and storage of data from the BA/RT unit into the monitoring application; 2) the creation of permanent records identifying the person who created and/or modified the test schedule; and 3) the review by certified monitoring center staff for confirmation of a positive identification of the participant. BA/RT includes built-in GPS functionality to capture location information at the time of each test.



Overview of the BA/RT Device

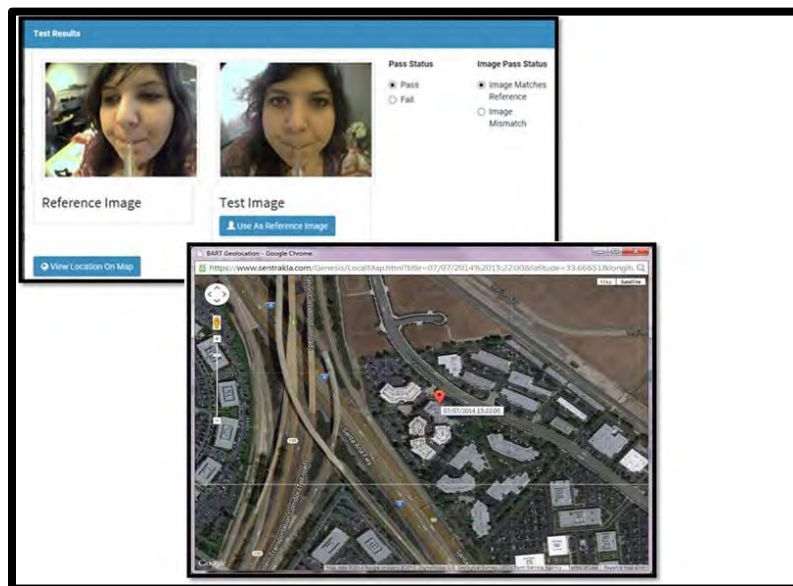
BA/RT – BREATH ALCOHOL / REAL-TIME – represents the next generation in hand-held, portable breath alcohol content (BrAC) monitoring devices. This innovative alcohol testing device lets agencies execute regularly scheduled and on-demand remote alcohol testing. The BA/RT device is 6" long, 2.4" wide, and 1.4" thick with a weight of approximately 11.5 ounces. This device is designed to be easy to carry at all times by the participant in a Sentinel-provided protective pouch that protects the unit and allows the plastic mouthpiece to remain with the unit at all times. The BA/RT device is made of impact-resistant, non-flammable, injection-molded plastic. The unit is designed with rounded-edges and encased in drop-resistant ABS plastic with a rubber protection band for added security from accidental/incidental damage.

BA/RT is equipped with a state-of-the-art, deep-lung Dart fuel cell sensor that provides reliable Breath Alcohol Content (BrAC) readings. Key features of the unit include:

- + Date, time, and location stamp at the time of each test
- + High-resolution digital camera with front-panel lighting that takes a color picture of the person taking the alcohol test
- + Large LTE cellular footprint for communication
- + LCD display for text communications to the participant
- + Participant receipt acknowledgement of text messages
- + Onboard memory capable to store 1,500 tests; automatically transmits recorded results when cellular connection is restored

- + Rechargeable, 1800 MAH battery providing 30+ hours of continuous power
- + Low-battery notification by audible alerts and LCD display messages

To ensure the integrity of each test, the BA/RT device is equipped with a built-in, high resolution camera that captures an image of the person simultaneously as the test is being performed. The test image is compared to a master image by our monitoring center to verify the participant's identity. In addition to the photo image of the participant, every scheduled or taken test results in a GPS point being placed on a Google Map® within the SentinelDNA monitoring application as shown below; even if a participant misses a test, a GPS point is still sent to DNA and mapped for historical accuracy.



Tamper Detection Features

The BA/RT unit is equipped with multiple sensors to ensure accurate measurements and confirmation of the program participant. During each participant test, BA/RT incorporates a measurement of air sample temperature and humidity at the time of the test and it is reported along with the BrAC. The addition of the measurement of the air sample temperature and humidity during each breath test makes the BA/RT system a highly accurate means of verifying that a true sample was submitted without tampering. This temperature reading along with the photo taken at the time of testing provide the added level of security needed to ensure the integrity of the test.

Alcohol Testing Protocols

Testing Reminders and Time-to-Test Alerts can be sent to participants via an audible signal and text message to the BA/RT device. When it is time for a test, an audible signal is emitted from the unit to inform the participant of the need to test. At the time of each test (whether performed or not) BA/RT determines its location using built-in GPS technology and transmits the location information and all other data to our 24/7 Monitoring Center for processing in real-time. This information is then displayed via Google Maps® on Sentinel's DNA interface. In addition to alerting participants of when to test, BA/RT also has the capability to communicate with participants via text message. Agency personnel can send

text messages directly to the participant, and BA/RT alerts the individual with an audible signal and corresponding text message. The message appears on BA/RT's LED screen and, after review, the participant must acknowledge its receipt so confirmation can be transmitted back to the participant's activity report within SentinelDNA.

Unique / Advanced Features of the BA/RT Solution

The BA/RT unit is designed to provide portable, real time breath alcohol testing with GPS location and visual color picture confirmation. Tests may be scheduled, on demand, random or participant-initiated to ensure every opportunity for successful testing.

The BA/RT unit is superior to other hand-held / remote breath alcohol monitoring units in that:

- + BA/RT initiates tests on the device directly – no need for personal cell phone or text message service. BA/RT test initiation is based on a stored schedule within the device and, therefore, is NOT dependent on cellular coverage to initiate a test. BA/RT will remind the participant to test and will test successfully even without cell coverage.
- + BA/RT has officer-to-participant text communication with acknowledgement via the device itself.
- + BA/RT records and sends color pictures, GPS locations, and BrAC results in an easy-to-read numeric format (i.e., 0.05).
- + BA/RT results and scheduling are integrated into the SentinelDNA monitoring platform allowing Agency officers the ability to utilize a single monitoring platform for all aspects of program supervision including BA/RT alcohol testing, Radio Frequency and GPS tracking, all on the same SentinelDNA caseload/dashboard.

SentinelDNA™ Web-Based Monitoring Application and Web-Based Information System

SentinelDNA™ (DNA) is a secure web-based application that is easily accessible for authorized users 24 hours a day, 7 days a week, 365 days a year. No software components, applications, or client requirements need to be installed by the Agency. The SentinelDNA Monitoring System is designed to simplify access and usage across modern browsers on both workstation computers (Windows, Mac OS X, Linux) and mobile devices (iOS, Android). Additionally, users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves the overall management of program information providing direct access to monitoring data for all authorized Agency program personnel.

Designed in-house by Sentinel engineers, DNA can be customized to include all required reports, notification procedures and optional escalation alert sequencing. DNA will allow the electronic monitoring technology proposed herein to communicate on a single web accessible platform. Moreover, this powerful and easy to use platform will provide the Agency with customizable features and benefits not available from other monitoring solutions.

DNA makes it easy for officers to access real time information about individual participants or on their caseload as a whole from a secure environment (username and password are required for login). Designed with the needs of the end-user in mind, DNA uses a straightforward, intuitive user interface that allows users to efficiently complete all monitoring tasks including:

- + Enroll a participant
- + Create/edit schedules
- + View, create notes
- + Clear events and alerts
- + Locate participants
- + Perform case management administration
- + Create and edit zones (inclusion and exclusion)
- + Review device battery status and charging events
- + Perform remote alcohol testing
- + Create and print reports

Sentinel's DNA platform offers advanced features and capabilities unavailable in other monitoring and tracking platforms:

- + **Sentinel Designed and Owned:** Engineered, maintained, and monitored exclusively by Sentinel.
- + **Integration for All Sentinel Technologies:** GPS, Mobile Breath Alcohol, and Radio Frequency all available from a single web-based platform.
- + **Login Authentication:** The system is completely secure and uses state-of-the-art security measures. Login Authentication is based on NIST SP 800-63-3 Digital Identity Guidelines to ensure secure access to the Monitoring System.
- + **Client Dashboard** provides all participant data on one easy-to-read screen. Using straightforward alert icons, the DNA Client Dashboard provides an easy to read at-a-glance interface that allows users to quickly see the status of each participant. From these icons on the dashboard, users can link directly to detailed participant personal information, participant activity, recent events, location information (via mapping), current equipment status, current battery status, as well as zones and daily curfew schedules.
- + **Point Pattern Analysis** provides near real time and historic location automated analytics regarding known locations and variances in movement patterns. PPA is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. PPA allows authorized users a more in-depth review of a participant's tracking data.
- + **Sentinel DNA Event Detection** (Crime Scene Correlation) assists with crime/event analysis. Sentinel's Event Detection feature within DNA has a mapping component that correlates crime and/or incident report data collected from local law enforcement agency stakeholders and associates the data with the tracking data of participants.
- + Advanced **automated screen resizing** enables DNA to be accessed by desktops, laptops, tablets and by the majority of leading smartphone browsers without the need to download custom applications.
- + **DNA leverages the power of Google Maps®** to provide the most accurate display of a participant's location possible. Integrating Google Maps into the interactive mapping system allows DNA to provide a participant's current location and location history via Google's map view, satellite/aerial view, bird's eye view, and street view.

- + **Near Real Time Scheduling and Mapping** allows for immediate location identification. DNA allows users to view and modify all participant curfew schedules, alcohol testing schedules, and zone schedules as well as view and print monitoring activity reports for all participants. DNA has the capability to create permanent and temporary schedules and to copy and paste a schedule from one day to the next. All features in DNA are available in near real time, any time, and anywhere via a completely web-based system.
- + Advanced and extensive **Report Library**, which can be increased at any time at no additional cost. The **Report Library** provides access to all standard system-generated reports that are pre-formatted and available via any Internet-enabled computer or laptop through Sentinel's secure monitoring system. Each data field within the entire information system can be queried to generate necessary report information. Users have the option to view, save, and/or print data and/or reports from the system.
- + **Advanced Inventory Control Module** enabling officers/installers to track equipment in all capacities: in-use, in local inventory and in transit. This advanced module will also enable users to request/process/track/manage equipment orders online via DNA.
- + **Client Field Contact Module** allows agencies to verify and document every contact with participants while in the field utilizing a mobile device with a camera (e.g., smartphone, tablet). While out in the field or in the office, the officer will scan / photograph the image of the barcode on the GPS device which in turn captures, verifies, and stores the metadata from the mobile device and its location at the time of contact.
- + **DNA Mobile Application** provides officers with mobile access to review participant monitoring data via a smartphone or tablet. Sentinel has developed our DNA Mobile Application for officers to perform field services and case management work such as data/schedule changes, equipment changes, de-installations, tracking review, current location requests, etc. from any smartphone or tablet.
- + **Mobile Exclusion Zone Tracking:** Allows agencies to ensure that a participant on GPS does not come near another specific device anywhere they may be throughout the community. Taking monitoring beyond stationary zones, the optional Mobile Exclusion Zone (MEZ) program simultaneously tracks the activity of two (2) GPS devices to determine their proximity from one another throughout the community.
- + **DNA Participant Mobile Application** will upon release allow officers to directly communicate with program participants. Designed to improve communication between agency personnel and program participants, the Participant Mobile App may be used to allow offenders to request/submit schedule changes, update case information, change contact phone numbers, etc.
- + **BA/RT (Breath Alcohol / Real Time) Dashboard** displays all enrolled alcohol participants. The BA/RT Dashboard provides authorized users with one location from which they can view/modify the status, notes, reference image, or navigate further into the participant's account.
- + **DNA Victim Application** will upon release be compatible with Apple OS, Android OS, and/or Windows-based devices and specifically designed to provide an alternative to distributing victim

tracking devices for domestic violence cases. As an alternative to victims carrying a secondary GPS device, Sentinel has developed and is pending the release of our **DNA™ Victim Application** that will enable configuration of a Mobile Exclusion Zone (MEZ) around the victim’s smartphone and utilize the victim’s smartphone hardware to acquire and report GPS data to our DNA monitoring system that will compare the victim’s location data to the offender’s location data.

Client Dashboard

DNA utilizes an advanced **Client Dashboard** feature that provides authorized agency staff with the flexibility to view all or selected subsets of their entire caseload in near real time. Using straightforward alert icons, the client dashboard provides an easy to read at-a-glance interface that allows users to quickly see the status of each participant. From these icons on the dashboard, users can link directly to detailed participant personal information, participant activity, recent events, *location* information (via mapping), *current equipment status*, *current battery status*, as well as *zones and schedules*.


Name	OID	Type	Equipment	Compliance	Battery	Profile	Officer
B11255 LTE, Steven Durana	0897416	CM				Web Only	Account Manager
B40017, yaske 10	0897532	CM				Web Only	Account Manager
B40031, yaske 7	0897529	CM				Web Only	Account Manager
B40123, yaske 9	0897531	CM				Web Only	Account Manager
BCD COOK, ROBERT FRANKLIN	0897493	YND				Web Only	Account Manager
Dellec, Scott	0897374	GPS3				Web Only	BEN SENTZ
Dinh, Vinh	0897494	CM				Web Only	Roman Torres
Doe, Jane	0897510	GPS3			50%	Web Only	Roman Torres
Doe, Jane	0897518	GPS3				MEZ Victim	Roman Torres
Doe, John	0897525	CM				Web Only	Roman Torres
Doe, John Test	0897225	GPS3				Offender Profile	Allan Velasquez
ENGLEMAN, CARL ELISHA	0898722					None	None
FISLER, ERIK HANSON	0898721					None	None
Funt, Andrew	0897517	GPS3				Web Only	Roman Torres
goodrow, gator	0901275	CM				Web Only	Roman Torres
Harry, Ben	0897373	GPS3			50%	Web Only	BEN SENTZ

—IMPORTANT SENTINEL ADVANTAGE—

SentinelDNA provides automated program analytics of GPS through our **Point Pattern Analysis**. PPA provides near real time and historic location automated analytics regarding known locations and variances in movement patterns. PPA is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. PPA allows authorized users a more in-depth review of a participant’s tracking data.

Quick Sorting Feature: Authorized users can refine the information displayed on the dashboard by clicking on one of the columns which then sorts the participants based on that parameter. This allows agency staff to quickly view participants by type of monitoring, by alert, or even by battery percentage. In addition to sorting the information by column, filter icon buttons (shown below) are displayed at the top right of the dashboard, which allow the user to filter participants based upon the selected status/alert criteria.



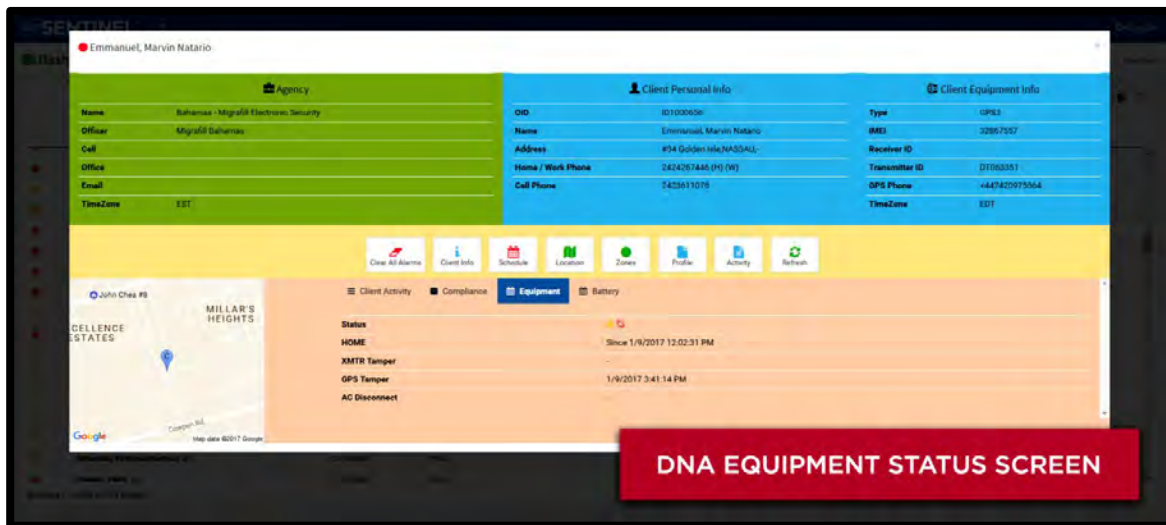
For example, by selecting the Tamper icon , only those participants with a Tamper alert will be displayed on the dashboard. **This allows Agency personnel to quickly review alert information each morning and prioritize contact with participants to better manage their caseload.** Below the sort icons, DNA has a local search option (shown below) to make it easy to refine the dashboard display to specific populations or participants with specific first/last names.



By clicking any of the fields on the Dashboard, an officer can easily access current and historical data for the participant and the assigned equipment as shown in the screen images below. The Agency, Client Personal Info, and Client Equipment Info boxes are static and provided at the top of all pop-up menus. Below we have provided examples of the Client Activity and Equipment Status screens.

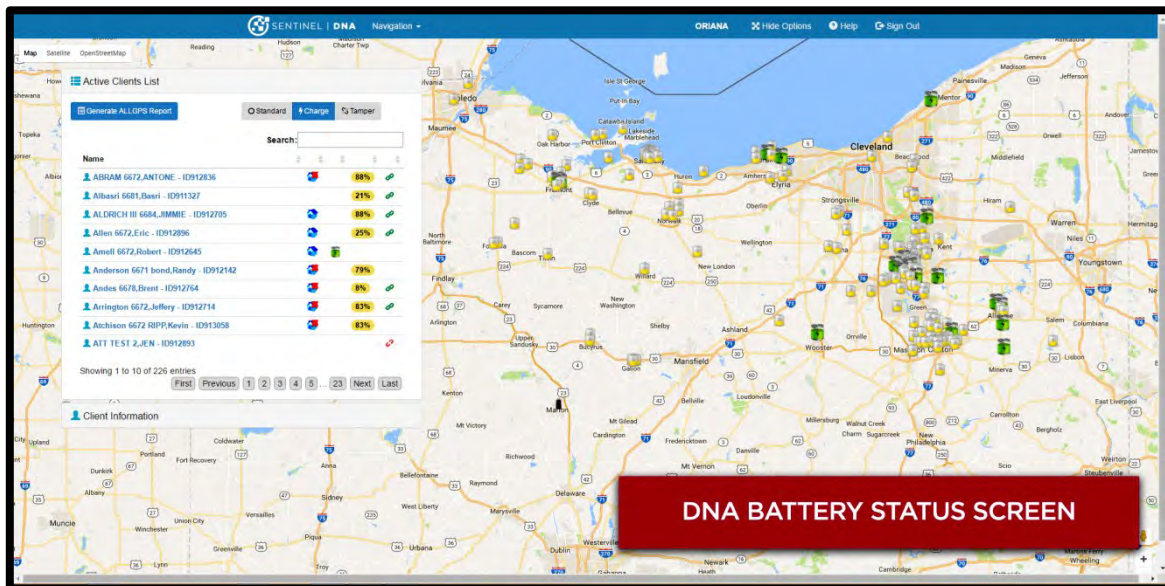
Event	Event Time	Received Time
Audio Alert Off	6/6/2021 2:32:39 PM	6/6/2021 2:34:11 PM
Audio Alert Off	6/6/2021 2:32:39 PM	6/6/2021 2:34:11 PM
Audio Alert On	6/6/2021 2:32:19 PM	6/6/2021 2:33:10 PM
Audio Alert Off	6/6/2021 2:27:24 PM	6/6/2021 2:27:59 PM
Vibration Alert Off	6/6/2021 2:27:24 PM	6/6/2021 2:27:59 PM
Audio Alert On	6/6/2021 2:17:19 PM	6/6/2021 2:18:13 PM

From the Client Activity screen above, the officer can access the participant’s events to view additional data, see a quick snapshot of the participant’s current location, access the participant’s historical location data, view/create/edit/delete individual zones, and review the protocols assigned to the participant. **This provides all of the important participant information on one screen.**

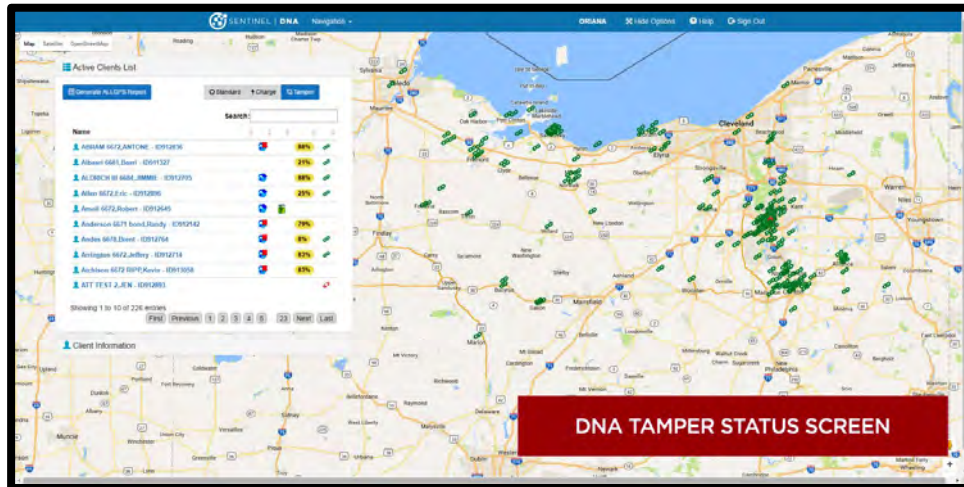


As illustrated in the Equipment Status screen image above, the client’s current location is shown on the map to the lower left along with the current status of the device including any tampers along with the date and time of occurrence. Officers can quickly view if there is a device issue without wasting time.

As illustrated below, DNA also gives officers the ability to view the battery status of every device assigned to their entire caseload from a single screen. DNA provides pop-up style notification windows to display caseload details with visual indicators for each participant on a map to the right of the case load window.



DNA provides the same detail regarding the tamper status of all devices assigned to an officer’s caseload. As illustrated below, visual indicators help officers to quickly locate and identify potential issues and/or violations in their caseload. Devices in tamper are indicated with a red icon on the screen below, while all in compliance devices are illustrated in green.



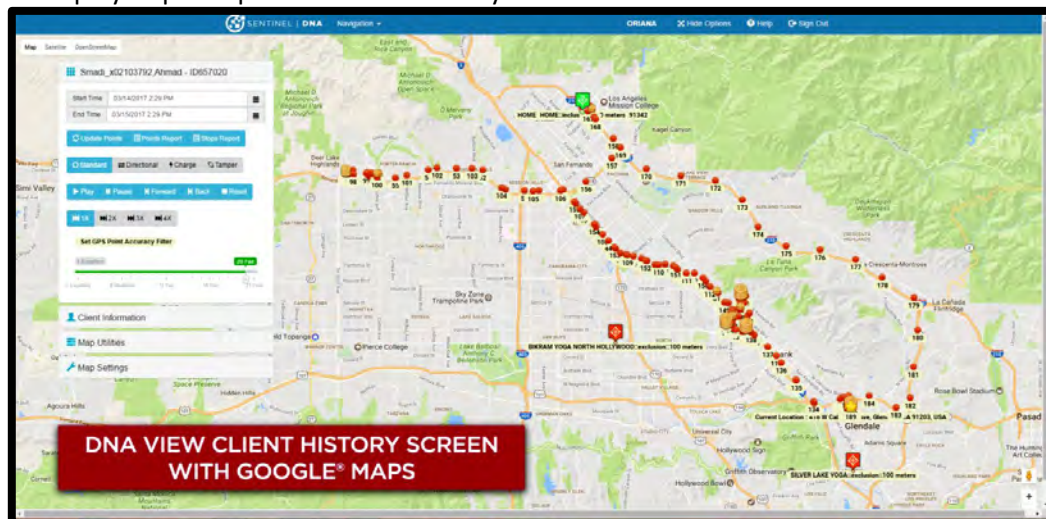
Near Real Time Scheduling, Zones, and Mapping

Authorized users access our DNA Web-Based Platform to enroll new participants and to see the latest activity and violation information. DNA allows users to view and modify all participant curfew schedules, alcohol testing schedules, battery charging schedules, and zone schedules as well as view and print monitoring activity reports for all participants. All features in DNA are available in near real time, any time, and anywhere via a completely web-based system.

DNA displays participant location information with a date and time stamp for each location. This chronological display is provided on screen as well as in printed report format.

—IMPORTANT SENTINEL ADVANTAGE—

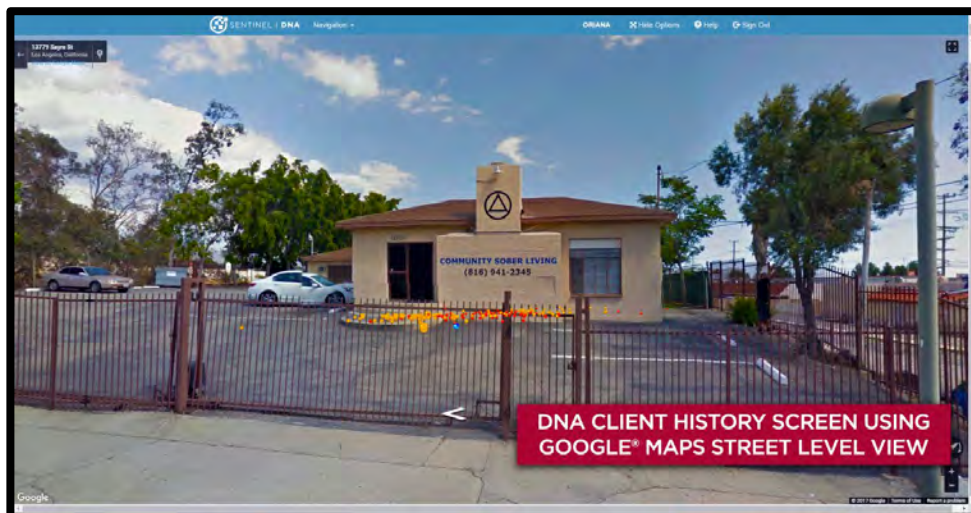
As an added service feature, DNA allows authorized users to view the actual movements of the program participant who has been assigned a GPS tracking unit, including the time of those movements, in a visual map and in report format. By clicking *Update Points* after selecting a date and time range, the user can play a participant's movements. The system will show the date, time, speed, and estimated precision of each tracking point when the user hovers the mouse pointer over any tracking point. The screen below displays a participant's location history.



—IMPORTANT SENTINEL ADVANTAGE—

Sentinel’s DNA utilizes Google Maps® which provides automatic updates to the system always delivering the latest maps and upgrades. DNA tracks its own points and overlays the points on the most recent Google Maps® available at the time of tracking.

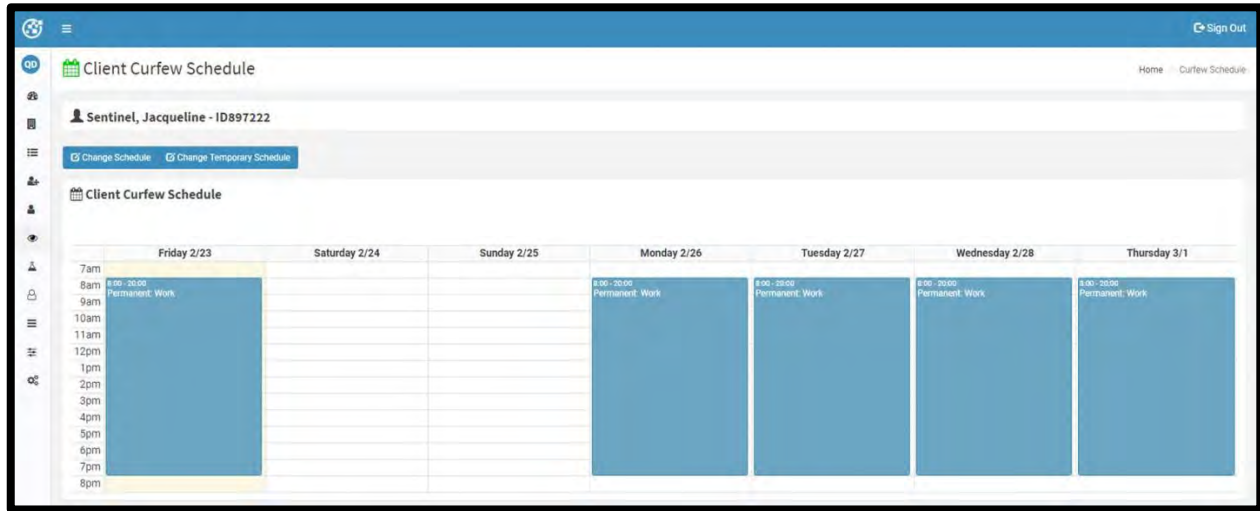
DNA uses Google Maps to provide authorized users with three (3) levels of mapping options: satellite images, street maps and hybrid maps (satellite imagery overlaid with street maps). There are also multiple distinct views including traditional, bird’s eye, and street view. These interactive maps contain easily recognizable images at the global level as well as down to street level. DNA enables authorized users to easily zoom in and out when viewing tracking maps. With the click of the mouse button, DNA allows authorized users to “drill down” from a high-level view of a participant’s overall tracking down to his/her tracking movements at a specific location.



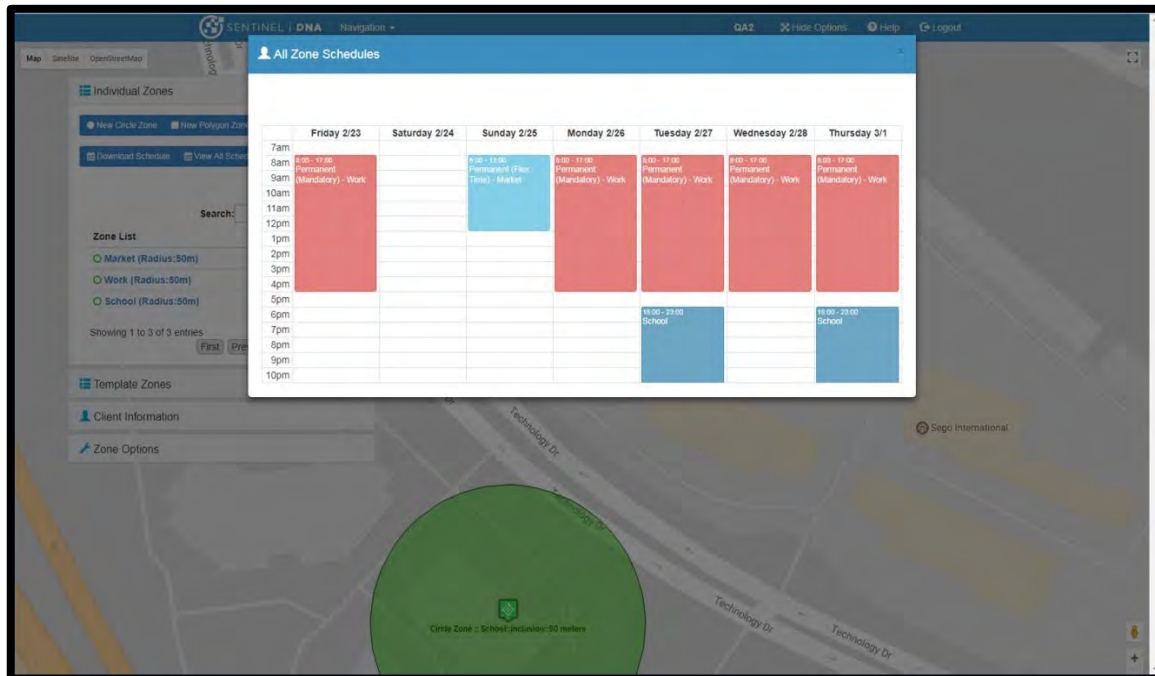
Scheduling

During program enrollments, staff enter curfew/zone schedules, alcohol testing schedules, and/or inclusion and exclusion zone schedules for each program participant in our DNA web-based system. **Each exit from, and entry to, the residence or zone (inclusion or exclusion) is reported by the GPS unit, and the DNA web-based system automatically compares the activity’s location with the set zones.** The OM500 GPS devices coupled with our SentinelDNA web-based system provide reliable residential monitoring eliminating the need for home monitoring units or beacons. Any discrepancies of the event time or location with the permitted time or location will generate a violation that is processed by DNA. This activity verification is continuously performed by DNA, which thereby always ensuring the monitoring of each program participant. DNA also has the capability to create permanent and temporary schedules and to copy and paste a schedule from one day to the next.

DNA CLIENT CURFEW SCHEDULE SCREEN IMAGE



DNA CLIENT ZONE SCHEDULE SCREEN IMAGE



Mapping

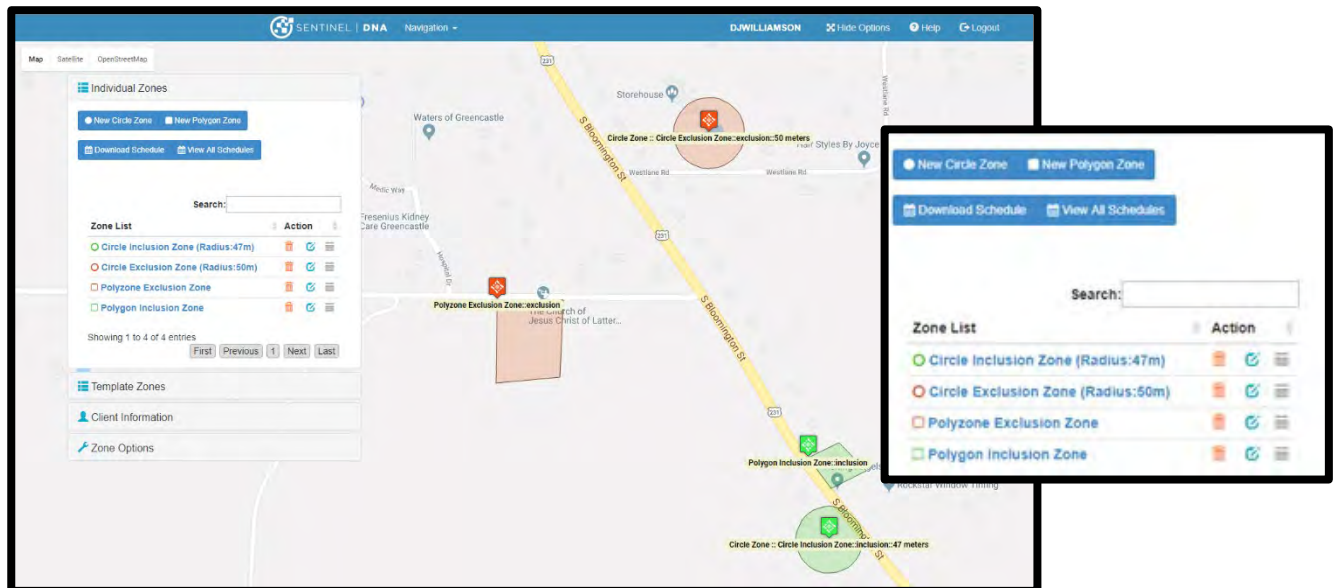
Authorized users will have access to create, edit, and delete exclusion and inclusion zones for participants being tracked via the GPS tracking device. SentinelDNA allows for a virtually unlimited amount of exclusion and inclusion zones per participant. For participants with challenging zones, DNA is also configured to support construction of polygon-shaped or non-traditional zones. These polygon zones can be used to customize the zone to whatever size or shape is desired by the officer to monitor the movement of the individual program participants.

As an added benefit, DNA allows for the creation of template zones that can be used across a specific population of participants. This allows Agency personnel to designate certain sites across an entire region as exclusion zones for an entire population of multiple participants. This eliminates the need to repeatedly re-create the same zones for all the individuals identified in a specific population. This type of **template zone** set-up can be used for sex offenders and other high-risk participant populations establishing zones around schools, playgrounds, or related areas of concern.

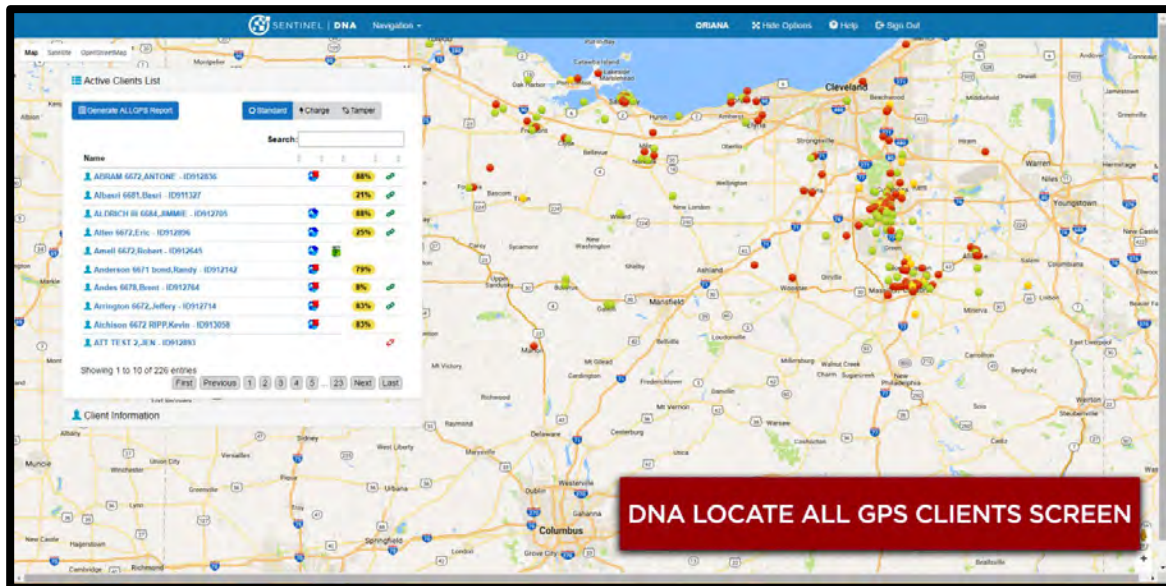
—IMPORTANT SENTINEL ADVANTAGE—

As an added service feature, DNA allows for use of **Individual Zones** that create pre-set zone placements for an individual program participant. To simplify the creation and use of zones, DNA places an icon in every zone (individual zone or template zone) to indicate the type of zone shown on a map.

When an Agency officer views the zones, detailed information about each zone is displayed including the name of the zone, the zone type (inclusion or exclusion), and the zone radius if it is a circle zone. Polygon zones are also available to better track an offender in urban locations. This allows authorized users to access meaningful location information while reviewing participant activity without moving away from the mapping screen. As shown in the images below, DNA visually differentiates zones with color-coding (Inclusion Zones = **GREEN**; Exclusion Zones = **RED**). **Circle zones will be represented in the list by a circle and polygon zones will be represented in the list by a square.**



The DNA Mapping System also gives officers access to locate their entire caseload by selecting **Locate All GPS Clients** from the Navigation Menu located at the top of the map. For example, in this view shown below, the officer is viewing multiple statuses including the battery status of the device as well as the current tamper status and whether the program participant is at their residence/inside their home inclusion zone or away.



For added efficiency and convenience for officers, DNA provides the following enhanced features:

- + Users may choose to view “Stacked” grouping points on the map for cleaner location display;
- + Users may run and export “Points” and “Stops” Reports from the participant location history;
- + Users may view all GPS Reports (Point or Stops) that have been generated from the View GPS Reports page;
- + Participant Information may be viewed in the “View All GPS Clients” or the individual participant “View History” page;
- + Points are centrally displayed during point animation / DVD style playback and the address and date/time information is displayed below the DVD style playback buttons;
- + Users may choose to view Individual Zones and/or Template Zones on the map when viewing participant location history;
- + Zone icons have been added to help identify zone types. The radius of a circle zone and the name for each zone is displayed beneath the icon on the map
- + Zones are adjustable to nearly any size;
- + Template and Individual Zones may be viewed from the View Client Zones page; and
- + Participant Location History defaults to the previous 24 hours.

Client Field Contact Module

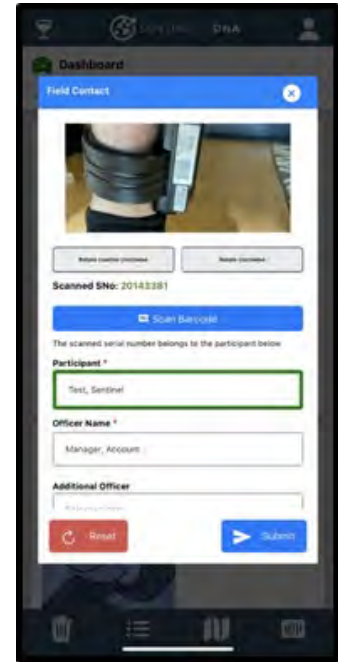
The Client Field Contact Module within DNA enables agencies to verify and document every contact with a participant while in the field/office utilizing a mobile device with a camera (e.g., smartphone, tablet). While out in the field or in the office, the officer will scan / photograph the image of the barcode on the GPS device which in turn captures, verifies, and stores the metadata from the mobile device. This data includes the date and time stamp of the event (scan), the latitude and longitude location at the time of the contact event, and the photo of the unit itself. **Each upload is also automatically linked with**

the officer who performed the data entry for historical accuracy. DNA also allows officers to add data and comments as well as use agency-definable drop-down fields to track specific data points such as if additional staff members were present at the time of the contact.

—IMPORTANT SENTINEL ADVANTAGE—

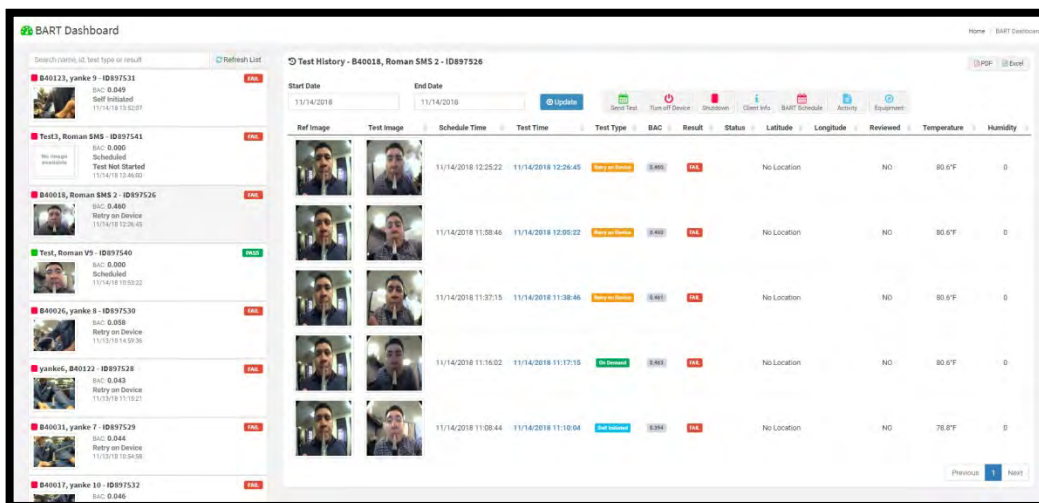
The Client Field Contact module provides proof of the date, time, and location of each participant contact including the metadata making it capable of standing up in a court of law.

This module is designed to provide accountability for officers and staff. Additionally, this feature authenticates officer/participant contacts because the metadata itself is date and time stamped, in addition to capturing current latitude/longitude, at the time of the scan/entry; if the officer attempted to use old data, the date and time stamp would not match. However, if a barcode is damaged and the officer cannot capture the image, DNA will allow the officer to manually enter the serial number at the time of contact. The information will be historically accurate as the supervisor will be able to note the date/time of the entry in the system while the officer was performing the contact.

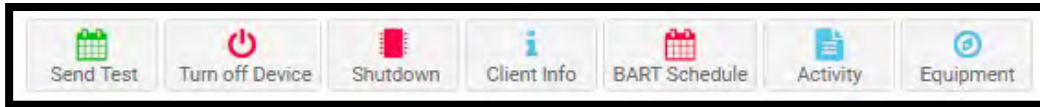


BA/RT Dashboard within DNA for Monitoring Clients on Breath Alcohol Testing (BAT)

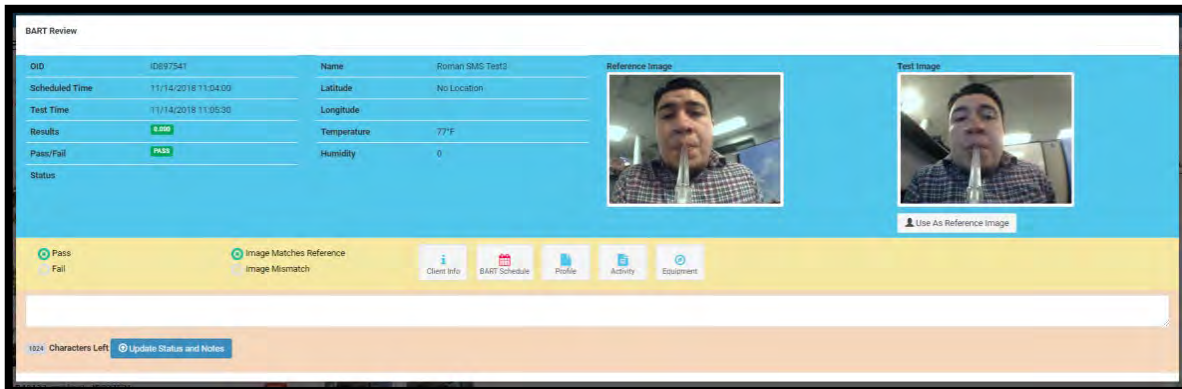
In addition to the standard Client Dashboard that allows authorized users to see all program participants in one location, Sentinel has added a secondary Dashboard specific for the breath alcohol participants. The BA/RT Dashboard, accessible under the officer's main dashboard dropdown, displays all alcohol participants in order from most recent test down the left side of the screen. These participant cards display the name, OID, most recent test image, status, Breath Alcohol Content (BrAC), type of test, date, and time. The BA/RT Dashboard provides authorized uses with one location from which they can view/modify the status, notes, reference image, or navigate further into the participant's account.



Upon selecting a client, the Test History will display for the current day. The upper right side of the screen contains hyperlink tiles, device commands, and export options.



Selecting a test from the Test History list will allow users to view/modify the status, notes, reference image, or navigate further into the participant's account.



Schedule Options within BA/RT

Authorized users can choose from four (4) testing options for participants who have been enrolled within a BA/RT program. BA/RT test initiation is based on a stored schedule within the device and, therefore, is NOT dependent on cellular coverage to initiate tests. BA/RT will remind the participant to test and test successfully even without cell coverage. When it is time for a test, BA/RT delivers an audible and visual signal, reducing the risk of a missed test. It then guides the participant through testing via alphanumeric display prompts on its front display and multiple-colored LEDs. Results are available near real time via our web-based information system, allowing agency staff access to monitoring data and the ability to respond accordingly. BA/RT allows officers to know promptly if any testing violations occur which can be critical for repeat DUI offenders who may pose a safety risk to the community.

The four (4) test types are:

- + **SCHEDULED:** Initiated by the BART Test schedule entered or a Custom Schedule.
- + **ON-DEMAND:** A BA/RT test was sent to the device via the "Send Test" OTA command.
- + **SELF-INITIATED:** The participant manually initiated a self-test on the device.
- + **RETRY ON DEVICE:** The device initiated a retest due to a previously failed test.



Reference Image	Test Image	Schedule Time	Test Time	Test Type	BAC Level	Result	Status	Calibration	Latitude	Longitude	Reviewed	Temperature	Humidity
		09/24/2018 11:14:31	09/24/2018 11:15:52	Scheduled	0.000	PASS			33.65902	-117.7544	YES	78.8 °F	99
		09/24/2018 10:52:07	09/24/2018 10:54:31	Self Initiated	0.217	PASS			33.65895	-117.7544	YES	77 °F	99
		09/21/2018 14:52:00	09/21/2018 14:53:20	On Demand	0.000	PASS			NO LOCATION		YES	77 °F	99
		09/21/2018 13:09:33	09/21/2018 13:09:40	Retry on Demand	0.000	PASS			NO LOCATION		YES	77 °F	60

—IMPORTANT SENTINEL ADVANTAGE—

In addition to alerting participants of when to test, BA/RT also has the capability to communicate with participants via text messages. Correctional agencies can send text messages directly to the participant, and BA/RT alerts the individual with an audible signal. The message appears on BA/RT’s LED screen, and after review, the participant must acknowledge its receipt.

From the BA/RT Schedules page, users will now see the current week by default on a calendar view. Users may change the week displayed by selecting the DATE button and choosing a day, select PREVIOUS/NEXT to jump to the previous or following weeks, and reset to the current week by selecting VIEW CURRENT SCHEDULE.

Date
< Prev
Next >
 View Current Schedule

Schedule Legend

Temporary Permanent Scheduled Test

The Future Test Schedule displays the next 32 exact test times. These times are represented by a red line on the main calendar display below followed by a list view of the Future Test Schedule.

BART Schedules

Tests, Roman SMS - ID897541

Change Schedule Change Temporary Schedule New Context Schedule

BART Schedule

Date < Prev Next > View Current Schedule

Schedule Legend

Temporary Permanent Scheduled Test

	Wednesday 11/14	Thursday 11/15	Friday 11/16	Saturday 11/17	Sunday 11/18	Monday 11/19	Tuesday 11/20
12am							
1am							
2am							
3am							
4am	4:00-4:00 Number of tests: 1	4:00-4:00 Number of tests: 1	4:00-4:00 Number of tests: 1			4:00-4:00 Number of tests: 1	4:00-4:00 Number of tests: 1
5am							
6am							
7am							
8am							
9am							
10am	10:00-10:00 Number of tests: 1	10:00-10:00 Number of tests: 1	10:00-10:00 Number of tests: 1			10:00-10:00 Number of tests: 1	10:00-10:00 Number of tests: 1
11am							
12pm							
1pm							
2pm	12:00-12:00 Number of tests: 1	12:00-12:00 Number of tests: 1	12:00-12:00 Number of tests: 1			12:00-12:00 Number of tests: 1	12:00-12:00 Number of tests: 1
3pm							
4pm							
5pm							
6pm							
7pm							
8pm	8:00-8:00 Number of tests: 1	8:00-8:00 Number of tests: 1	8:00-8:00 Number of tests: 1			8:00-8:00 Number of tests: 1	8:00-8:00 Number of tests: 1
9pm							
10pm							
11pm							
12pm							

Temporary BART Schedule Future Test Schedules

None

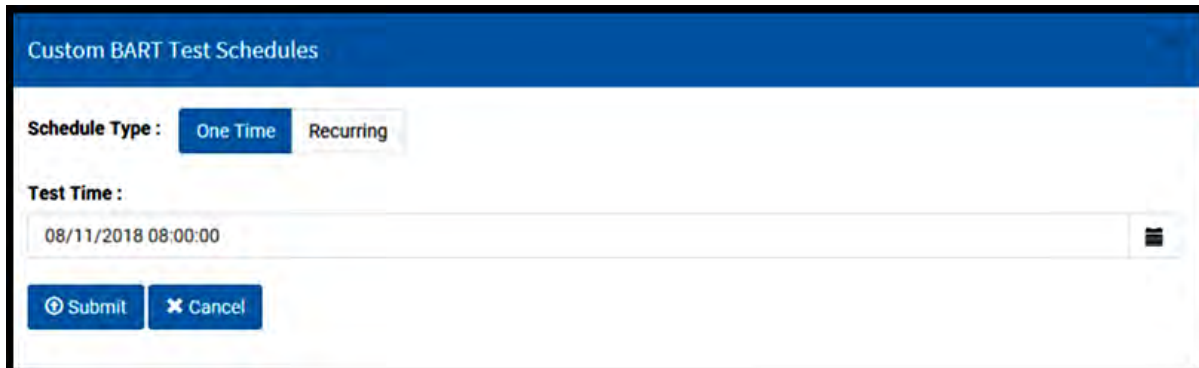
Interval	Test Time
07:00 - 22:00	11/14/2018 1:40:00 PM
07:00 - 22:00	11/14/2018 3:02:00 PM
07:00 - 22:00	11/14/2018 4:24:00 PM
07:00 - 22:00	11/14/2018 6:03:00 PM
07:00 - 22:00	11/14/2018 9:31:00 PM
04:00 - 09:00	11/15/2018 4:57:00 AM
10:00 - 14:00	11/15/2018 1:21:00 PM
15:00 - 19:00	11/15/2018 3:19:00 PM
20:00 - 22:00	11/15/2018 9:46:00 PM
04:00 - 09:00	11/16/2018 8:41:00 AM
10:00 - 14:00	11/16/2018 12:37:00 PM

Temporary BA/RT Schedule displays all test windows set to occur on a specific day outside of the permanent schedule. These schedules are represented by a yellow box on the main calendar display.

Day	Window 1	Window 2
Friday - 11/16/2018	04:00 - 15:00	
Number of Tests:	1	
Saturday - 11/17/2018	05:00 - 16:00	19:00 - 23:59
Number of Tests:	1	1
Sunday - 11/18/2018	09:00 - 16:00	
Number of Tests:	1	

Creating Custom BA/RT Test Schedules

The BA/RT Custom Schedule option allows customers to set an exact time for which they want the participant to receive a test from the BA/RT device. Customers may schedule a one-time test and enter the exact date and time for their participant’s test or set up recurring tests. When creating recurring tests, customers can change the frequency to daily, weekly, or monthly. This allows for a wide array of testing options for increased program compliance.



Reporting Module and Notification Procedures

SentinelDNA will provide the Agency with access to standard, system generated reports that are pre-formatted and available via any Internet-enabled computer or laptop through Sentinel’s secure monitoring system. Any authorized user can view participant activity 24 hours a day, 7 days a week. **Our system is engineered, maintained, and monitored exclusively by Sentinel.** With an **SQL database structure, DNA is infinitely capable of generating reports, eliciting statistical data, and conducting queries/searches for specific information as needed to meet literally any requirement.** Each data field within the entire system can be queried to generate necessary report information. Users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves overall management of program information providing direct access to monitoring data in the hands of all agency authorized staff. All reports are available for online viewing and printing in Excel, PDF, or Comma-Separated Values (CSV) formats.

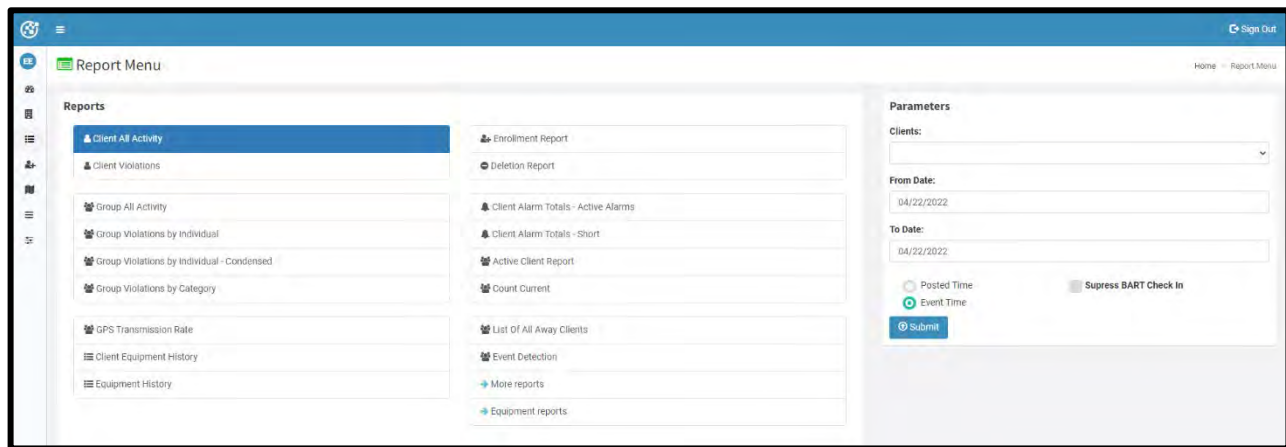
—IMPORTANT SENTINEL ADVANTAGE—

DNA provides additional reporting features for participants who are being tracked with GPS. From the Reports menu and the mapping screen, authorized users can run reports for a single person or group of people:

- + Alerts showing which actions were taken and if the notifications were successful
- + Reports showing all events, including alerts
- + Proximity, allowing users to see if any or all participants were near a specific location at a specific time (Event Detection / Crime Scene Correlation)
- + Zone activity to show which participants entered and left zones, such as AA, shopping malls, known drug areas, etc.
- + Stops Report that shows where and when participants stayed in one (1) location over a given time period
- + User Audit Report that shows which users are logging into the monitoring system and for how long

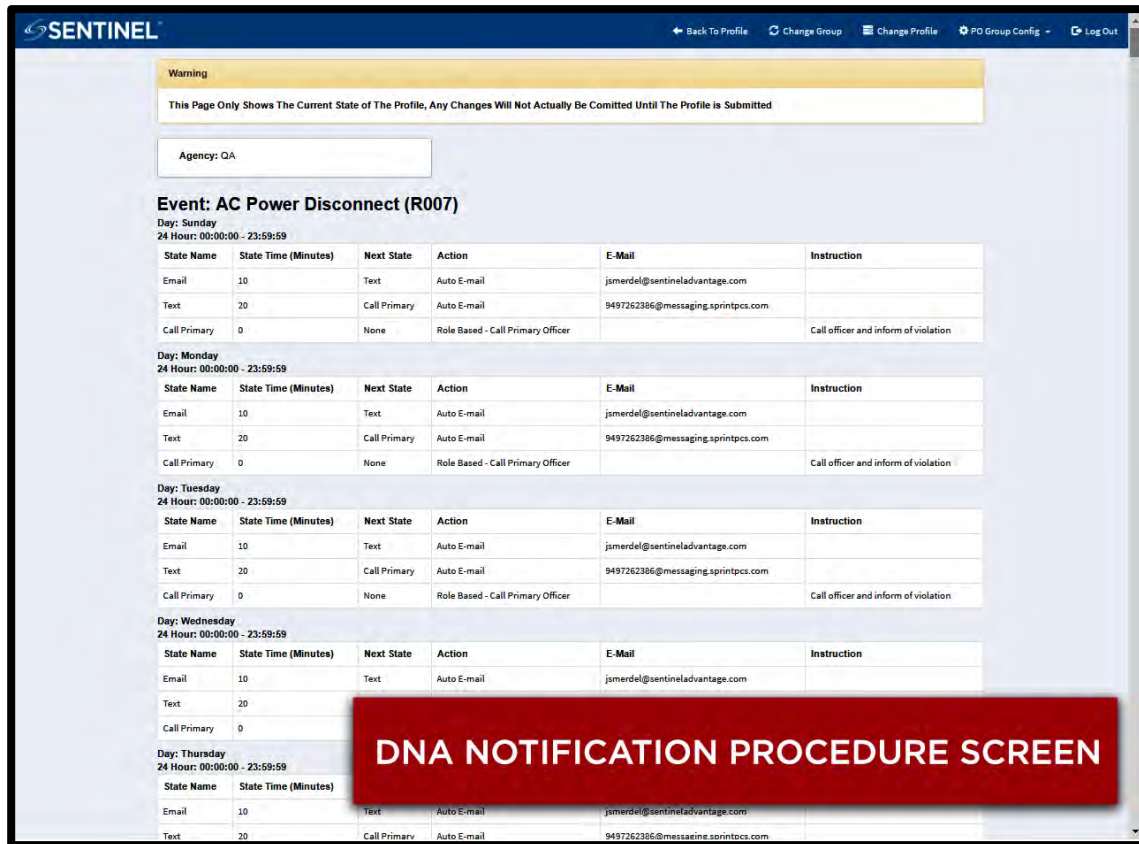
Below we have provided a list of our standard reports available followed by an image of the Report Menu available within DNA:

- + Individual All Activity
- + Individual Violations Only
- + Group All Activity
- + Group Violations by Individual
- + Group Violations by Category
- + Event Detection
- + Client Alarm Totals
- + Enrollment Report
- + Deletion Report
- + Active Client Report
- + Count Current Report
- + List of all Away Clients



If the Agency requires reporting information that is not currently available through Sentinel’s standard reports within our DNA monitoring platform, we will gladly work with the requesting Agency to create any necessary reports or queries.

DNA is also equipped with the *ability to create custom notification profiles*. Each notification profile is a set of protocols on how to handle alerts and violations. Violations can be prioritized to alert immediately or hold for a grace period. The DNA Profile Manager also allows for automated notification or optional manual escalation/closed loop and sequencing, as well as differentiating protocol changes within a single alert by time and day of the week. Please refer to the image below for Sentinel’s **Notification Procedure** screen within DNA.



DNA Mobile Application

The DNA Mobile Application is designed for officer use to streamline feature sets that are available in our full featured DNA website. The abbreviation of certain features and the addition of others in DNA Mobile App will improve the mobile access experience of our customers using smartphones and tablets. The features of DNA Mobile App were created using valuable input from a panel of supervising officers who routinely work remotely and away from their office. DNA Mobile App facilitates remote supervision like no other and will quickly become a valuable tool in the participant supervision process.

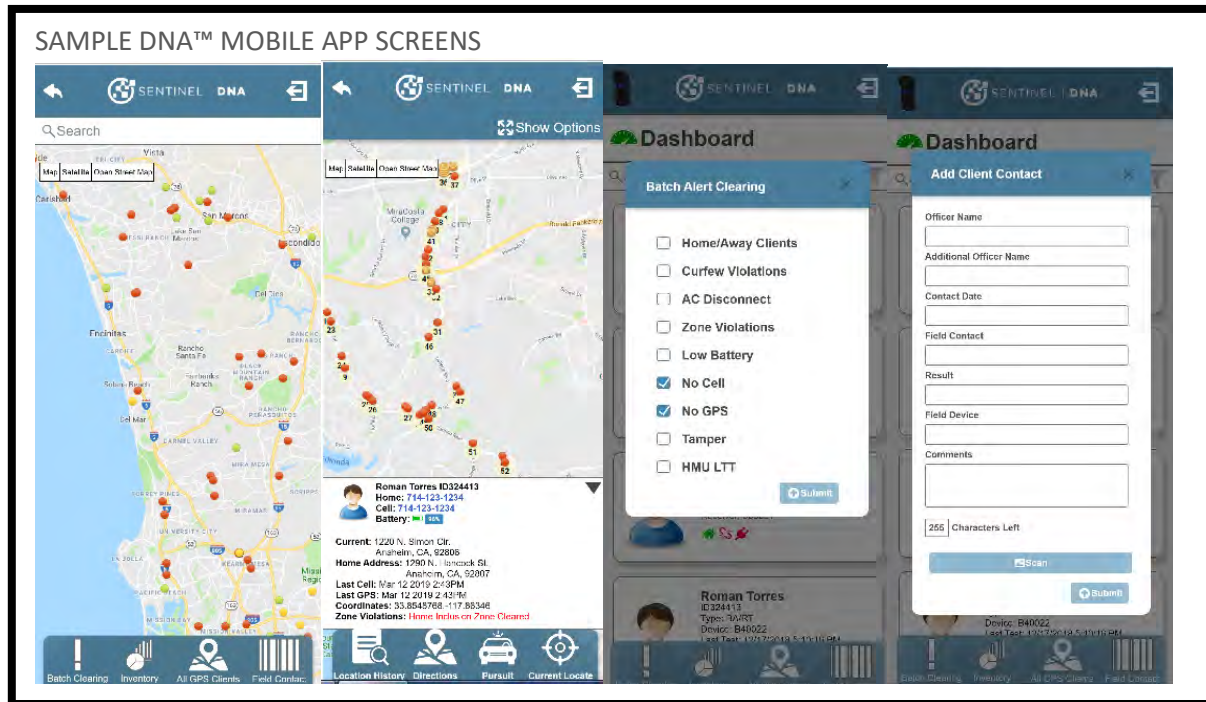
Free to our customers, our DNA Mobile App is available for download at the Apple Store and Google Play. Compatible with iOS and Android OS, DNA Mobile App utilizes TLS 1.2, AES-256 encryption to ensure all customer and participant data is secure. The DNA Mobile App features:

- + **GPS Mapping:** View GPS tracking history, Current Location, and Zones via DNA Mobile.
- + **View and Edit Participant Information:** Modify Participant Name, Device ID, Case Information, Home Address, etc.
- + **Alert Resolution:** View, Respond and Clear Alerts directly from DNA Mobile.
- + **Scheduling:** Quickly update a Participant's Curfew/Home Zone Schedule.
- + **Notify Participant:** Easily send commands to the GPS device.

- + **Initiate a Field Contact:** Verify and document field contacts with participants while using DNA Mobile App to record the date, time, location, and notes for each contact.
- + **Manage BA/RT Alcohol Participants:** Schedule and Review alcohol test results, client pictures and GPS location directly from DNA Mobile App.
- + **Profile Photograph:** Update participant photos directly through DNA Mobile App.
- + **Travel Directions:** Provides turn-by-turn directions from officer's location to the last known location of the participant or selected address.
- + **Activity Review:** Quickly review all participant activity from GPS and Radio Frequency (RF) devices via DNA Mobile App.
- + **Pursuit Mode:** Initiate Pursuit Mode to activate faster GPS acquisition and reporting.
- + **Inventory:** Easily identify inventory availability and status.

Please refer to the examples of sample DNA Mobile Application screens below.





Victim Mobile Application for Domestic Violence and Mobile Exclusion Zone Monitoring – Pending Release

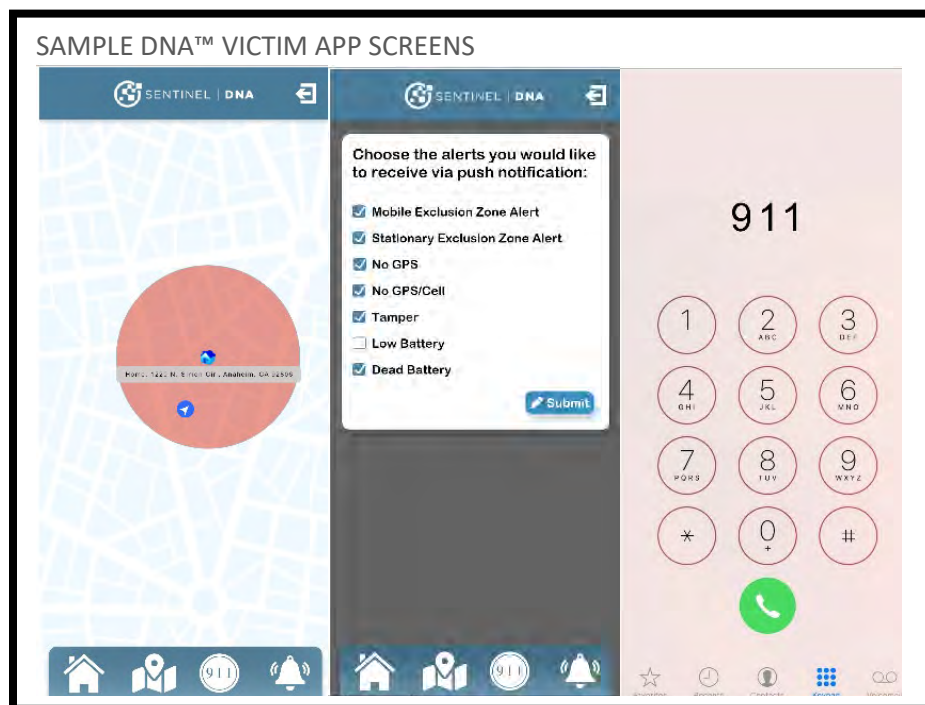
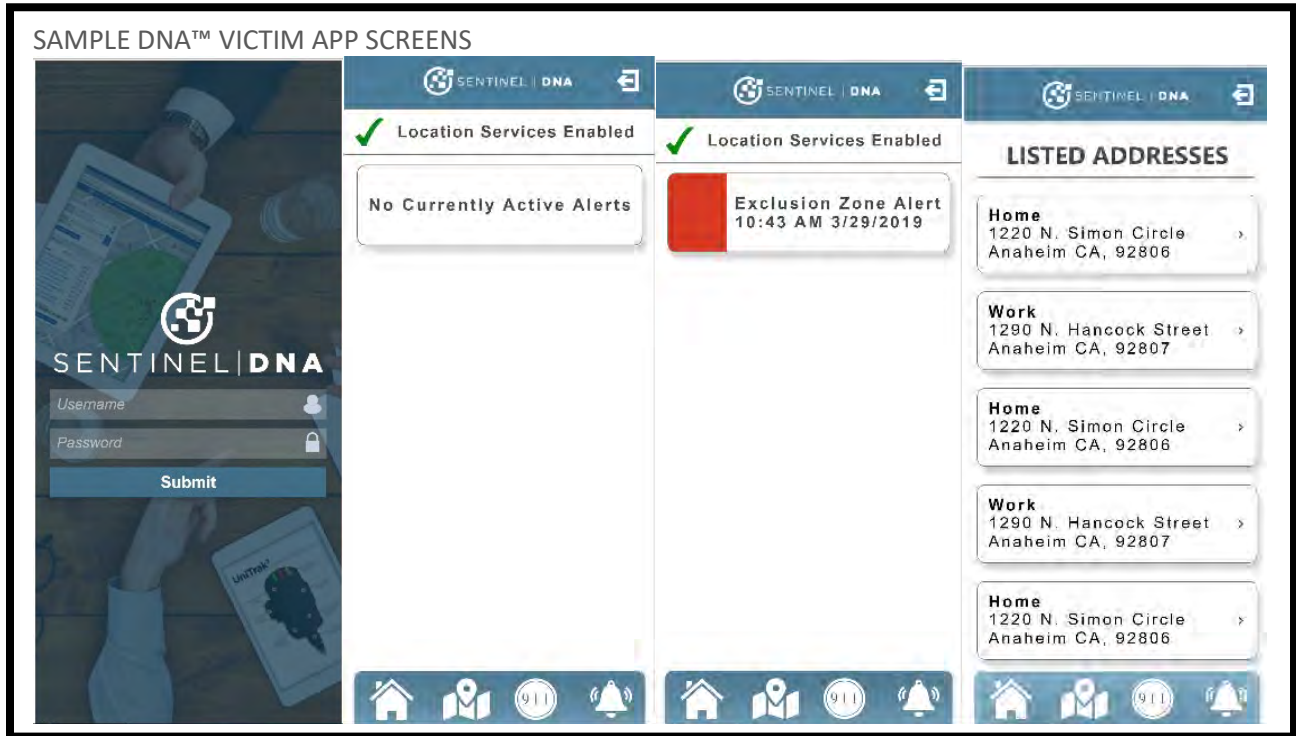
As technology consistently changes, Sentinel is focused on bringing the latest options available to our customers. We are currently developing an application designed to enhance Mobile Exclusion Zone monitoring by offering a smartphone-based DNA Victim App. This Victim App can be downloaded directly onto the victim’s smartphone, and it will allow the victim to receive location/tracking information about the program participant, but it will also allow the victim to receive notifications associated with violations of exclusion zones. Our Victim App will be designed to provide early notification to the victim and will also:

- + Provide alerts/violations about the offender’s device to the victim’s smartphone
- + Allow the Victim to Dial 911 within the App
- + Display established exclusion zones associated with the offender
- + Enable Push Notifications of offender non-compliance to the Victim
- + Allow the victim to receive push notifications from SentinelDNA when the Victim App has been disabled, thereby notifying the victim that their location services are disabled and thus no longer tracking their proximity to the offender

As an alternative to victims carrying a secondary GPS device, Sentinel’s pending DNA Victim Application will enable configuration of a Mobile Exclusion Zone (MEZ) around the victim’s smartphone and utilize the victim’s smartphone hardware to acquire and report GPS data to the DNA monitoring system that will compare the victim’s location data to the offender’s location data.

The DNA Victim Application will be compatible with Apple iOS, Android OS, and/or Windows-based devices and specifically designed to provide an alternative to distributing victim tracking devices for domestic violence cases.

Please refer to the examples of sample DNA Victim Application screens below. Sentinel is in the final stage of releasing the DNA Victim Application and will coordinate with the Agencies to provide a no obligation DNA Victim Application pilot.



Participant Mobile Application – Pending Release

Sentinel has developed and is pending release of the Participant Mobile App. Designed to improve communication between Agency personnel and program participants, the Participant Mobile App will allow officers to directly communicate with program participants. The Participant App may be used to allow offenders to request/submit schedule changes, update case information, change phone numbers, etc. Some of the key features slated for the Participant Mobile App include:

- + Facial recognition with passcode/biometric backup
- + Ability to view current curfew schedule
- + Ability to request a modification to curfew schedule
- + Ability to upload pictures and documents
- + Calendar reminders to participant for scheduled events
- + Ability to view Participant Contract, and FAQ's on hardware care
- + Ability to view current monitoring balance, payment history and accept payments for program fees
- + Ability to answer/respond to monitoring center calls/texts via text, which will post to the participant's activity report with the corresponding date/time stamp
- + Ability to send a message directly to assigned agency officer
- + Ability to direct dial the supervising agency
- + Ability to track the phone of the participant, if permission provided, in addition to other types of monitoring
- + Video conferencing
- + Participant check-ins
- + Broadcast text capabilities to allow agency personnel to send messages to multiple program participants

Advanced Automated Analytics

Sentinel's DNA platform offers advanced analytics features and capabilities unavailable in other monitoring and tracking platforms such as:

- + **Advanced Analytics and Co-Location Feature** is pending release within DNA and will *provide automated group tracking analytics of GPS participants to aid officer attention to unauthorized comingling of GPS participants/locations.*
- + **Point Pattern Analysis** *provides near real time and historic location automated analytics regarding known locations and variances in movement patterns.* PPA is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. PPA allows authorized users a more in-depth review of a participant's tracking data.

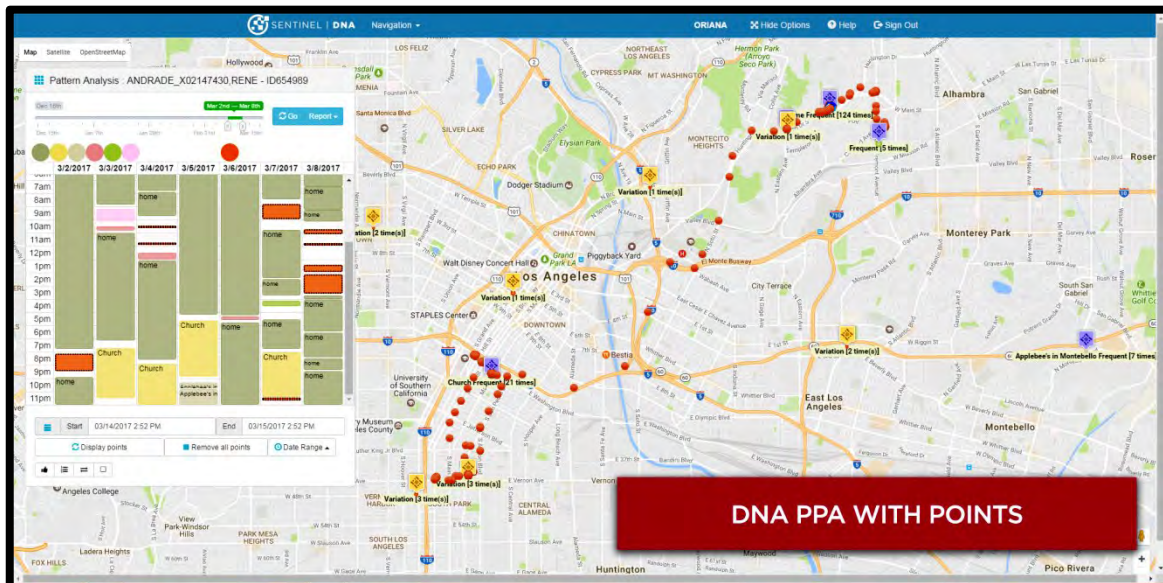
- + **Sentinel DNA Event Detection** (Crime Scene Correlation) *assists with crime/event analysis.* Sentinel's Event Detection feature within DNA has a mapping component that correlates crime and/or incident report data collected from local law enforcement agency stakeholders and associates the data with the tracking data of participants.
- + **Equipment Retrieval Dashboard** *assists agencies with their equipment recovery and inventory control efforts.* The Equipment Retrieval Dashboard has been designed to provide a visual step-by-step inventory retrieval process for both Sentinel's on-site personnel as well as agency staff to establish more accurate inventory controls and in turn better manage participant equipment recovery thus reducing equipment loss.

Advanced Analytics and Point Pattern Analysis (PPA)

Point Pattern Analysis (PPA) is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. To provide an agency with the most opportunities possible to create effective monitoring and in turn positive outcomes for participants, DNA includes Point Pattern Analysis (PPA) capabilities at no additional cost. This proprietary enhancement feature allows users to receive a comprehensive analysis of all their given participants' daily routines.

Using our GPS point capture capability, our system can accurately track and display the participant's whereabouts 24/7. Although this is provided as part of the standard GPS tracking service, the advancements associated with PPA allows authorized users a more in-depth review of a participant's tracking data. It will quickly identify "locations visited" by the participant and identify travel patterns. PPA displays, in a detailed chart format, the periods of time when a participant was at a certain location. The system is then able to track which locations the participant frequented and the quantity/duration of visits. This allows for easy determination of regular routine stops by the participant compared to variations that may be restricted locations.

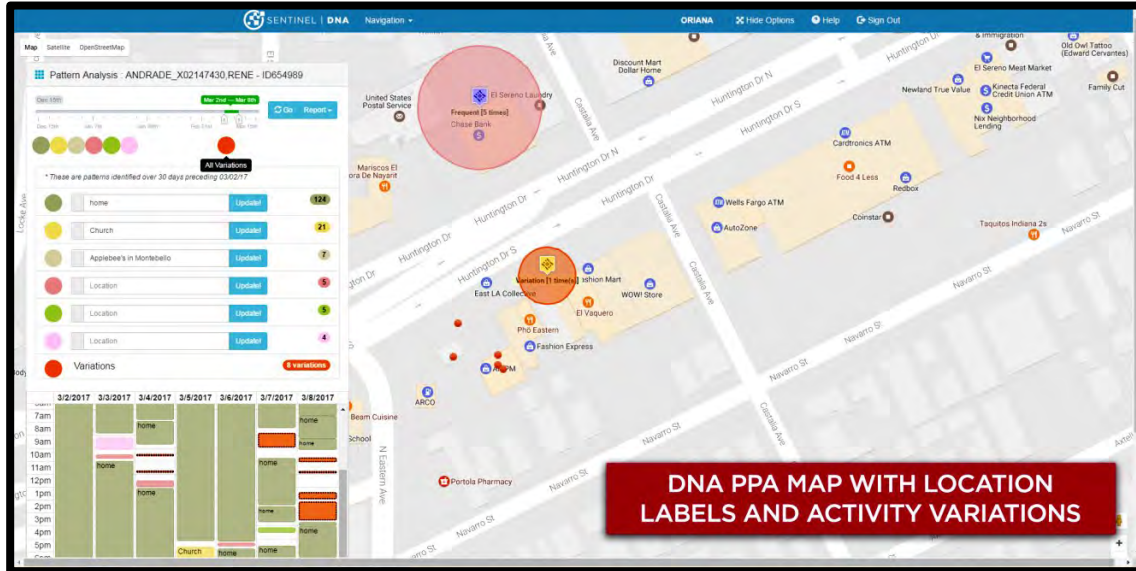
Point Pattern Analysis examines locations frequented by each individual participant. Locations where a participant spends significant periods of time are identified and labeled as known locations and are depicted as such on DNA maps. For ease of review, the corresponding times spent at these locations are depicted on a bar graph (see below). All known locations are identified with a unique color-coding system, while locations that are new for the program participant are color coded in **RED**.



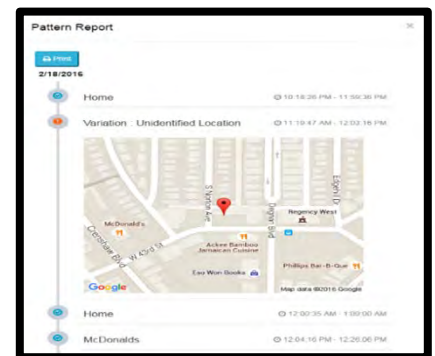
As an example, on the map display depicted above, a user can click on the locations and the position will be displayed on a Google Maps with all designated key identifiers (e.g., street names, locations of interest, civic structures, etc.) along with the ability to display the location in any of Google’s multiple mapping views.

Quick and Detailed Activity History: The system can track on an ongoing basis the data points previously visited by the participant to identify and display any new locations. This allows staff to quickly see the variations in the participant’s movements across the community and verify where he/she is stopping throughout the day. This PPA feature is key to assuring that the participant is not straying from his/her required schedule. For example, if the participant is only allowed to attend work, this system should display only two locations visited daily, his/her residence and his/her job site. It allows for identification of travel time, which also can be used by the officers or designated personnel to confirm that the participant is not loitering during transit times between these two (2) authorized locations. In addition to PPA’s ability to detect loitering, Sentinel DNA will log events indicating no movement, such as the capability to track the amount of time a device remains stationary (not in movement) and, based on parameters that can be configured on a per-customer basis, capable of generating a notifiable Loiter Alert (if a participant is remaining around a specific location for no appropriate or apparent reason).

Authorized Location Identification: To make the analysis of a participant’s activity easier, DNA allows users to add labels to the authorized locations that a participant visits as part of their daily, weekly, or monthly routine (e.g., home, work, church, counselor’s office, etc.) Using these labels allows for the quick identification of a location that is not associated with a participant’s given routine. The screenshot below illustrates how users can create custom labels to better identify locations frequented by a participant.



All data collected as a part of the PPA feature can be exported in a report form. The data will identify authorized/known locations based on the labels assigned to those locations as well as identify unauthorized locations or variations using a street map view. Both known locations as well as variations are displayed within the report with the date and time of each event as shown in the image to the right.

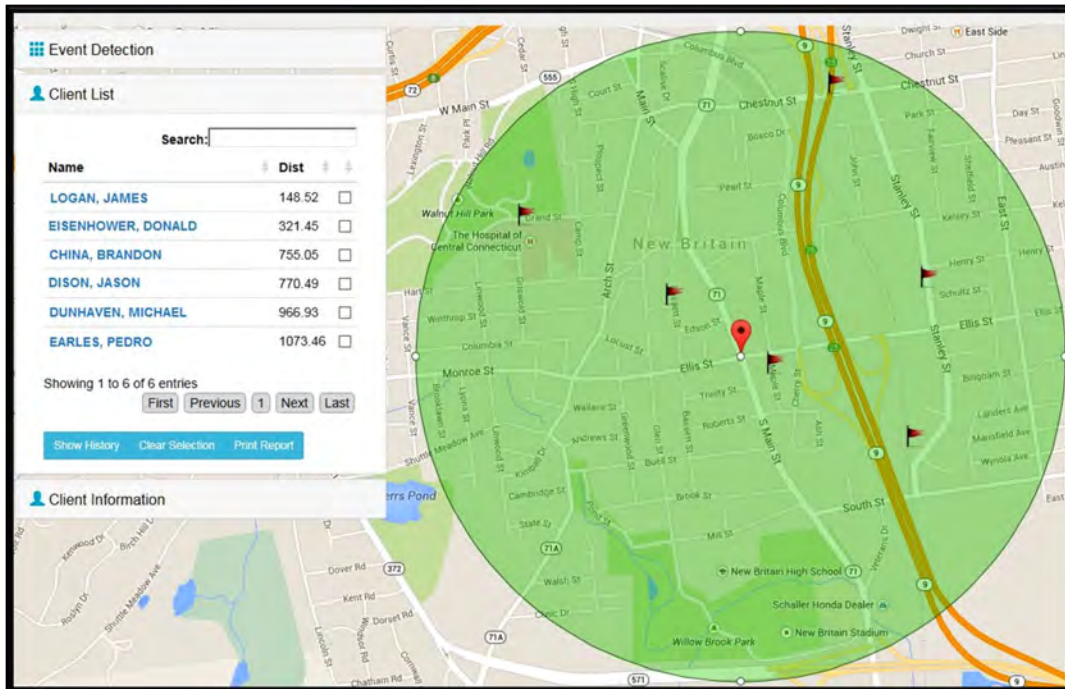


Sentinel DNA Event Detection (Crime Scene Correlation)

Sentinel's Event Detection feature within DNA has a mapping component that correlates crime and/or incident report data collected from local law enforcement agency stakeholders and associates the data with the tracking data of participants.

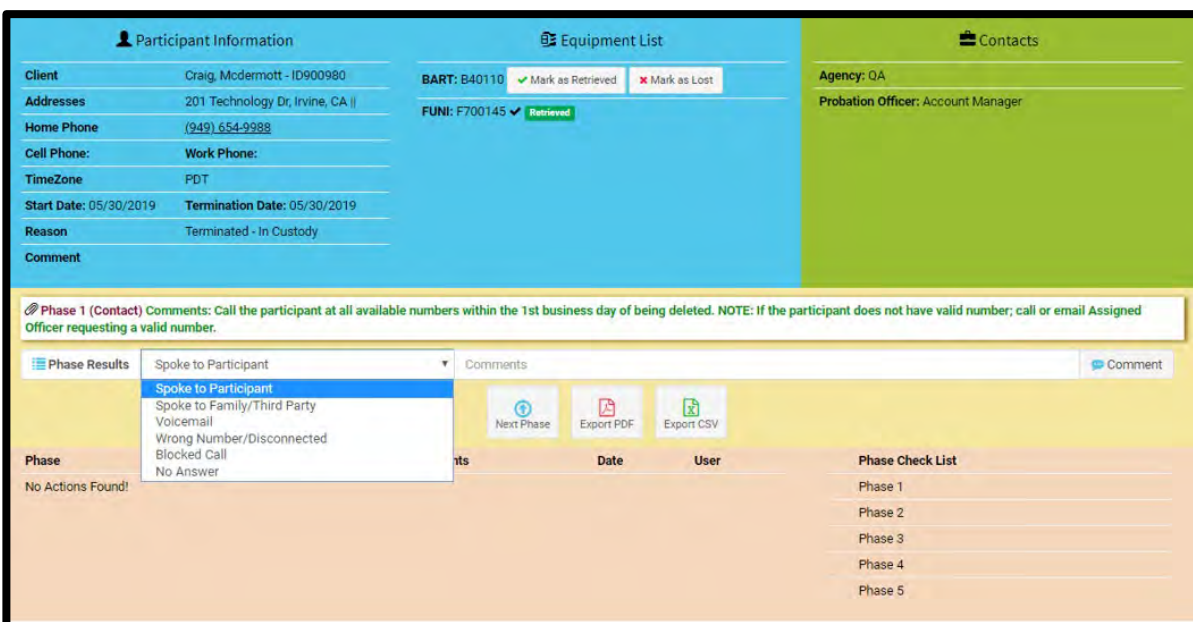
Our Event Detection mapping feature will identify participants who were in a specified vicinity of an incident address during a specific date/time range. Event Detection will simultaneously provide information for participants who are in the vicinity at the date/time of occurrence of the crime. Once the data has been entered, and the search has completed, the system will provide a Participant List and place a flag on the map for each participant in the results list and represents the location of the participant that was closest to the search address during the time frame selected.

The search results are displayed under Client List. As illustrated in the screen image below, all the participants shown under Client List have registered at least one point within the search radius within the time frame selected, thereby creating a list of potential suspects. The system also displays the participant's actual distance from the address of interest, as shown below. Furthermore, all other GPS participants can be eliminated as potential suspects as they were not in the vicinity at the date/time in question.



Equipment Retrieval Dashboard

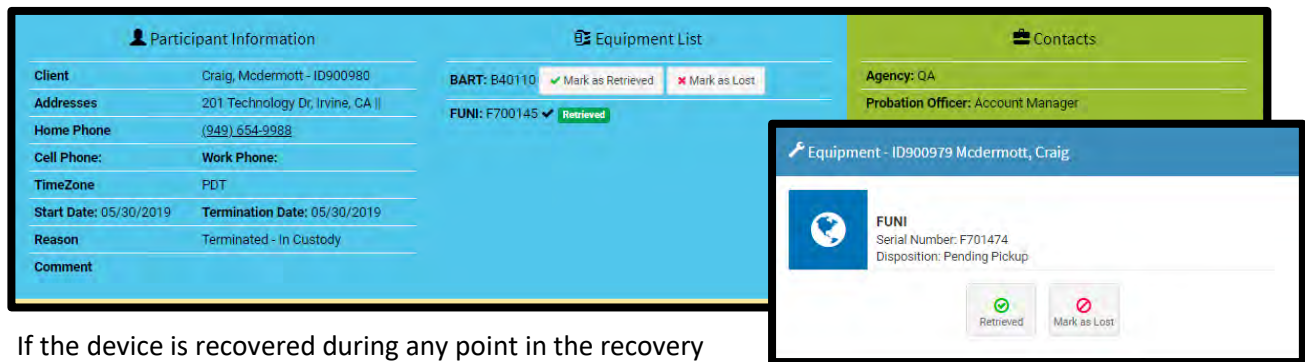
Sentinel has created a unique tool within our DNA monitoring platform to assist agencies with their equipment recovery and inventory control efforts. The Equipment Retrieval Dashboard has been designed to provide a visual step-by-step inventory retrieval process for both Sentinel’s on-site personnel as well as Agency staff. The Equipment Retrieval Dashboard allows agencies to establish more accurate inventory controls and in turn better manage participant equipment recovery thus reducing equipment loss.



The Equipment Retrieval Dashboard is located in the Inventory section of our DNA platform. The Dashboard displays a complete list of all devices that were not retrieved from participants upon program completion/violation or who have absconded from the program.

The Equipment Retrieval Dashboard also allows agencies to create “phases” associated with recovery efforts. These phases are customizable agency-by-agency just like event/alert notification procedures and allow both Sentinel and agency personnel to follow and record step-by-step instructions throughout the recovery process.

Each Phase or attempt made to recover a piece of equipment is logged within the Equipment Retrieval Dashboard and the Phase Result is added by the person performing the action. This in turn allows the next Phase of the recovery process to be initiated and follow through all other Phases set up by the agency until the device is either recovered or reported to Sentinel as Lost.

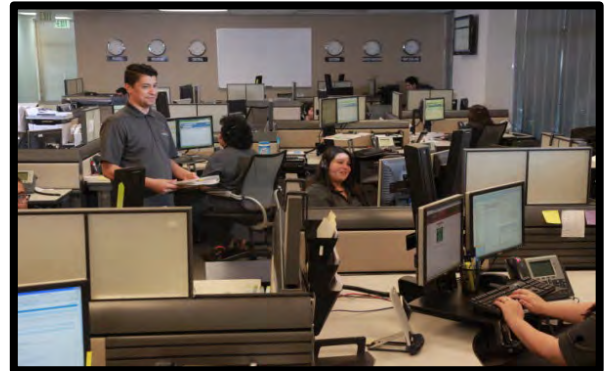


If the device is recovered during any point in the recovery process, the officer can go to the Dashboard, select the participant/device and select the “Mark as Retrieved” button in order to place the device back in to the Agency’s inventory and close out the recovery efforts. Once this has been completed, a report can be generated and exported to PDF detailing the Phases utilized in the recovery effort and notes associated with each attempt.

Name	OID	Termination Date	Current Phase	Equipment List	PO Name	Reason for Termination
asda, testing delete	ID900453	05/08/2019	Call within 24 business hours	Retrieved: PHMU (A16014) Not Retrieved: PTX (28874)	Account Manager	Terminated - Description: Violated terms
test to delete, test	ID899960	05/08/2019	Call within 24 business hours	Not Retrieved: PHMU (A31853) Retrieved: PTX (122228)	Account Manager	Terminated - Description: Violated terms
B40804, QA	ID900445	05/08/2019	Call within 24 business hours	Not Retrieved: BART (40804)	QA Warehouse	Completed - Description: Successfully Completed
B40804, QA	ID900444	05/08/2019	Call within 24 business hours	Not Retrieved: BART (40804)	QA Warehouse	Completed - Description: Successfully Completed
B40543, QA	ID900443	05/08/2019	Call within 24 business hours	Not Retrieved: BART (40543)	QA Warehouse	Completed - Description: Successfully Completed
A, 40543	ID900433	05/08/2019	Call within 24 business hours	Not Retrieved: BART (40543)	QA Warehouse	Completed - Description: Successfully Completed
A1000042FC6137, MEZ Tester	ID898450	05/07/2019	Call within 24 business hours	Retrieved: OmniLink (A1000042FC6137)	Roman Torres	Completed - Description: Successfully Completed
B40018, Roman SMS 2	ID897526	04/30/2019	Call within 24 business hours	Not Retrieved - 304 Days: BART (40018)	Roman Torres	Completed - Description: Successfully Completed
A, 40564	ID899473	03/22/2019	Call within 24 business hours	Not Retrieved - 354 Days: BART (40564)	QA	Completed - Description: ...

Monitoring Center Support

Sentinel provides toll-free telephone access, email access, and toll-free fax line access to highly trained technicians and customer service representatives assigned to our Help Desk and National Monitoring Center located at Sentinel's Anaheim, California corporate headquarters. These representatives are available to officers 24 hours a day, 7 days a week and can assist with the resolution of technical issues telephonically or through remote diagnostics.



Our monitoring center is staffed 24 hours a day, 7 days a week with a supervisor always on duty and operators cross-trained to support our suite of supervision services and monitoring products. We currently employ more than 7600 individuals to staff our continuous operations (24/7) facility. This staff is dedicated to providing monitoring services at all times including real-time support to agency personnel for all of the monitoring services we provide including GPS tracking. Sentinel's comprehensive staffing enables Agency personnel to call and speak with one of our monitoring experts at all times of the day or night. We do not use message delivery services; our operators answer all calls directly. In addition, our center is staffed with bilingual personnel on every shift to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact program participants to triage certain alerts, regardless of the day of the week or time of the event.

Sentinel stores / archives for retrieval / backs up all monitoring data so that all authorized users with a computer and Internet browser (e.g., home computer, office computer, tablet, smartphone, other) can securely view or exchange monitoring and tracking data, such as enrollments, schedule assignments or changes, caseload reviews, reports, and terminations, with the Sentinel monitoring center using secure website access.

—IMPORTANT SENTINEL ADVANTAGE—

All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring center that is operational 24 hours a day, seven (7) days a week, 365 days a year. There is no subcontracting of any of our proposed monitoring services.

Continuous Monitoring Center Operations

The monitoring center is the focal point of Sentinel's state-of-the-art headquarters facility located in Anaheim, California. Sentinel handles over 50,000 calls daily providing secure confidential monitoring services. The monitoring center is a separate, self-supporting node within the facility and is designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, monitoring information is disseminated, and technical support services are provided.

Sentinel's proposed monitoring application is equipped with security features that prevent unauthorized individuals from accessing any information held by Sentinel. Secure access to the system is always maintained. *In addition, Sentinel's monitoring center is equipped with an Uninterruptible Power Supply*

(UPS) that serves to immediately protect all computers and electronic equipment from downtime continuing to power the entire monitoring center as normal and can do so while Sentinel's on-site diesel generator automatically begins operation. To support operations for database replication of key information technology, and failover disaster recovery to avoid unnecessarily excessive downtime due to hardware or web-based information system issues, Sentinel's monitoring system incorporates 100% redundant Disaster Recovery Plan (DRP) servers.

Sentinel 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 signal between the systems, it automatically initiates an alert notifying designated Sentinel staff of this situation. It is then determined if the loss of heartbeat was an anomaly or if it warrants a near real time failover from the primary database server to the back-up server. Regardless of the cause, Sentinel's contingency plans will failover in the case of any system malfunction that effects participant monitoring or reporting, which cannot be corrected immediately.

Additionally, access to Sentinel's web-based information exchange platform is automatically redirected to the back-up web server if there is an issue. Sentinel's 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.

For added security, our monitoring system is only accessible to authorized personnel, with each user having a proprietary login and password. All changes to participant or demographic information and/or monitoring data are saved within the system. For quality control and security purposes, our Information Technology staff can view access trails left by users when they login into the system. This is used to conduct audits and Quality Control checks. Additionally, Sentinel's Information Technology Department will provide any information on attempted intrusions or other relevant information to the Agency for further investigation and referral for criminal action, should they occur.

Triage Services, Closed-Loop/Escalating Notification

Sentinel provides toll-free telephone access, toll-free fax line, and email access to technicians and customer service representatives assigned to our Help Desk and Monitoring Center, located at Sentinel's Anaheim, California corporate headquarters, available to officers 24 hours a day, 7 days a week, who can resolve technical issues telephonically or through remote diagnostics.

Sentinel is committed to providing excellent customer service and support to our customers, and therefore, we staff our monitoring center with multiple overlapping shifts which allows us to have more than enough personnel available at peak monitoring traffic times. All our operators are trained in properly fielding inquiries and providing Sentinel and agency personnel with the most accurate and detailed explanations. To ensure that our operators are performing their customer service duties

properly, all telephone calls in to and out of the monitoring center are recorded for quality control and record review purposes.

In the unlikely event that problem solving requires a higher-level of involvement, Sentinel's customer service is equipped with computer equipment and staffed by experienced technicians, as well as the engineers who developed the system technology, who can quickly analyze and resolve the problem. Support is provided at no additional cost to the Agency. These services can include Triage and Immediate Redundant Responses for Notifications and Escalating Closed Loop Alert Notifications.

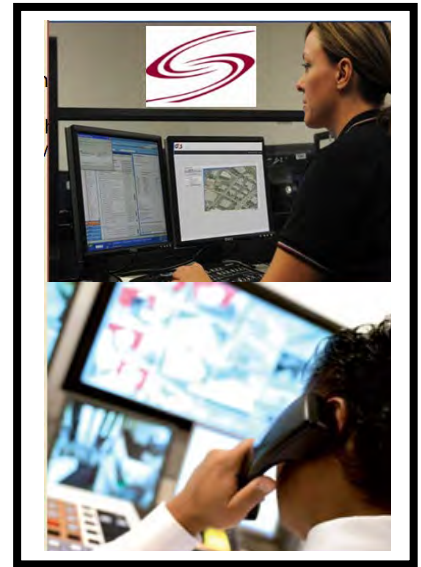
—IMPORTANT SENTINEL ADVANTAGE—

Sentinel's monitoring center and monitoring center staff have years of experience successfully delivering complex notification protocols for optional Enhanced Notification whereby monitoring center staff optionally triage and escalate and/or troubleshoot alerts, calling/texting participants on home/mobile phones, calling/texting/emailing officers at the office/on mobile phones, calling/triaging locally-based Sentinel installers to perform local services, and documenting results within Sentinel's web-based system.

Sentinel has significant experience delivering complex notifications including Monitoring Center Operators making manual telephone calls to participants to triage/resolve alerts and each protocol having up to nine (9) levels of escalating closed loop notification to Agency officers. Sentinel will provide services in compliance with all the program requirements. In addition, Sentinel offers the following additional/optional services:

- + Calling program participants directly when a key event occurs, following the protocol for that key event, and the Agency-defined script
- + Entering comments or event information for each alert handled by our Monitoring Center personnel within the program participant's monitoring record
- + Initiating contact procedures in the event of an emergency
- + Contacting designated Agency personnel per approved "contact tree" formats, including escalating contact efforts as detailed in the Agency's Protocols, if line staff cannot be reached for any reason
- + Receiving calls from both Sentinel staff and agency personnel as required and update case notes as required
- + All Monitoring Center calls are recorded for evidentiary and quality control purposes

Our immediate interaction when processing alerts is geared towards being able to provide the referring Agency's staff with as much event information as possible. This gives everyone the ability to reply more quickly since they have preliminary information on the alert that was delivered by the Sentinel operators. The goal is to have an alert notification procedure based on only sending the required information and not to burden anyone with non-critical events/information.



Help Desk Support

Sentinel provides access to designated help desk staff to assist with the needs/concerns of program agents including six (6) specialized Help Desk staff available Monday through Friday 0500 – 1800 (Pacific). Sentinel provides toll-free telephone access, toll-free fax line, and email access to over 60 technicians and customer service representatives, available to officers 24 hours a day, 7 days a week,



365 days a year, who 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, Sentinel's customer service is equipped with computer equipment and staffed by experienced technicians, as well as the engineers who developed the system technology, who can quickly analyze and resolve the problem. Support is provided at no additional cost to the Agency.

Sentinel 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 equipment installations, performing participant enrollments/terminations or entering/modifying data into the system, interpreting and/or clearing an alert and changing a participant's schedule.

As an enhancement to Sentinel's 24 hour a day support services, Sentinel provides an additional team of support staff delivering specialized services to customers. This specialized Help Desk services department includes advanced troubleshooting for resolving hardware and software issues for all products and services supported by Sentinel. As a result, during the busiest periods of the day the specialized support services team provides added support services including accessing web-based information system platforms for user set up, establishing agency notification protocols, equipment inventory, orders and returns. Also, all calls are recorded and can be reviewed and made available to the Agency as needed.

In addition, this specialized support services department performs testing of critical or ongoing events and triages the events to the appropriate department(s) for permanent resolution. Sentinel is an innovator in providing this type of support and pro-actively seeks to identify re-occurring issues to prevent problems that may affect Sentinel 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 Account Manager for customer enhancement requests, suggestions, and ideas.

5 SCOPE OF WORK

Sentinel is proud of our relationship with Lexington-Fayette Urban County Government Division of Community Corrections (Division) for the provision of electronic monitoring services for Community Corrections over the past four (4) years and stands fully prepared to continue our successful collaboration for the provision of services and maintenance of an electronic monitoring system to include GPS tracking and remote breath alcohol testing. Sentinel will continue to provide all services in accordance with the provisions and requirements stated herein through the delivery of effective, state-of-the-art electronic monitoring equipment and monitoring services that will meet the project initiatives and provide a robust, reliable, and safe alternative for those participants released to the community.

Sentinel is pleased to propose a complete turnkey electronic monitoring solution with the continued use of the proven latest generation **OM500™** one-piece GPS tracking device and our Breath Alcohol / Real-Time (**BA/RT™**) monitoring solution. Our solution is supported by our proprietary web enabled **SentinelDNA™** monitoring system and continuous monitoring center operations. Our proposed solution will provide the program with: (1) access to state-of-the-art GPS location-based tracking and remote breath alcohol testing; 2) support services including an Account Manager who will provide training, support, and oversight of the program operations; and 3) support from our 24-hour a day monitoring center who can assist with technical support for alert information on participants, troubleshooting and assistance with reports.

Our proposed equipment does not pose a safety or health threat to the wearer or unduly restrict the activities of the participant. Additionally, our equipment includes a hypoallergenic design to reduce any discomfort in wear to the participant. All of Sentinel's proposed equipment has been properly registered and certified under Federal Communications Commission (FCC) rules and regulations. Below, we have provided a point-by-point response to the equipment and service requirements within the **Scope of Work**.

C. Minimum Vendor Qualifications

1. The vendor must have at least three years recent experience in the electronic monitoring equipment industry.

Sentinel has been providing participant electronic monitoring and case management services for 29 years. Unlike other vendors, we focus 100% on the monitoring and tracking of participants. Sentinel is not a burglar alarm company or a non-corrections related firm. All of our services, products and technologies are specifically designed for corrections supervision. We provide 24 hour a day, seven (7) day a week, 365 days a year electronic monitoring and supervision services to more than 200 agencies across the United States. Our professional staff of over 220 employees is solely dedicated to providing services within the offender management market and services tens-of-thousands of individual participants on a daily basis through our monitoring center and a nationwide network of field offices.

2. The Vendor must have three years in the providing support services for the proposed field equipment, software and hardware for the on-site host computer.

All of Sentinel’s services, products, and technologies are specifically designed for corrections supervision; we have been providing electronic monitoring and supervision services for 29 years. Our professional staff of more than 220 employees is solely dedicated to providing services within the offender management market providing services to tens-of-thousands of individual participants on a daily basis through our monitoring center and a nationwide network of field offices.

3. The Vendor 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 Vendor must provide a copy of this Certificate with its response.

Sentinel has in place quality systems and standards that conform to the quality system standards of ISO 9001 for Design, Production, Installation, and Servicing of Electronic Monitoring Products and Electronic Monitoring Services.

Integrity runs throughout Sentinel’s organization as is evidenced by its core values. Sentinel recognizes that our ability to provide the required and necessary equipment and services is facilitated by the professional relationship and cooperation established and maintained between Sentinel and the Division. The elements of Sentinel’s core values, along with the company’s quality management policies and procedures, will provide the foundation for operating the contract. Sentinel is dedicated to delivering high quality electronic monitoring hardware, innovative software platforms and exemplary customer service maintained through our ISO 9001 certification.

- + ISO 9001:2015 Certification for “**Design, Production, and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, And Community Based Offender Management Programs**”.

ISO Certification is important to Sentinel and all our customers, as it validates our commitment to quality and ensures that we have audited systems, processes, and procedures in place that cover all aspects of our business and the equipment and services being offered to the Division over the full term of the agreement. Sentinel is highly experienced in the effective delivery of services and management of this program, has a complete understanding of program goals and objectives and stands ready to assist the Division in successfully achieving its goals and objectives while offering the “Best Value” and “Low Risk.”

—IMPORTANT SENTINEL ADVANTAGE—

Please note that while some electronic monitoring companies may have ISO certification limited to only the production of electronic monitoring equipment, **Sentinel’s ISO certification encompasses Design, Production, and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, Case Management Services and Community-Based Offender Management Programs.** Please refer to the

confirming Sentinel ISO 9001:2015 Certificate included in the **Supporting Documentation** (page 161) section of this proposal.

4. The Vendor 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.

We understand the importance of having reliable primary and supplementary power resources available at all times. With our monitoring center continuously online 24 hours a day, seven (7) days a week, we have taken all necessary precautions to ensure that its power access remains at 100% at all times and remains seamless to our customers and program participants. All critical components of the Primary Information System are continuously replicated to the geographically redundant Secondary Information System in Dallas, Texas. Sentinel targets a 1-hour Recovery Time Objective (RTO) for full monitoring system failover to the Secondary system. Sentinel can also perform partial failovers in the event that full disaster recovery is unnecessary.

To ensure that all services are continuously maintained in the event of a major disruption, we provide full system backup in the event of a power loss or natural disaster. Our monitoring center is outfitted with the latest state-of-the-art technology including:

- + Fault tolerant central computer system offering maximized uptime.
- + Full Uninterruptible Power Supply (UPS) and Generator power backups provided by hosting facility.

The entire hardware platform that comprises our host and data storage is fully redundant and runs concurrently without need to reboot.

The Primary Information system hosting platform is a VMware vSphere cluster with a redundant VMware VSAN, providing both highly available storage and compute resources so that individual components of the system can fail without impacting operations.

Data is backed up every 15 minutes to target Sentinel's standard 15 minutes Recovery Point Objective (RPO) target. Data is encrypted with AES-256 and then stored offsite at Amazon Glacier. This is a zero-knowledge hand off to Amazon Glacier where the data is encrypted ahead of time in Sentinel's possession before transmission to ensure the data is safe and unreadable by outside parties. Sentinel keeps seven (7) days of backups available locally for fast retrieval. Live data is also available in the Secondary System due to the ongoing replication from the Primary System.

Sentinel maintains separate AT&T and Sprint internet circuits in the Primary Information System for website and unit communication failover purposes. In the event of a disaster or failure, Sentinel can re-point websites and tracking unit communication to any provider or IP addresses to maintain the flow of traffic. Land Line traffic is provided by georedundant SIP trunks with Cox Communications with ability to failover to the Secondary Site automatically in the event of a failure.

Additionally, Sentinel maintains a Disaster Recovery Plan, last reviewed and updated in March 2022, that explains the procedures for restoring services at the Secondary Facility in the event of a major disruption at the Primary Facility.

5. The Vendor must provide a Dunn and Bradstreet credit rating to determine financial stability.

Please see the **Supporting Documentation** (page 161) section of our proposal response for a copy of our Dunn and Bradstreet credit rating.

D. General System Requirements

1. 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.

Sentinel acknowledges that, through the published questions and answers, the Division stated, *“We do not need the radio frequency or drive by monitoring, it has moved to gps and cellular.”* Therefore, we have proposed a continuous signaling GPS tracking solution that is both the transmitter and receiver of information in one unit equipped with onboard processing capabilities that does not require active participation by the offender. The proposed OM500 GPS unit allows for customized tracking and reporting intervals to be assigned at the client level and can store more than ten (10) days of tracking information in the onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the monitoring application. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7. Through the use of a geographic Home Zone, the system ensures the participant’s compliance with curfew or home detention restrictions.



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

Sentinel confirms that all proposed equipment being offered is fully supported by the original equipment manufacturer.

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

Sentinel’s proposed GPS tracking solution works in conjunction with our monitoring system to receive event information via cellular communication.

4. The equipment and software provided must be the Vendor's most recent version released in the industry and upgraded as new versions become available at no cost to the Division.

Sentinel has proposed the most recent version of equipment and software released. As we strive to remain at the forefront of offender supervision technology, information for any equipment updates or upgrades can be provided to the Division as it becomes available and will be provided at no cost.

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

Sentinel will provide all necessary tools, straps, and other accessories for attaching, removing, and/or maintaining the proposed equipment at the Division's location at no charge. Maintenance costs for equipment will continue to be included at no cost to the Division.

6. The Vendor shall appoint a project manager who will also act as a contact and liaison for the Division.

Ms. Melissa Starr will continue to perform as the project manager during the program lifecycle. Ms. Starr will also act as a contact and liaison for the Division as well as:

- + Conduct/assist with trainings and implementation
- + Be responsible for daily, weekly, and monthly reviews of inventory reports and any required KPI Reports
- + Be responsible for effective communication and customer service to customers

7. The project manager shall have, at a minimum, two years of work experience in electronic monitoring or the field of Community Corrections.

Sentinel's project manager, Ms. Starr, has 25 years of experience as she started her career in the electronic monitoring industry in 1997.

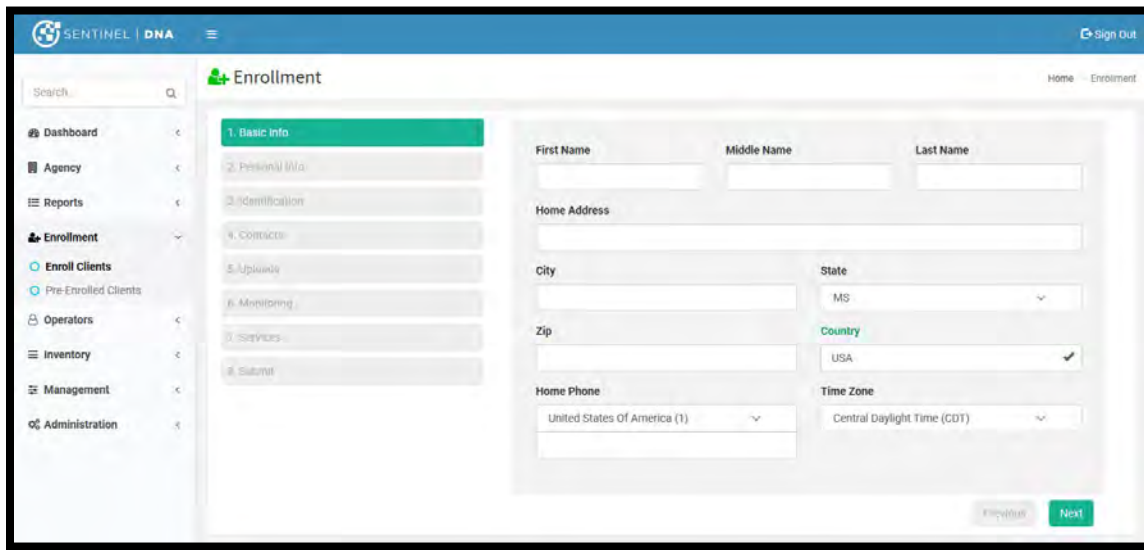
8. The project manager will schedule on-site visits with the department to review monitoring performance and to make any needed changes.

Ms. Starr will schedule on-site visits with the Division to review monitoring performance and to make any needed changes to the program.

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

Our monitoring system will always be available to authorized Division users (username and password protected) in real-time via any internet-enabled computer or device. Division staff will have access to register, review, and print offender information and/or activity and monitoring reports as needed.

Below we have provided a copy of the *DNA Enrollment* page followed by a description of how to modify the participant's record in the system. Please note, authorized users can modify the participant's record at any time via our web-enabled monitoring system.

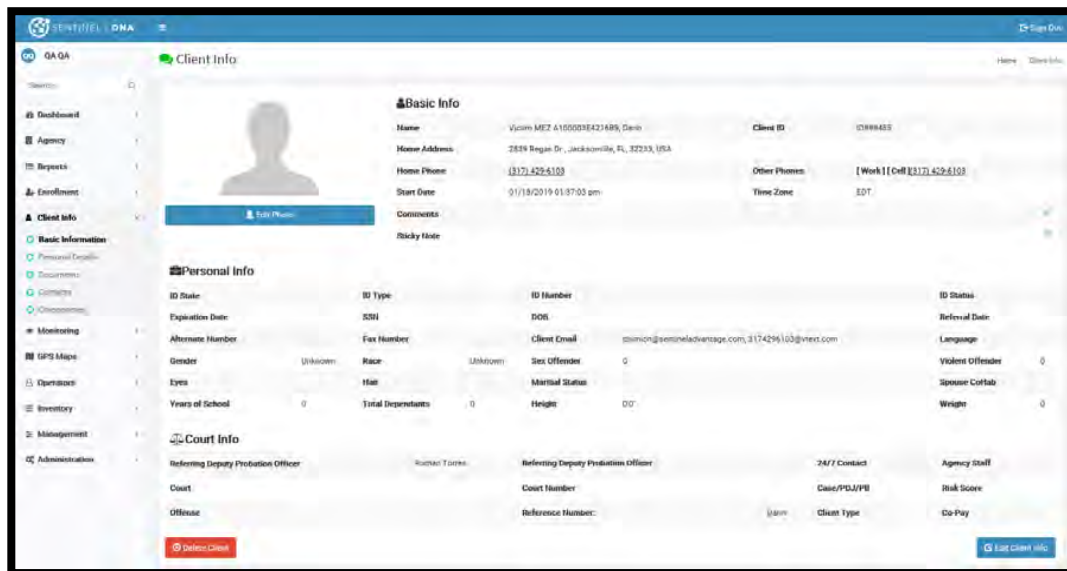
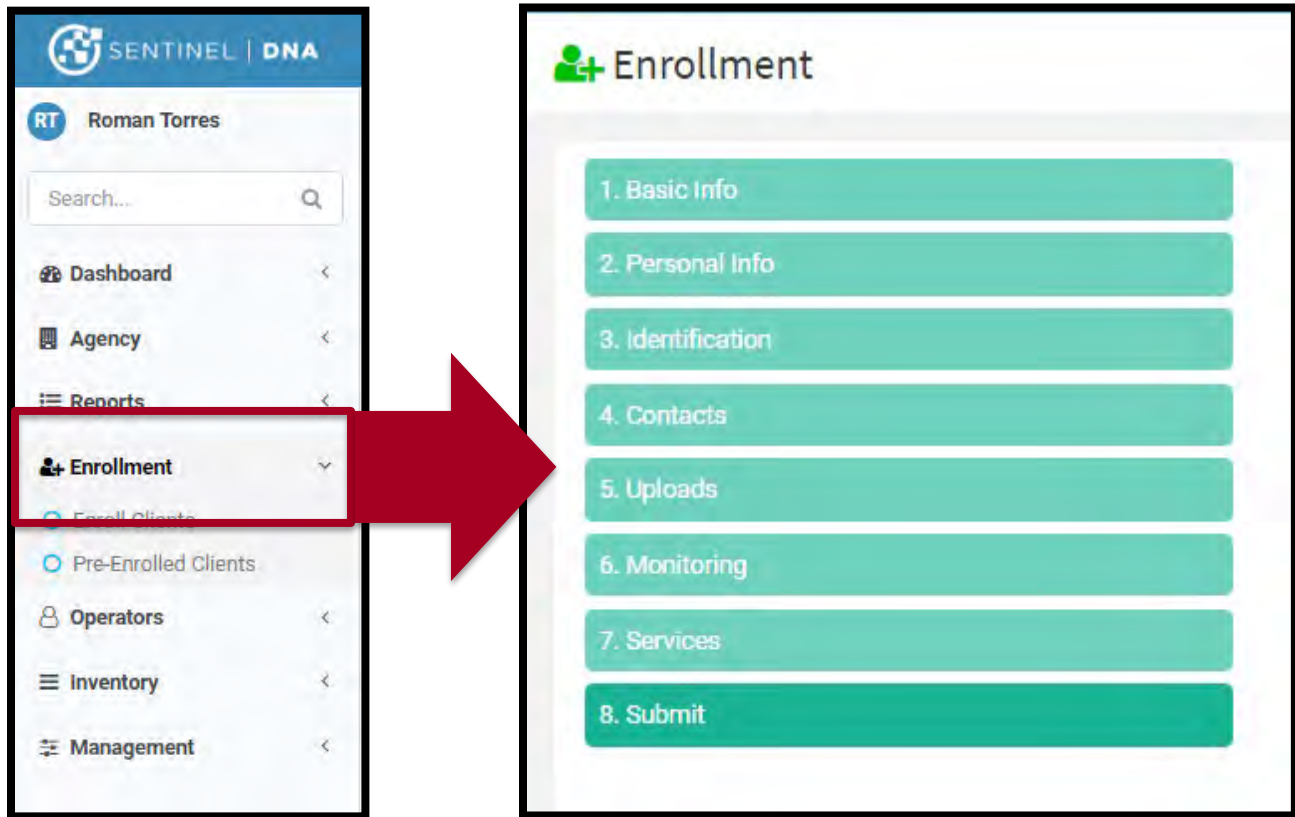


PARTICIPANT ENROLLMENT SCREEN

ENROLLING A PARTICIPANT VIA ONLINE SYSTEM

Required fields will turn **GREEN** once entered. If a user attempts to proceed without filling it in, the page will not allow the user to proceed and highlight the required field in **RED**.

To enroll a new participant in DNA, select **Enrollment** from the left menu bar and select **Enroll Clients**. Fill out the participant's information one tab at a time beginning with Basic Info, then Personal Info, etc.



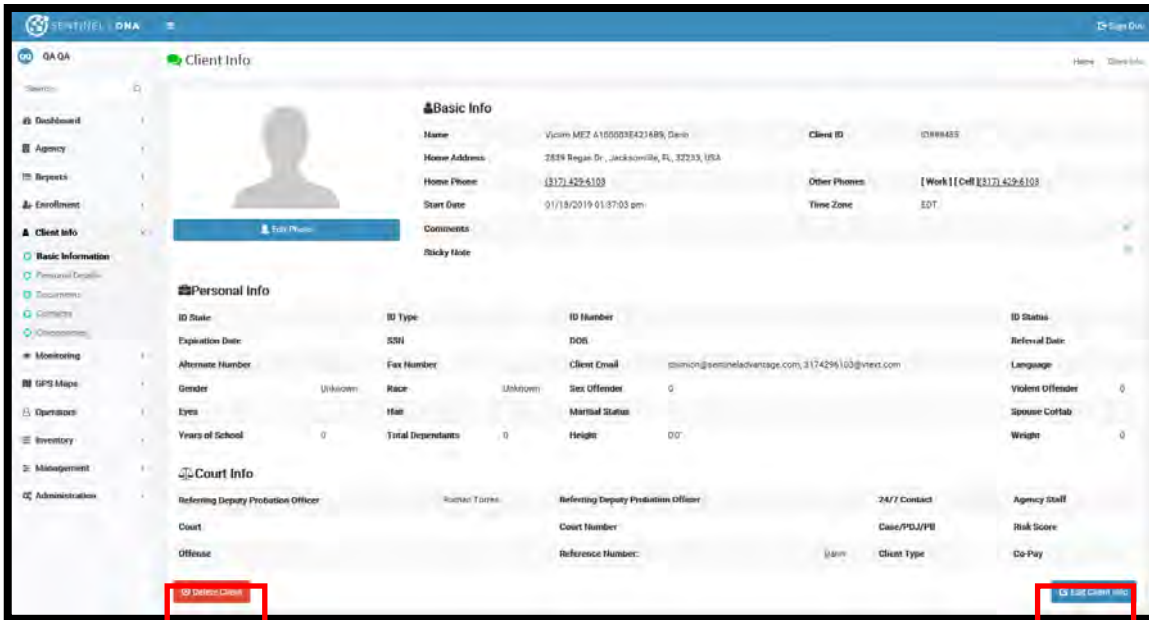
PARTICIPANT INFORMATION SCREEN

EDITING A PARTICIPANT VIA ONLINE SYSTEM

To make changes to a participant's record after the initial enrollment, from the Dashboard, click on the participant's name, select the Client Info icon, and click on Edit Client Info.

Once all necessary participant information has been updated, click "Submit" to save. If the update was successful, a green bar will appear stating "Successfully Updated Client." If pertinent information is missing, a red bar will appear notifying the user which information is missing.

Users may also delete a participant record by selecting the Delete Client option. A second window will open asking the user to confirm client deletion.



ENROLLING / UPDATING A PARTICIPANT VIA PHONE

An agency can also perform enrollments and modifications over the phone with Sentinel's monitoring center operators. All operators are required to complete a Client Enrollment/Modification form for new participant enrollments and data modifications received telephonically.

1. For new enrollments, prior to entering the information into the system, the operator must complete the Client Enrollment-Modification form.
 - a. Once the form has been completed, the operator must repeat back the information provided to the officer for validation.
 - b. Once the officer verifies that all the information provided is correct, the participant will be entered into the monitoring system.
2. For data modifications, the operator will complete the change requested by the officer, unless instructed otherwise by the agency, while on the telephone with the officer.
 - a. The operator must repeat back the change made to the officer for validation.
 - b. The operator must complete a Client Enrollment/Modification form.
3. If unable to complete the data modification while on the telephone with the officer, the operator will complete a Client Modification Form and then process the requested change.
4. All Client Enrollment/Modification forms must be reviewed by an operator and a Lead/Supervisor for quality assurance purposes.

5. Shift Supervisors maintain responsibility for auditing new enrollments received over the telephone.

10. The Vendor 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 at no cost to the Division.

Sentinel understands the required testimony obligations, and we are fully prepared to provide qualified personnel to provide testimony to describe the functionality, capabilities, and reliability of equipment and reports while under oath in a court of law. Upon request of the court and/or in response to a subpoena, Sentinel will provide expert court testimony, either in person, in writing or through remote Video Conferencing (method determined by the agency/court). With 29+ years proven electronic monitoring experience, Sentinel has maintained integrity and credibility with numerous courts throughout the country on behalf of the agencies we serve.

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

As the current provider of electronic monitoring for Community Corrections, Sentinel stands ready to continue to provide and operate the equipment and monitoring system after receiving a notice to proceed.

12. Vendor must supply up to ten (10) replacement straps if the straps are reusable. This will cover straps that are damaged by the offender, at no cost to the Division.

We will supply up to ten (10) replacement straps for the OM500 units at no cost to the Division. Sentinel's Account Manager will monitor the quantity of available spares to ensure that quantities meet the programmatic requirements.

E. GPS System Specifications

1. The Vendor may have a unit that fulfills both the GPS and RFID portion of this RFP. The Division prefers a single piece GPS unit for higher risk offenders and the ability to monitor lower risk offenders with a 2 piece unit.

Sentinel is pleased to propose the continued use of the most advanced member of the OM Series one-piece GPS device family, the OM500™ GPS tracking unit. The OM500™ is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities. The unit allows for customized tracking and reporting intervals to be assigned at the client level and can store more than ten (10) days of tracking information in the onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the monitoring application. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7. Through the use of a geographic Home Zone, the system ensures the participant's compliance with curfew or home detention restrictions. In addition, the OM500 is available with an optional cut-resistant, reinforced tamper detecting strap that increases device security by being significantly difficult to cut.



The OM500 is a discrete unit that is easily, securely, and comfortably attached to the ankle of the participant. The OM500 tracking device is a one-piece device that is FCC certified (FCC ID TS5-WP76-OM500) and is small and light weight with the device's dimensions at approximately 3.9 x 2.6 x 1.5 inches and weighs five (5) ounces, without the strap. The OM500 is a continuous Global Positioning System (GPS) electronic monitoring solution that is secure, robust, waterproof, submersible, and tamper proof/evident. The unit is ergonomically designed for efficient application, usability, safety, and comfort fit with both standard and large size straps available. The OM500 uses a unique signal to communicate with the monitoring system; other commercially available products do not use the OM500 unit's transmission signal / same coding scheme. The OM500 utilizes encrypted communications in order to prevent tracing and/or signal duplication. The units are unaffected by normal human, environmental, including receivers normally present in a residential setting, and atmospheric conditions. Should a participant attempt to mask, jam, or shield the OM500 GPS tracking device, the cellular communication would be lost and thus the agency notified of not only a loss of cellular communication but also a loss of GPS location information. Additionally, the OM500 can provide reliable and accurate location information with real-time data transferred to the SentinelDNA™ web-based system accessible by agency personnel via secure login credentials. Enhanced capabilities and features of the OM500 include the following:

- + **Reduction in charge time by 50%.** The OM500 can be charged in less than one (1) hour if charged daily acknowledging daily charging is not a requirement as the battery life of the OM500 is capable of exceeding five (5) days on a single charge.
- + **Increased battery life by more than 100% over the market average.** The OM500 will last up to five plus (5+) days on a full charge in normal operating conditions.
- + **Reduction in Alerts / Increased Compliance.** By providing the longest battery life in the industry coupled with the shortest charge time, the number of program violations is reduced.
- + **Voice Commands designed to improve Communication with Participants.** Using the OM500 voice commands allows agencies to send reminders and communicate important information directly over the ankle monitor via automated voice commands.
- + **Optional Reinforced Anti-Tamper Strap:** The OM500 offers an optional reinforced metal strap that reduces unauthorized removal by the participant but reducing the opportunity for the participant to cut the strap.
- + **Industry Leading Triple Tracking Capability via GPS, Wi-Fi location Points, and Cellular Tracking.** In impaired areas where GPS cannot locate the device, the device automatically collects the IDs and signal strengths of visible Wi-Fi networks and cell towers for always-on, high precision secondary tracking. This allows for a significantly more robust device as it offers multiple tracking options.
- + **Improved charger design.** With a magnetic connector that swivels 360 degrees to remain connected while the participant moves, the OM500's charger is strategically designed to maintain a solid connection with the device. The quick disconnect feature eliminates charger or device damage found with other device designs.
- + **Reduction in Design Size/Weight.** Reduced size and weight with less protrusion and comfortable fit.

2. The vendor shall provide the option to the division to issue a cell phone to the individual participant by which they can be contacted by the Division or receive alert notifications.

Sentinel understands the importance of having the ability to verbally communicate with program participants at all times while on the program. As such we will continue to provide the option to the Division to issue up to ten (10) cell phones to individual participants by which they can be contacted by the Division or receive alert notifications at no cost to the Division. Additional cell phones can be made available at a minimal cost as provided within the Equipment Lease Cost section.

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

The OM500 GPS tracking solution is specifically designed for the criminal justice industry and provides reliable, continuous 24 hour a day, seven (7) day a week, 365 day a year offender tracking via GPS

technology. The OM500 GPS device being offered herein continues to be the one-piece GPS product of choice by those agencies who have conducted field testing of multiple GPS devices prior to making an award. The OM500 GPS device equipped with **industry leading triple tracking capability via GPS, WI-FI location points, and cellular tracking**. In impaired areas where GPS cannot locate the device, the OM500 automatically collects the IDs and signal strengths of visible WI-FI networks and cell towers for always-on, high precision secondary tracking. This allows for a significantly more robust device as it offers multiple tracking options to ensure the tracking of individuals 24/7/365.

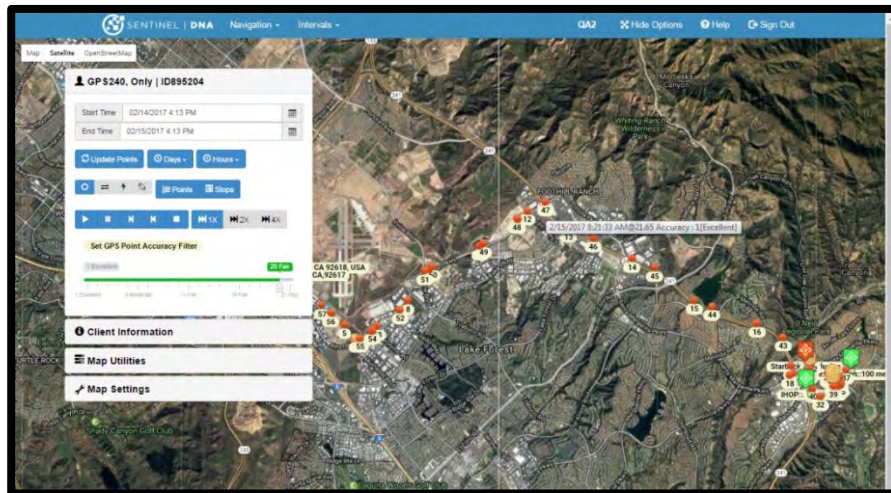
4. The system must have a secondary system to track offenders in the event a GPS signal is not available. (Example: Cellular Triangulation) The system must be able to determine the offender's location to within fifty (50) feet.

Sentinel's proposed system has secondary systems to track offenders in the event a GPS signal is not available and can determine the offender's location to within 50 feet.

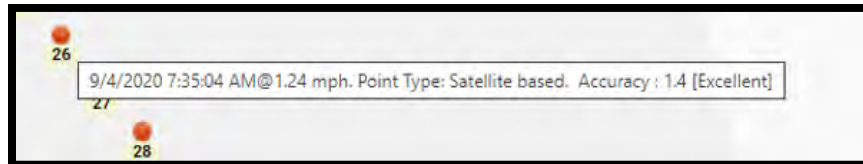
—IMPORTANT SENTINEL ADVANTAGE—

Sentinel's OM500 incorporates multiple advanced technologies specifically designed to deliver a high degree of accuracy:

- + **Industry Leading Triple Tracking Capability via GPS, Wi-Fi location Points, and Cellular Tracking.** In impaired areas where GPS cannot locate the device, the device automatically collects the IDs and signal strengths of visible Wi-Fi networks and cell towers for always-on, high precision secondary tracking. This allows for a significantly more robust device as it offers multiple communication options.
- + **On-Screen Accuracy Precision reading for every Tracking Point.** The Sentinel DNA web-enabled monitoring and case management software automatically maximizes the accuracy of the multiple location technologies (GPS, Cellular, or Wi-Fi) into one/the same tracking point, generating one of the most accurate points available. Tracking points are differentiated by color according to the type of point, and each point is numbered in order of occurrence. For any tracking point the user hovers their mouse pointer over, Sentinel DNA automatically provides a "Precision" feature that measures, calculates, and reflects any accuracy deviation in a number of feet, visible on screen, enabling officers to identify overall accuracy and any potential drift, thereby significantly increasing officer confidence. (Please reference the sample image below and the sample DNA map screen excerpt on the next page referencing indoor tracking with "Precision: 26 feet").

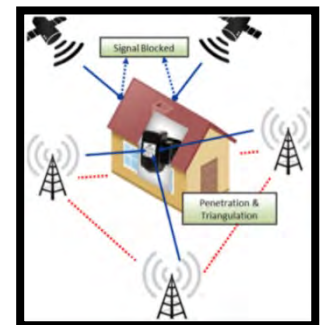


The image below shows an enlarged version of the text insert providing the point location information.



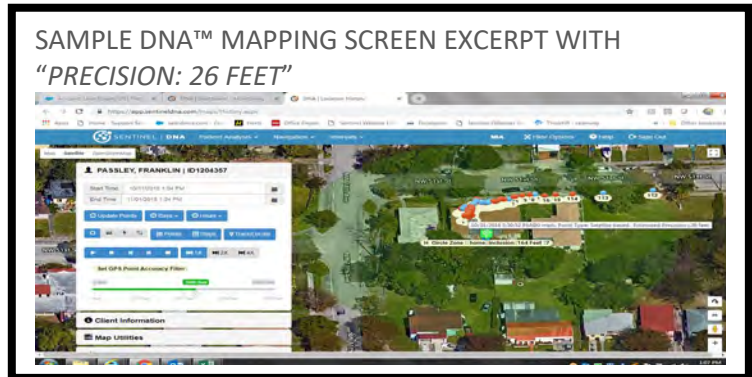
Sentinel’s proposed OM500 GPS tracking device and DNA web-based monitoring system are equipped with technology that automatically measures and reports accuracy, identifies any potential drift and ensures that participant's points on the map are accurate. Sentinel’s GPS tracking solution can determine the participant’s location to within approximately better than 50 feet.

The OM500 is equipped with multiple location technologies to ensure that program participants are continually tracked by the OM500 device in the absence of cellular communication networks. The OM500 uses GPS, cellular and Wi-Fi technologies to track program participants’ locations. This multi-faceted tracking technology provides for consistent and reliable indoor tracking in addition to traditional outdoor-only GPS tracking. Also, when a program participant enters an Impaired Location where GPS cannot be received, the OM500 will switch to cellular and Wi-Fi technologies to continue tracking the participant. Wi-Fi location points are generated using precision location services from Skyhook, and the OM500 device will switch to Wi-Fi points when the device is unable to obtain two or more consecutive GPS points. The OM500 collects GPS location data once per minute and leverages both cellular and satellite signals for always-on, high-precision tracking. The OM500’s unique design combines multiple layers of location technologies including cellular and Wi-Fi whereby the device does not have to connect to the Wi-Fi signal, and the signal only needs to be visible to the device. Also, the Wi-Fi location points are generated on the impaired part of the rate plan. Such technology allows for reliable location information to be processed virtually anywhere and automatically compensates for insufficient satellite availability in GPS-impaired environments. The combination on these advanced location technologies allows for the quickest acquisition time (typically within 60 seconds, so long as there is a cellular signal detected) without being required to go outside to acquire a GPS signal when enrolling and installing a device.



—IMPORTANT SENTINEL ADVANTAGE—

The Sentinel DNA web-enabled monitoring and case management software automatically maximizes the accuracy of the multiple location technologies (GPS, Cellular, or Wi-Fi) into one/the same tracking point, generating one of the most accurate points available. Tracking points are differentiated by color according to the type of point, and each point is numbered in order of occurrence. For any tracking point the user hovers their mouse pointer over, Sentinel DNA automatically provides a “Precision” feature that measures, calculates, and reflects any accuracy deviation in a number of feet, visible on screen, enabling officers to identify overall accuracy and any potential drift, thereby significantly increasing officer confidence. (Please reference the sample DNA map screen excerpt here referencing indoor tracking with “Precision: 26 feet”).



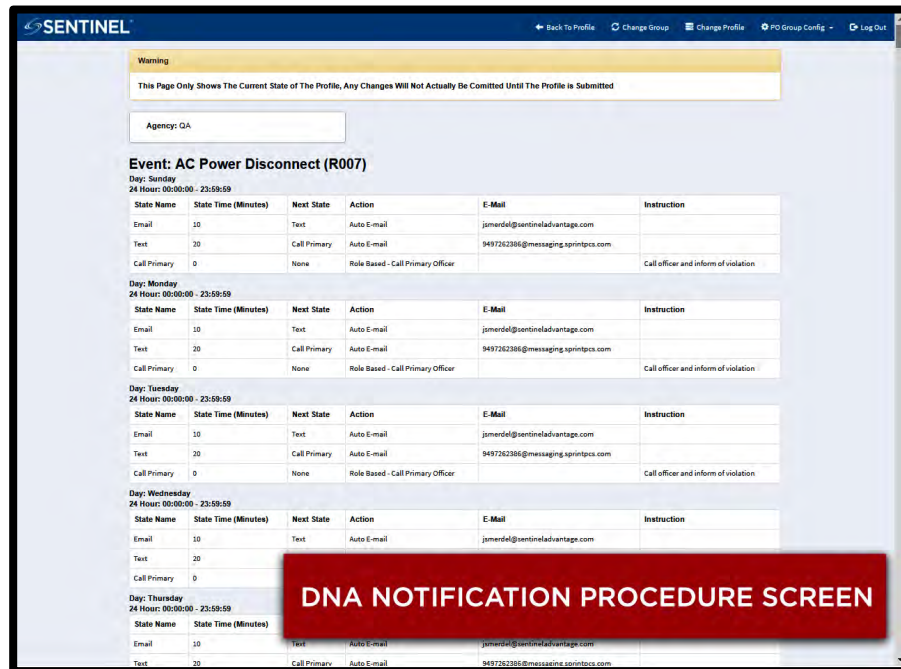
5. The system must be able to provide the Division with automatic alerts on Failure to Track, Violations of Exclusion and Inclusion Zones, and Transmitter and Strap Tamperers. It should also be able to generate on demand reports such as offender history and background.

Sentinel’s monitoring system will provide the Division with automatic alerts on Failure to Track, Violations of Exclusion and Inclusion Zones, and Transmitter and Strap Tamperers. Sentinel’s monitoring system will generate on-demand reports such as offender history and background.

Sentinel’s DNA monitoring software provides the ability to customize responses and interventions, Notification Protocol Procedures, for participants on electronic monitoring to meet community safety. These notifications are sent to designated officers via calls to phones, text notification to cell phones, email, and/or fax as determined by the Division’s procedures. These Notification Protocol Procedures can be modified at any time, and the Division can communicate any required changes to the Account Manager for implementation.

—IMPORTANT SENTINEL ADVANTAGE—

DNA is equipped with the ability to create custom notification profiles. Each notification profile is a set of protocols on how to handle events and violations. Violations can be prioritized to alert immediately or hold for a grace period. The DNA profile manager also allows for automated notification or optional manual escalation/closed loop and sequencing, as well as differentiating protocol changes within a single alert by day of the week and time. Please see the image below for the **Notification Procedure** module.



Additionally, DNA provides access to standard, system generated reports that are pre-formatted and available via any Internet-enabled computer or laptop through Sentinel’s secure monitoring system. Any authorized user can view participant activity 24 hours a day, 7 days a week. Our system is engineered, maintained, and monitored exclusively by Sentinel. With an SQL database structure, DNA is infinitely capable of generating reports, eliciting statistical data, and conducting queries/searches for specific information as needed to meet literally any requirement. Each data field within the entire system can be queried to generate necessary report information. Users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves overall management of program information providing direct access to monitoring data in the hands of all agency authorized staff. All reports are available for online viewing and printing in Excel, PDF, or Comma-Separated Values (CSV) formats.

—IMPORTANT SENTINEL ADVANTAGE—

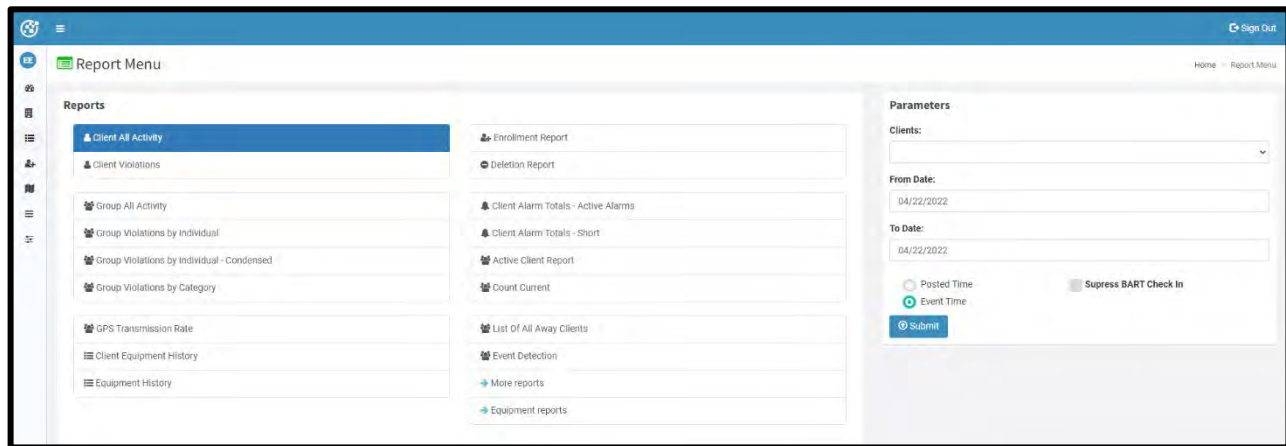
DNA provides additional reporting features for participants who are being tracked with GPS. From the Reports menu and the mapping screen, authorized users can run reports for a single person or group of people:

- + Alerts showing which actions were taken and if the notifications were successful
- + Reports showing all events, including alerts
- + Proximity, allowing users to see if any or all participants were near a specific location at a specific time (Event Detection / Crime Scene Correlation)
- + Zone activity to show which participants entered and left zones, such as AA, shopping malls, known drug areas, etc.
- + Stops Report that shows where and when participants stayed in one (1) location over a given time period

- + User Audit Report that shows which users are logging into the monitoring system and for how long

Below we have provided a list of our standard reports available followed by an image of the Report Menu available within DNA:

- + Individual All Activity
- + Individual Violations Only
- + Group All Activity
- + Group Violations by Individual
- + Group Violations by Category
- + Event Detection
- + Client Alarm Totals
- + Enrollment Report
- + Deletion Report
- + Active Client Report
- + Count Current Report
- + List of all Away Clients



If the Agency requires reporting information that is not currently available through Sentinel's standard reports within our DNA monitoring platform, we will gladly work with the requesting Agency to create any necessary reports or queries.

6. The system must be capable of sending immediate violation notifications via fax, telephone (landline), cell phone, email and pager or to a designated contact point or person(s). The system should also be capable of having various security levels or violation notifications set by the Division for offenders.

As the incumbent, Sentinel will continue to send immediate violation notifications via fax, telephone (landline), cell phone, email, and/or pager to any and all designated contact points or persons as required by the Division. Sentinel's DNA monitoring system will continue to provide various security levels and violation notifications that can be set by the Division for individual or groups of offenders.

Our web-based monitoring system, which receives all data generated by the field equipment, allows for authorized personnel to determine alarm and notification protocols. Based on the Division's notification requirements, Sentinel will continue to provide notifications to responsible parties according to notification type, participant type and agency-specific rules.

7. The Vendor must supply the Division 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.

DNA is our state-of-the-art web-based monitoring and tracking software platform that will be available to authorized Division users (username and password protected) at all times in real-time. No software components, applications, or client requirements need to be installed by the Division. The DNA Monitoring System is designed to simplify access and usage across modern browsers on both workstation computers (Windows, Mac OS X, Linux) and mobile devices (iOS, Android). Additionally, users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves the overall management of program information providing direct access to monitoring data for all authorized Division personnel.

DNA makes it easy for officers to access real-time information about individual participants, or information regarding their entire caseload, from a secure environment with required login credentials. Designed with the needs of the end-user in mind, DNA uses a straightforward, intuitive user interface that allows users to complete all monitoring tasks. Sentinel's DNA platform offers advanced features and capabilities unavailable in other monitoring and tracking platforms:

- + **Sentinel Designed and Owned:** Engineered, maintained, and monitored exclusively by Sentinel.
- + **Integration for all Sentinel Technologies** (GPS, Mobile Breath Alcohol, Radio Frequency) into a single web-based platform.
- + **Login Authentication.** The system is completely secure and uses state-of-the-art security measures. Login Authentication is based on NIST SP 800-63-3 Digital Identity Guidelines to ensure secure access to the Monitoring System.
- + **Client Dashboard** provides all participant data on one easy-to-read screen. Using straightforward alert icons, the DNA Client Dashboard provides an easy to read at-a-glance interface that allows users to quickly see the status of each participant. From these icons on the dashboard, users can link directly to detailed participant personal information, participant activity, recent events, location information (via mapping), current equipment status, current battery status, as well as zones and daily curfew schedules.

—IMPORTANT SENTINEL ADVANTAGE—

- + SentinelDNA provides automated group tracking analytics of GPS participants to aid officer attention to unauthorized comingling of GPS participants/locations. These advanced analytics promote officer efficiencies that help officers review daily activity quickly and easily:
 - **Advanced Analytics and Co-Location Feature**, pending release within DNA, provides automated group tracking analytics of GPS participants to aid officer attention to unauthorized comingling of GPS participants/locations.
 - **Point Pattern Analysis** provides near real time and historic location automated analytics regarding known locations and variances in movement patterns. PPA is an automated analytics capability that enables users to quickly and easily identify changes in participant

- location/movement patterns that may be indicative of changes in behavior/compliance. PPA allows authorized users a more in-depth review of a participant's tracking data.
- **Sentinel DNA Event Detection** (Crime Scene Correlation) assists with crime/event analysis. Sentinel's Event Detection feature within DNA has a mapping component that correlates crime and/or incident report data collected from local law enforcement agency stakeholders and associates the data with the tracking data of participants.
 - + Advanced **automated screen resizing** enables DNA to be accessed by desktops, laptops, tablets and by most leading smartphone browsers without the need to download custom applications.
 - + **DNA leverages the power of Google Maps®** to provide the most accurate display of a participant's location possible. Integrating Google Maps into the interactive mapping system allows DNA to provide a participant's current location and location history via Google's map view, satellite/aerial view, bird's eye view, and street view.
 - + **Near Real Time Scheduling and Mapping** allows for immediate location identification. DNA allows users to view and modify all participant curfew schedules, alcohol testing schedules, and zone schedules as well as view and print monitoring activity reports for all participants. DNA has the capability to create permanent and temporary schedules, and to copy and paste a schedule from one day to the next. All features in DNA are available in near real time, any time, and anywhere via a completely web-based system.
 - + Advanced and extensive **Report Library**, which can be increased at any time at no additional cost. The Report Library provides access to standard, system generated reports that are pre-formatted and available via any Internet-enabled computer or laptop through Sentinel's secure monitoring system. Each data field within the entire information system can be queried to generate necessary report information. Users have the option to view, save, and/or print data and/or reports from the system.
 - + **Advanced Inventory Control Module** enabling officers/installers to track equipment in all capacities: in-use, in local inventory and in transit. This advanced module will also enable users to request/process/track/manage equipment orders online via DNA.
 - + **Client Field Contact Module** allows agencies to verify and document every contact with participants while in the field utilizing a mobile device with a camera (e.g., smartphone, tablet). While out in the field or in the office, the officer will scan / photograph the image of the barcode on the GPS device which in turn captures, verifies, and stores the metadata from the mobile device and its location at the time of contact.
 - + **DNA Mobile Application** provides officers with mobile access to review participant monitoring data via a smartphone or tablet. Sentinel has developed our DNA Mobile Application for officers to perform field services and case management work such as data/schedule changes, equipment changes, de-installations, tracking review, current location requests, etc. from any smartphone or tablet.
 - + **Mobile Exclusion Zone Tracking:** Allows agencies to ensure that a participant on GPS does not come near another specific device anywhere they may be throughout the community. Taking



monitoring beyond stationary zones, the optional Mobile Exclusion Zone (MEZ) program simultaneously tracks the activity of two (2) GPS devices to determine their proximity from one another throughout the community.

- + **BA/RT (Breath Alcohol / Real Time) Dashboard** displays all enrolled alcohol participants. The BA/RT Dashboard provides authorized users with one location from which they can view/modify the status, notes, reference image, or navigate further into the participant’s account.

8. The system must provide active (1 minute GPS fix / 1 Hour transmit / 15 impaired location) and passive (1 minute GPS fix / 3 hour transmit / 30 minute impaired location) tracking capabilities without the changing of equipment and/or software. Equipment must have ability to transition to active status when in violation.

The OM500 is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities. Via our secure, Internet-based SentinelDNA monitoring system, an authorized user can configure or change the rate plan (tracking and reporting intervals) on any individual unit without the need to come in contact with the participant/equipment. The OM500 can be remotely programmed to a variety of different rate plans, as intensive as tracking at one (1) point per minute and reporting the information every minute as well as a less intense plan that tracks one (1) point per minute and reports the information every sixty (60) minutes. The OM500 is also capable of storing more than ten (10) days of tracking information in its robust onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the monitoring application. The OM500 is also able to store inclusion and exclusion zones on board the device to provide immediate notifications on zone alerts.

Through the DNA monitoring system, our proposed solution provides the flexibility an Agency needs for tracking these rate plans or levels of supervision each participant receives to meet individual monitoring needs. This level is defined by the type of monitoring assigned in the participant’s profile. The profile not only defines the monitoring intensity, but also allows the Agency to change the level based on a participant’s current monitoring status. It is important to know that at any time the rate plan can be changed to collect points more/less frequently and to report the information at differing intervals. Also, it is important to note that, when needed, the GPS devices can increase their acquisition timers and collect location information every thirty (30) seconds while reporting data to the web-based information system every thirty (30) seconds. The most common profiles are identified below but may be customized to meet agency requirements as desired.

MONITORING PROFILE	MODE OF OPERATION	DESCRIPTION OF RISK
Active Monitoring	Acquires a GPS point every sixty (60) seconds and transmits data every ten (10) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.	Riskiest participants requiring a very high level of supervision

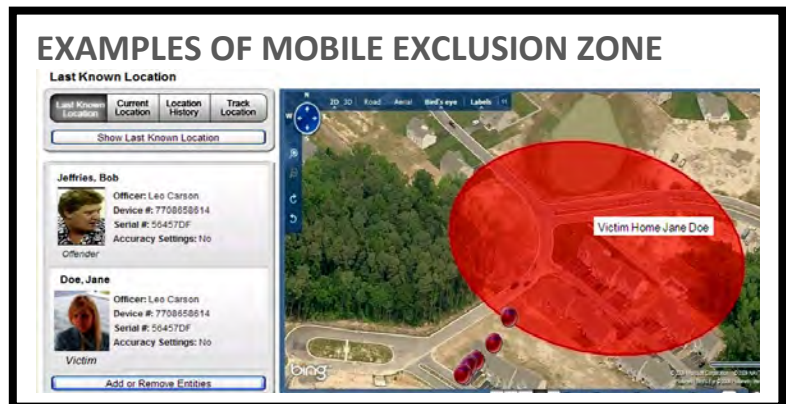
<p>Hybrid Monitoring</p>	<p>Acquires a GPS point every sixty (60) seconds and transmits data every thirty (30) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.</p>	<p>Moderate participants requiring intensive supervision</p>
<p>Passive Monitoring</p>	<p>Acquires a GPS point every sixty (60) seconds and transmits data every sixty (60) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.</p>	<p>Less risky participants requiring only strong supervision</p>

Sentinel’s DNA web-based system will also allow the Agency to create / establish advanced warning parameters by including buffer zones around exclusion zones to alert individuals of an upcoming potential violation of the zone.

GPS Buffer Zones: Buffer zones provide an extra layer of notification around exclusion zone borders and enhance notifications and allow for a rapid response to exclusion zone violations. A buffer zone is an extended area surrounding an exclusion zone. Once the buffer zone is breached, a Buffer Zone Alert is generated, and the device increases its GPS acquisition and cellular transmission rate to real-time tracking. This puts monitoring personnel on alert and allows for early intervention before the exclusion zone is breached. Tracking will continue in real-time to provide the fastest possible notification on proximity to the exclusion zone until the participant has cleared the zone area.

Mobile Exclusion Zones (MEZ) allow agencies to ensure that a participant on monitoring does not come near another specific individual anywhere they may be in the community. Taking monitoring beyond stationary zones, the MEZ program monitors the activity of two (2) GPS devices to determine their proximity from one another regardless of location.

Often used for victim applications and in domestic violence cases, the victim carries an OM500 GPS device while the participant wears one. If the two (2) devices come within a specified distance of each other, notifications and triage are generated, and law enforcement may be contacted. The victim may also be notified, giving her/him necessary information to help initiate her/his safety plan.



I. GPS Tracking Unit Specification

1. Vendor may offer GPS tracking units, which can be tracked utilizing a smart phone. One (1) smart phone and one (1) tablet for alert notification, tracking, and contact with participants shall be made available to the Division at no additional cost.

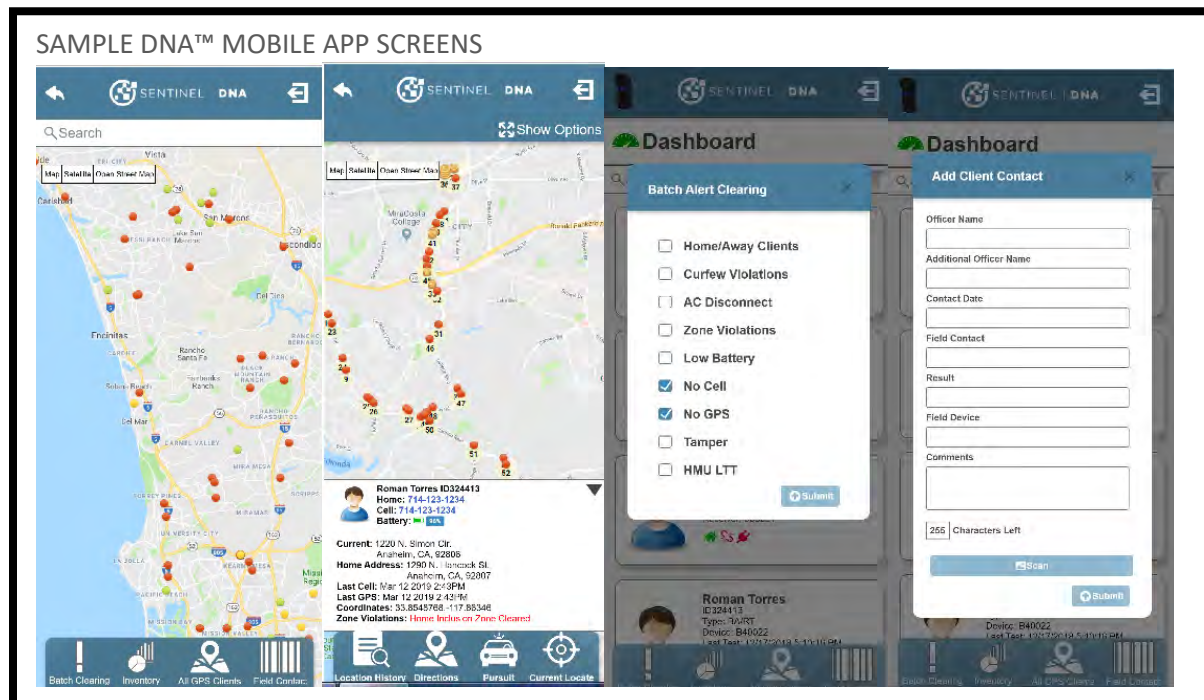
Sentinel is proposing the continued use of the OM500 one-piece GPS device and our DNA monitoring platform for use in this program. Sentinel's DNA monitoring platform may be accessed by authorized users having a secure username and password through any internet-enabled device including smartphones, tablets, laptop computers, and desktop computers.

In addition to standard web-enabled access, Sentinel has designed our DNA Mobile Application for officer use to streamline feature sets that are available in our full featured DNA website. The abbreviation of certain features and the addition of others in DNA Mobile App will improve the mobile access experience of our customers using smartphones and tablets. The features of DNA Mobile App were created using valuable input from a panel of supervising officers who routinely work remotely and away from their office. DNA Mobile App facilitates remote supervision like no other and will quickly become a valuable tool in the participant supervision process.

Free to our customers, our DNA Mobile App is available for download at the Apple Store and Google Play. Compatible with iOS and Android OS, DNA Mobile App utilizes TLS 1.2, AES-256 encryption to ensure all customer and participant data is secure. The DNA Mobile App features:

- + **GPS Mapping:** View GPS tracking history, Current Location, and Zones via DNA Mobile.
- + **View and Edit Participant Information:** Modify Participant Name, Device ID, Case Information, Home Address, etc.
- + **Alert Resolution:** View, Respond and Clear Alerts directly from DNA Mobile.
- + **Scheduling:** Quickly update a Participant's Curfew/Home Zone Schedule.
- + **Notify Participant:** Easily send commands to the GPS device.
- + **Initiate a Field Contact:** Verify and document field contacts with participants while using DNA Mobile App to record the date, time, location, and notes for each contact.
- + **Manage BA/RT Alcohol Participants:** Schedule and Review alcohol test results, client pictures and GPS location directly from DNA Mobile App.
- + **Profile Photograph:** Update participant photos directly through DNA Mobile App.
- + **Travel Directions:** Provides turn-by-turn directions from officer's location to the last known location of the participant or selected address.
- + **Activity Review:** Quickly review all participant activity from GPS and Radio Frequency (RF) devices via DNA Mobile App.
- + **Pursuit Mode:** Initiate Pursuit Mode to activate faster GPS acquisition and reporting.
- + **Inventory:** Easily identify inventory availability and status.

Please refer to the examples of sample DNA Mobile Application screens below.



We understand the importance of Division personnel having the ability to receive alert notifications and review tracking data while in the field and/or away from the office. We also understand the importance of having a means of communicating with the participants at all times, and as such, Sentinel will continue to provide at least one (1) smart phone and one (1) tablet for use by Division personnel at no additional cost.

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

The OM500 GPS units are always active and communicate through cellular coverage; therefore, the unit is capable of monitoring an offender's movements at any time and in any location.

The OM500 is equipped with multiple location technologies to ensure that program participants are continually tracked. The OM500 uses GPS, Cellular, and Wi-Fi technologies to track program participants' locations. This multi-faceted tracking technology provides for consistent and reliable indoor tracking in addition to traditional outdoor-only GPS tracking. Also, when a program participant enters an Impaired Location where GPS cannot be received, the OM500 will switch to cellular and Wi-Fi technologies to continue tracking the participant. Wi-Fi location points are generated using precision location services from Skyhook, and the OM500 device will switch to Wi-Fi when the device is unable to obtain two or more consecutive GPS points. The OM500 collects GPS location data once per minute and leverages both cellular and satellite signals for always-on, high-precision tracking. The OM500's unique design combines multiple layers of location technologies including cellular and Wi-Fi whereby the device does not have to connect to the Wi-Fi signal, and the signal only needs to be visible to the device. Also, the Wi-Fi location points are generated on the impaired part of the rate plan. Such technology allows for reliable location information to be processed virtually anywhere and automatically compensates for insufficient satellite availability in GPS-impaired environments. The combination on these advanced location technologies allows for the quickest acquisition time (typically within 60 seconds, so long as there is a cellular signal detected) without being required to go outside to acquire a GPS signal when enrolling and installing a device.



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

The OM500 is a discrete unit that is easily, securely, and comfortably attached to the ankle of the participant. The OM500 tracking device is a one-piece device that is FCC certified (FCC ID TS5-WP76-OM500) and is small and light weight with the device's dimensions at approximately 3.9 x 2.6 x 1.5 inches and weighs five (5) ounces, without the strap.



4. 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 via the Web interface and provide for downloading new updates over the air.

The OM500 is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities. Via our secure, Internet-based SentinelDNA monitoring system, an authorized user can configure or change the rate plan (tracking and reporting intervals) on any individual unit without the need to come in contact with the participant/equipment. The OM500 can be remotely programmed to a variety of different rate plans, as intensive as tracking at one (1) point per minute and reporting the information every minute as well as a less intense plan that tracks one (1) point per minute and reports the information every sixty (60) minutes. The OM500 is also capable of storing more than ten (10) days of tracking information in its robust onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the monitoring application. The OM500 is also able to store inclusion and exclusion zones on board the device to provide immediate notifications on zone alerts.

Through the DNA monitoring system, our proposed solution provides the flexibility an Agency needs for tracking these rate plans or levels of supervision each participant receives to meet individual monitoring needs. This level is defined by the type of monitoring assigned in the participant’s profile. The profile not only defines the monitoring intensity, but also allows the Agency to change the level based on a participant’s current monitoring status. It is important to know that at any time the rate plan can be changed to collect points more/less frequently and to report the information at differing intervals. Also, it is important to that, when needed, the GPS devices can increase their acquisition timers and collect location information every thirty (30) seconds while reporting data to the web-based information system every thirty (30) seconds. The most common profiles are identified below but may be customized to meet agency requirements as desired.

MONITORING PROFILE	MODE OF OPERATION	DESCRIPTION OF RISK
Active Monitoring	Acquires a GPS point every sixty (60) seconds and transmits data every ten (10) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.	Riskiest participants requiring a very high level of supervision
Hybrid Monitoring	Acquires a GPS point every sixty (60) seconds and transmits data every thirty (30) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.	Moderate participants requiring intensive supervision
Passive Monitoring	Acquires a GPS point every sixty (60) seconds and transmits data every sixty (60) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamperers are immediately transmitted.	Less risky participants requiring only strong supervision

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

The OM500 is a solution that is secure, robust, waterproof, submersible, and tamper proof/evident. The unit is ergonomically designed for efficient application, usability, safety, and comfort fit with standard and large size strap availability. The unit and strap are both made of hypoallergenic materials free of any external metal or alloy to reduce any discomfort in wear to the participant or the field officer performing the installation. The sealed case is made of Acrylonitrile-Butadiene-Styrene (ABS) Plastic while the strap is made of Thermoplastic Polyurethane. The OM500 is capable of enduring shock and vibration associated with normal wear and use. The unit can withstand temperatures between -68° Fahrenheit and 140° Fahrenheit, humidity of less than 95 percent, normal household and atmospheric conditions, and up to 500 MHz of random vibration of 1.25G rms.

6. The GPS tracking unit should be tamper resistant.

The OM500 unit will detect and report any attempts to cut, remove, or tamper with the strap attached to the device. When properly installed, attempts to defeat, remove, or tamper with the OM500 GPS tracking device 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 backplate fits precisely in place and any attempts to pry it open are easily noticeable.

The OM500 GPS tracking device detects three (3) tamper types including: 1) fiber-optic strap design strap tamper; 2) device case tamper; and 3) backplate tamper. Within seconds of a tamper attempt, the device will communicate and send a unique alert to the monitoring system. The OM500 device will automatically communicate to the monitoring system when a participant attempts to remove or tamper with the device/strap. The alert is received in real-time and provides an icon on the officer's dashboard as well as "popup" in a text list on the monitoring center application, providing both the officer and monitoring center with immediate visual identification of the tamper alert. The tamper icons on the dashboard do not automatically clear and must be manually cleared in the software.

The monitoring system then sends the alert to the appropriate 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 OM500 device will send a tamper alert if the participant severs the strap or if the unit loses contact with the backplate, indicative that the device has been uninstalled/disassembled. Additionally, the unit will send a tamper alert if the unit case becomes damaged or cracked.

The OM500 devices have been proven to be highly reliable and virtually mitigate the occurrence of false tampers. The devices remain in tamper until inspected and reset through the web-based system. This process virtually eliminates false nuisance tamper events to only those that truly warrant investigation. Agency staff can utilize any internet-enabled device to access the web-based system to clear a tamper or they can phone Sentinel's National Monitoring Center to clear the tamper event for them. Mobile access is available to allow staff to clear alerts or access participant activity when away from the office.

The OM500 is in full compliance with the "GPS Anti-Tampering Temporary Act of 2009", in that the OM500 is designed to detect and report any person required to wear a OM500 GPS device as a condition of supervision attempting to remove, intentionally alter, or interfere with or mask the operation of the device. In addition, the monitoring software application also has notifications to inform users if the device is not successfully locating or communicating due to a lack of available network or masking the device. Under these conditions, notifications for both the no communication and no location alerts can be sent to the monitoring center staff and/or officers for further investigation and designated in the system.

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

The OM500 device will provide the tamper status and battery status of the unit in each communication with the monitoring system. Additionally, the OM500 will automatically and instantly communicate to the Sentinel DNA software when a participant attempts to remove or tamper with the strap or when the battery is low. The Sentinel DNA system then sends the alerts to the appropriate agency defined personnel.

When properly installed, attempts to defeat, remove, or tamper with the OM500 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 backplate fits precisely in place and any attempts to pry it open are easily noticeable.

The OM500 will send a tamper alert if the participant severs the strap or if the unit loses contact with the backplate attached to the leg. Additionally, the unit will send a tamper alert if the unit is broken or if the unit's backplate is separated from the rest of the unit.

When the OM500 battery depletes below an Agency-defined threshold, the OM500 is configured to automatically vibrate and provide an audible voice reminder that he/she needs to charge the device. The vibration and beeping continue for 60 seconds or until the participant touches the acknowledgement sensor indicating he/she has received the warning. DNA allows for two (2) distinct notification intervals to be sent to the participant: 1) low battery warning, typically delivered when the device has a remaining battery life of approximately 30%; and 2) low battery alert, typically delivered when the device has a remaining battery life of approximately 20%. Agencies have the option of choosing the vibration and/or beep feature as well as audio commands.

8. The battery in the GPS tracking unit should be durable and should be rechargeable. The Vendor should indicate whether the receiver battery is replaceable in the field or that it needs to be returned to the Vendor 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 OM500 features a rechargeable Lithium ion, 1900 and 2000 milliamp hours (mAh) battery pack. The device features an internal battery that boasts a battery life of 12 to 18 months with a shelf life of three

(3) years. To ensure the integrity of the unit, the OM500 must be returned to Sentinel for battery replacement.

The OM500 will last 5+ days on a full charge depending upon the strength of the cellular signal and selected tracking rate plan. The OM500 requires 30 – 45 minutes of charging per day. The charger for the OM500 is plugged into a standard AC electrical outlet via power cord certified to UL standards and of sufficient length (approximately 15 feet) to adequately connect to the household AC power.

—IMPORTANT SENTINEL ADVANTAGE—

The OM500 features a magnetic charging connector that will swivel 360 degrees to avoid disconnection and breakage as well as mobility for the participant during charging. The unit is equipped with an LED light that can be configured under company settings for **RED** when charging and **GREEN** when charging is complete. Additionally, audio commands announce charging starts and stops.



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

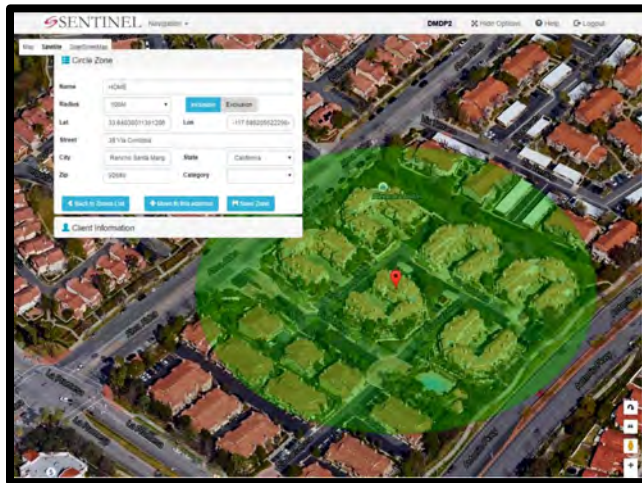
The OM500 will continue to monitor the offender while the unit is being charged.

10. 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.

Using Sentinel DNA, authorized personnel can create, edit, and delete Exclusion and Inclusion zones for participants being tracked via the GPS one-piece unit. These zones are used to control a participant's movements throughout the community. Sentinel DNA allows for an almost unlimited amount of Exclusion and Inclusion zones per client. For participants with challenging zones, Sentinel DNA is also configured to support construction of polygon-shaped or non-traditional zones. Sentinel DNA visually differentiates zones with color-coding, as follows: Inclusion Zone = **Green**; Exclusion Zone = **Red**. Please refer to the example below.

—IMPORTANT SENTINEL ADVANTAGE—

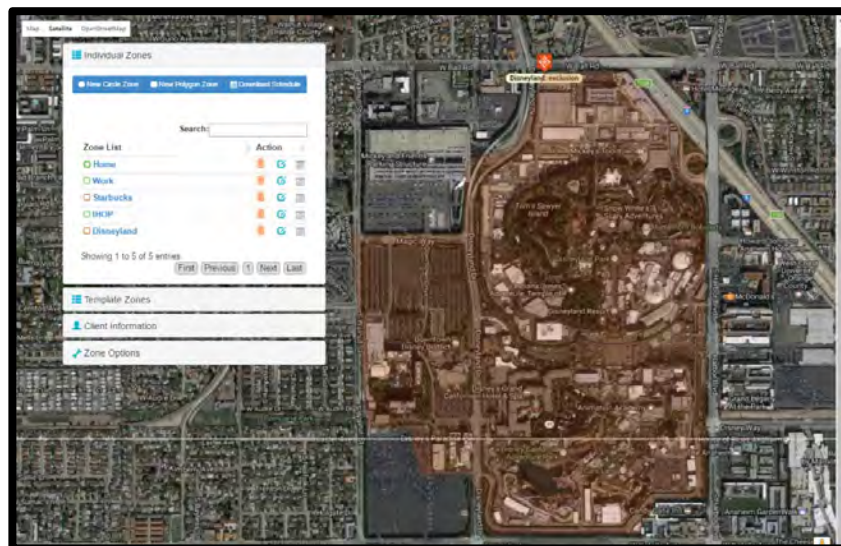
As an important benefit to our agency customers, Sentinel's DNA utilizes Google Maps® which provides automatic updates to the software delivering the latest maps and upgrades at all times. DNA tracks its own points and overlays the points on the most recent Google Maps available at the time of tracking.



If a participant moves into or out of an Exclusion Zone or leaves an Inclusion Zone, the OM500 records the location of the participant, and a violation notification is automatically sent to the applicable Division officer upon reporting this violation to the system. The Sentinel DNA system will also alert applicable Division officers when a participant enters or leaves a Buffer Zone.

11. The Zones shall be capable of being customized by Division staff via Web-based access.

Zones can be customized by Division staff via the web-based Sentinel DNA monitoring system. Authorized users will have the ability to create both inclusion and exclusion zones. Inclusion zones that are geographic areas where an offender is scheduled to be, such as home or work; exclusion zones are geographic areas where the offender is not permitted to visit, such as a victim's home, schools, or outside the state or county border. The proposed monitoring software application will give officers the ability to *configure zones in the shapes of circles, rectangles, and arbitrarily shaped polygons*, as well as be able to have zones within zones. Below is an example of an exclusion zone with a polygon shape.



Zones can be created as an individual zone, if only one participant will need to use the zone, or as a template zone that can be created and stored within the system as a library of zones if there are multiple participants who need to use the same zone. Some examples of template zones include schools, parks, and/or day care centers. Authorized users will be able to create template zones that can be assigned or unassigned from the group.

—IMPORTANT SENTINEL ADVANTAGE—

Authorized users have the ability to upload circular zones to the OM500 device in order to generate immediate notifications when a zone is crossed. This capability allows for near real time alert notifications and processing. The agency will have the ability to designate which circular zones they would like uploaded to the device to allow for those immediate notifications and processing by our national monitoring center.

As an added benefit, DNA allows for the creation of *template zones* that can be used across a specific population of participants. This allows agency personnel to designate certain sites across an entire region as exclusion zones for an entire population of multiple participants. This removes the need to repeatedly re-create the same zones for all the individuals identified in a specific population. This type of template zone set-up can be used for sex offenders and other high-risk participant populations establishing zones around schools, playgrounds, or related areas of concern.

12. 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.

The OM500 device incorporates a cellular modem and communicates information to the monitoring center over the 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 OM500 records the location of the participant, and a violation notification is automatically sent to the applicable Division officer upon reporting this violation to the system.

13. 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.

The OM500 will record and report to the monitoring center when the cellular and/or GPS signal is lost. The Sentinel DNA system will automatically produce either a “No GPS” or “No Cell” alert and notify the appropriate officer with the alert based on user defined notification protocols.

14. 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.

The OM500 unit is not affected by the operation of other electronic devices or other receivers when used in the same general geographic area.

15. Each GPS tracking unit must be able to be electronically matched to any base station in the field by Electronic Monitoring personnel.

Since the OM500 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. However, the OM500 will soon have the ability to be optionally paired with the OM500 Beacon to function as a multi-piece GPS system. When paired, the OM500 Beacon extends OM500 battery life and precisely verifies in-home locations. When a beacon is paired with the OM500, the beacon uses radio frequency (RF) technology to monitor and verify the participant remains home. Should the participant/OM500 leave the signal radius of the beacon, then the OM500 immediately detects its departure and resumes use of GPS, Cellular, and Wi-Fi technologies to reliably track the locations of the participant. No active participation by the offender is required.



The OM500 Beacon will use radio frequency technology to provide the agency with an advanced solution to reliably monitor participants while home. The upcoming, optional OM500 Beacon is easily installed by the participant in a central location in the participant's home. The unit is powered using a standard two-prong 110-volt AC power cord certified to UL standards. The beacon communicates with the OM500 GPS tracking device via encrypted radio frequency signal when the OM500 is in range of the beacon. The OM500 receives beacon signals, including the beacon's status, and communicates those signals and status to the monitoring system. The OM500 Beacon will offer the following features and benefits:

- + Provide radio frequency location to the OM500 thereby extending OM500 battery life and precisely verifying in-home location;
- + Monitors and reports A/C power disconnect/reconnect, movement/relocation, and tampers;
- + Communicates over a proprietary encrypted signal to prevent false communication, jamming, and hacking;
- + Superior onboard memory in case of communication outage;
- + Internal backup battery in the event of power outage; and
- + Range of approximately 150 feet.

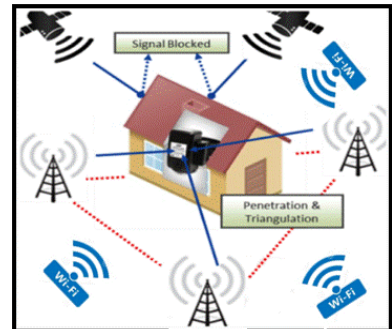
16. The GPS tracking unit should have a field replaceable battery. The battery should last for at least one year. Replacement batteries are at the expense of the Vendor.

The OM500 features an internal, rechargeable, and non-removable battery that boasts a battery life of 12 to 18 months with a shelf life of three (3) years. Sentinel will replace the battery upon return to our warehouse and provide the Division with a replacement unit at no expense to the Division.

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

The OM500 will send and receive signals within all plains of motion in any spatial orientation.

The OM500 is equipped with multiple location technologies to ensure that program participants are continually tracked in the absence of cellular communication networks. The OM500 uses GPS, Cellular, and Wi-Fi technologies to track program participants' locations. This multi-faceted tracking technology provides for consistent and reliable indoor tracking in addition to traditional outdoor-only GPS tracking.



Also, when a program participant enters an Impaired Location where GPS cannot be received, the OM500 will switch to cellular and Wi-Fi technologies to continue tracking the participant. Wi-Fi location points are generated using precision location services from Skyhook, and the OM500 device will switch to Wi-Fi when the device is unable to obtain two or more consecutive GPS points.

The OM500 collects GPS location data once per minute and leverages both cellular and satellite signals for always-on, high-precision tracking. The OM500's unique design combines multiple layers of location technologies including cellular and Wi-Fi whereby the device does not have to connect to the Wi-Fi signal, and the signal only needs to be visible to the device. Also, the Wi-Fi location points are generated on the impaired part of the rate plan. Such technology allows for reliable location information to be processed virtually anywhere and automatically compensates for insufficient satellite availability in GPS-impaired environments. The combination on these advanced location technologies allows for the quickest acquisition time (typically within 60 seconds, so long as there is a cellular signal detected) without being required to go outside to acquire a GPS signal when enrolling and installing a device.

18. 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.

The OM500 GPS devices incorporate non-volatile memory so each device is capable of storing data indefinitely and printing hard copy status reports upon transmission to the monitoring system. The OM500 device can indefinitely store up to 10 days of data in the unit's on-board non-volatile memory and will submit the event data upon restoration of services. The OM500 unit will transmit the stored data to the monitoring system as soon as communication is restored; all alerts will be specified, in historical order, and responded to appropriately.

*19. The Vendor **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.*

The OM500 GPS device is a one-piece, lightweight, ankle-worn GPS tracking solution that is both the

receiver of location information and the transmitter of status and location information and does not require a separate tracking device to be carried. The unit is ergonomically designed for efficient application, usability, safety, and comfort fit with standard and large size strap availability. The OM500 unit is approximately 3.9 x 2.6 x 1.5 inches and weighs five (5) ounces, without the strap. The OM500 does not pose any known health or safety hazards to participants or other persons coming into contact with the tracking units. The OM500 unit and strap are both made of hypoallergenic materials free of any external metal or alloy to reduce any discomfort in wear to the participant or the field officer performing the installation. The OM500 case is made of Acrylonitrile-Butadiene-Styrene (ABS) Plastic, a material that is durable and safe posing no hazard or danger to defendants, while the strap is made of Thermoplastic Polyurethane. The device and all of its parts are FCC approved and/or certified in addition to meeting the UL Standards for lithium batteries, charger, and sharpness.

20. 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.

The OM500 devices are small, unobtrusive, and do not inhibit participant activities. The OM500 device casings are hardened and waterproof in both salt water and fresh water to allow for normal activities such as bathing, showering, and swimming. The unit can withstand temperatures between -68° Fahrenheit and 140° Fahrenheit, humidity of less than 95 percent, normal household and atmospheric conditions, and up to 500 MHz of random vibration of 1.25G rms.

The OM500 device is extremely easy to attach to the participant's ankle with a reusable, adjustable and replaceable strap. The OM500 GPS tracking device strap is easily sanitized and reusable on multiple participants without the need for replacement. The device is attached to the participant's ankle with an extended length band to accommodate the largest of ankles. The strap's design allows for a secure fit and has multiple holes to assist in finding the proper fit on each person. The strap is adjustable as needed prior to locking the pins in place to allow the participant to stand up and/or walk around to determine the best fit possible. Straps are designed for 24 months of service and commonly proactively replaced at a 12-to-18-month interval.

21. 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.

The OM500 unit will detect and report any attempts to cut, remove, or tamper with the strap attached to the device. When properly installed, attempts to defeat, remove, or tamper with the OM500 GPS tracking device 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 backplate fits precisely in place and any attempts to pry it open are easily noticeable.

The OM500 GPS tracking device detects three (3) tamper types including: 1) fiber-optic strap design strap tamper; 2) device case tamper; and 3) backplate tamper. Within seconds of a tamper attempt, the

device will communicate and send a unique alert to the monitoring system. The OM500 device will automatically communicate to the monitoring system when a participant attempts to remove or tamper with the device/strap. The alert is received in real-time and provides an icon on the officer's dashboard as well as "popup" in a text list on the monitoring center application, providing both the officer and monitoring center with immediate visual identification of the tamper alert. The tamper icons on the dashboard do not automatically clear and must be manually cleared in the software.

The monitoring system then sends the alert to the appropriate 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 OM500 device will send a tamper alert if the participant severs the strap or if the unit loses contact with the backplate, indicative that the device has been uninstalled/disassembled. Additionally, the unit will send a tamper alert if the unit case becomes damaged or cracked.

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

The OM500 features a rechargeable Lithium ion, 1900 and 2000 milliamp hours (mAh) battery pack. The OM500 features an internal battery that boasts a battery life of 12 to 18 months with a shelf life of three (3) years. Participants charge the unit through a standard AC electrical outlet via power cord certified to UL standards and of sufficient length (approximately 15 feet) to adequately connect to the household AC power. The OM500 will last five-plus (5+) days on a full charge depending upon the strength of the cellular signal and selected tracking rate plan and requires 30 – 45 minutes of charging per day.

—IMPORTANT SENTINEL ADVANTAGE—

The OM500 features a magnetic charging connector that will swivel 360 degrees to avoid disconnection and breakage as well as mobility for the participant during charging. The unit is equipped with a LED light can be configured under company settings for **RED** when charging and **GREEN** when charging is complete. Additionally, audio commands announce charging starts and stops.

When the OM500 battery depletes below an Agency-defined threshold, the OM500 is configured to automatically vibrate and provide an audible voice reminder that he/she needs to charge the device. The vibration and beeping continue for 60 seconds or until the participant touches the acknowledgement sensor indicating he/she has received the warning. DNA allows for two (2) distinct notification intervals to be sent to the participant: 1) low battery warning, typically delivered when the device has a remaining battery life of approximately 30%; and 2) low battery alert, typically delivered when the device has a remaining battery life of approximately 20%. Agencies have the option of choosing the vibration and/or beep feature as well as audio commands.



23. The Vendor must furnish the necessary tools to attach and removal of the ankle transmitter and/or straps at no additional cost to the Division.

Sentinel will provide the necessary tools and straps to attach and remove the ankle-worn OM500 GPS tracking unit at no additional cost to the Division.

E. Ankle Transmitter

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

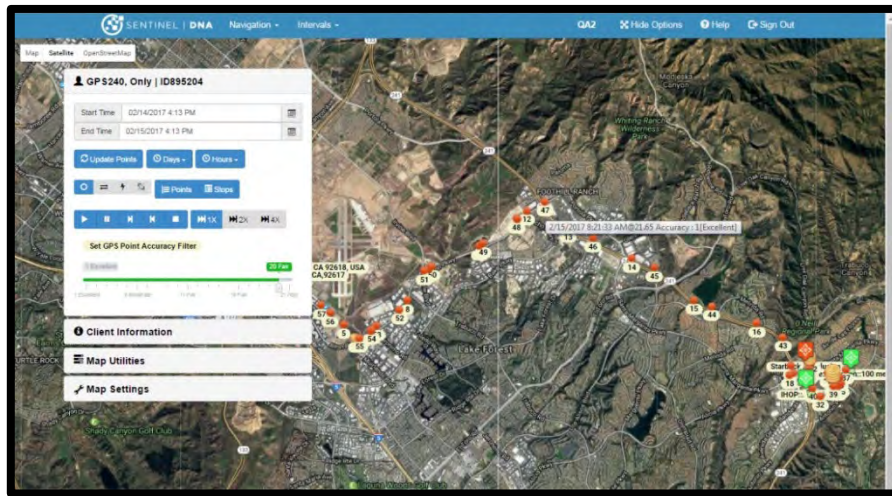
The OM500 transceiver is a discrete unit that is easily, securely, and comfortably attached to the ankle of the participant. The OM500 GPS tracking device is a one-piece unit that is FCC certified (FCC ID TS5-WP76-OM500) and is small and light weight with the device's dimensions at approximately 3.9 x 2.6 x 1.5 inches and weighs five (5) ounces, without the strap.

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 OM500 ankle-worn GPS tracking device uses a unique signal to communicate with the monitoring system; other commercially available products do not use the OM500 unit's transmission signal / same coding scheme. The OM500 utilizes encrypted communications in order to prevent tracing and/or signal duplication. The units are unaffected by normal human environmental, including receivers normally present in a residential setting, and atmospheric conditions. Should a participant attempt to mask, jam, or shield the OM500 GPS tracking device, the cellular communication and/or GPS location would be lost and thus the agency notified of either a loss of cellular communication ("No Cell") and/or a loss of GPS location information ("No GPS").

The OM500 GPS tracking unit is both the transmitter and receiver of information in one (1) unit and is equipped with on-board processing capabilities; therefore, the OM500 does not require the use of a base station, home unit, or beacon to monitor the participants 24/7. The OM500 is equipped with industry leading triple tracking capability via GPS, Wi-Fi location points, and cellular tracking. In impaired areas where GPS cannot locate the device, the device automatically collects the IDs and signal strengths of visible Wi-Fi networks and cell towers for always-on, high precision secondary tracking. This allows for a significantly more robust device as it offers multiple communication options. The Sentinel DNA web-enabled monitoring and case management software automatically maximizes the accuracy of the multiple location technologies (GPS, Cellular, or Wi-Fi) into one/the same tracking point, generating one of the most accurate points available. Tracking points are differentiated by color according to the type of point, and each point is numbered in order of occurrence. For any tracking point the user hovers their mouse pointer over, Sentinel DNA automatically provides a "Precision" feature that measures, calculates, and reflects any accuracy deviation in a number of feet, visible on screen, enabling officers to identify overall accuracy and any potential drift, thereby significantly increasing officer confidence.

(Please reference the sample image below and the sample DNA map screen excerpt on the next page referencing indoor tracking with “Precision: 26 feet”).



3. 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 utilizing fiber optics. This would include severing the strap or removal of the transmitter without severing the strap.

The OM500 GPS tracking device detects three (3) tamper types including: 1) fiber-optic strap design strap tamper; 2) device case tamper; and 3) backplate tamper. The OM500 unit will detect and report any attempts to cut, remove, or tamper with the strap attached to the device. When properly installed, attempts to defeat, remove, or tamper with the OM500 GPS tracking device 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 backplate fits precisely in place and any attempts to pry it open are easily noticeable.

4. Each ankle transmitter must be able to be electronically matched to any base station in the field by Division personnel.

The OM500 GPS tracking unit is both the transmitter and receiver of information in one (1) unit and is equipped with on-board processing capabilities; therefore, the OM500 does not require the use of a base station, home unit, or beacon to monitor the participants 24/7.

—IMPORTANT SENTINEL ADVANTAGE—

The OM500 will soon have the ability to be optionally paired with the OM500 Beacon to function as a multi-piece GPS system. When paired, the OM500 Beacon extends OM500 battery life and precisely verifies in-home locations. When a beacon is paired with the OM500, the beacon uses radio frequency (RF) technology to monitor and verify the



participant remains home. Should the participant/OM500 leave the signal radius of the beacon, then the OM500 immediately detects its departure and resumes use of GPS, Cellular, and Wi-Fi technologies to reliably track the locations of the participant.

The OM500 Beacon uses radio frequency technology to provide the agency with an advanced solution to reliably monitor participants while at home. The upcoming, optional OM500 Beacon is easily installed by the participant in a central location in the participant's home. The unit is powered using a standard two-prong 110-volt AC power cord certified to UL standards. The beacon communicates with the OM500 GPS tracking device via encrypted radio frequency signal when the OM500 is in range of the beacon. The OM500 receives beacon signals, including the beacon's status, and communicates those signals and status to the monitoring system. The OM500 Beacon offers the following features and benefits:

- + Provide radio frequency location to the OM500 thereby extending OM500 battery life and precisely verifying in-home location;
- + Monitors and reports A/C power disconnect/reconnect, movement/relocation, and tampers;
- + Communicates over a proprietary encrypted signal to prevent false communication, jamming, and hacking;
- + Superior onboard memory in case of communication outage;
- + Internal backup battery in the event of power outage; and
- + Range of approximately 150 feet.

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

The case of the OM500 ankle-worn transceiver is sealed to be shock-, water-, and infestation resistant. The OM500 is a continuous GPS electronic monitoring solution that is secure, robust, waterproof, submersible, and tamper proof/evident.

6. 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.

The OM500 ankle-worn GPS device emits a signal at a minimum of once every 60 seconds on a continuous basis, during the operational life of the battery, and transmit a low battery signal to the monitoring system when a low battery condition is present. The OM500 device reports the battery status each time it reports to the monitoring center, which is dependent upon the selected rate plan; e.g., a transmission rate of every 10 minutes, 30 minutes, 60 minutes, etc. When the OM500 battery depletes below an Agency-defined threshold, the OM500 is configured to automatically vibrate and provide an audible voice reminder that he/she needs to charge the device. The vibration and beeping continue for 60 seconds or until the participant touches the acknowledgement sensor indicating he/she has received the warning. DNA allows for two (2) distinct notification intervals to be sent to the participant: 1) low battery warning, typically delivered when the device has a remaining battery life of

approximately 30%; and 2) low battery alert, typically delivered when the device has a remaining battery life of approximately 20%. Agencies have the option of choosing the vibration and/or beep feature as well as audio commands.

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

The strap that attaches the ankle-worn OM500 GPS device to the offender is easily replaced in the field by Division personnel. The OM500 GPS tracking device is extremely easy to attach to the participant's ankle with a heavy-duty reusable, adjustable and replaceable strap. The strap includes a permanently embedded fiber-optic cable and is fully adjustable, eliminating the need for strap cutting during installation. Two (2) locking pins connect the unit to the back plate. Personnel installing an OM500 GPS tracking device on the participant need *no tools*.

8. 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.

The OM500 ankle-worn GPS device is ergonomically designed for efficient application, usability, safety, and comfort fit with standard and large size strap availability. The OM500 unit and strap are both made of hypoallergenic materials free of any external metal or alloy to reduce any discomfort in wear to the participant or the field officer performing the installation. The sealed case is made of Acrylonitrile-Butadiene-Styrene (ABS) Plastic while the strap is made of Thermoplastic Polyurethane.

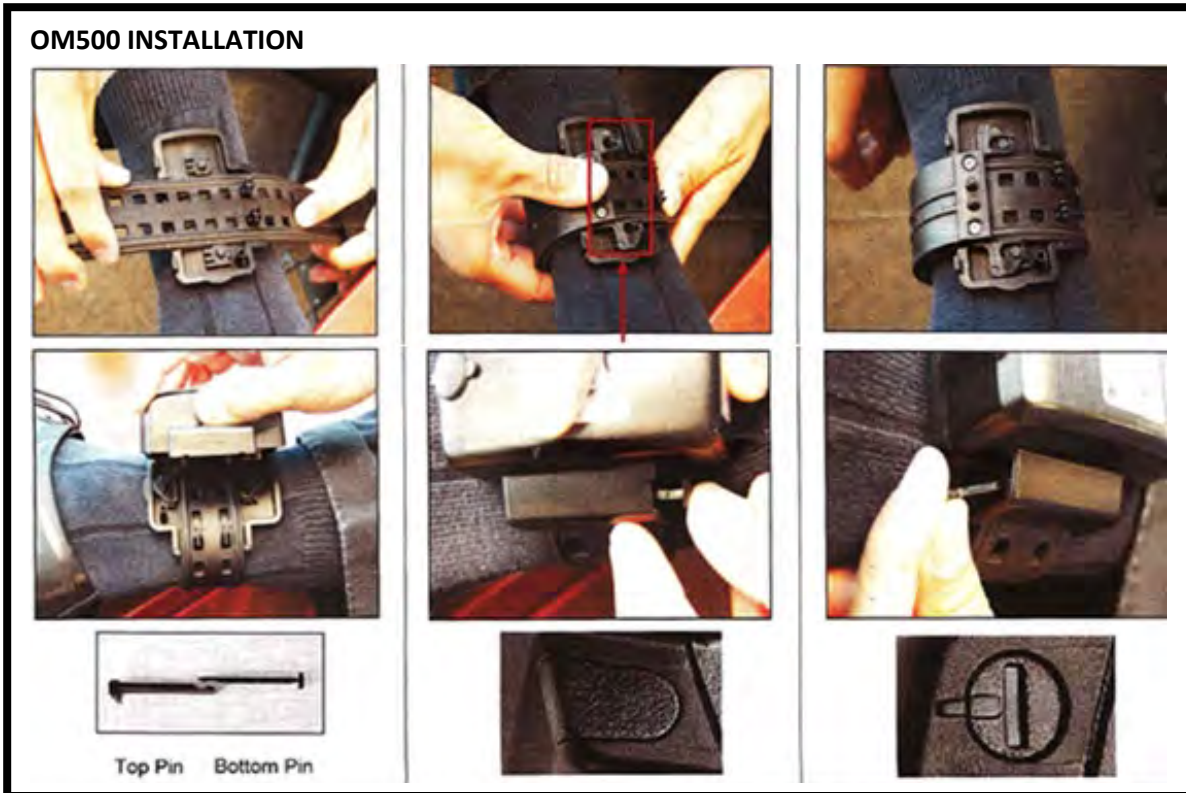
9. The batteries powering the transmitter shall have an operational life of one year, be easily replaced in the field by Division personnel and shall not require replacement of the strap when the field staffs replace the battery.

The OM500 ankle-worn GPS device features a rechargeable Lithium ion, 1900 and 2000 milliamp hours (mAh) battery pack. The OM500 features an internal battery that boasts a battery life of 12 to 18 months with a shelf life of three (3) years. To ensure the integrity of the unit, the OM500 must be returned to Sentinel for battery replacement.

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

The OM500 ankle-worn GPS device is easily installed on the offender with minimal training and experience of the installer. It is extremely easy to attach the OM500 to the participant's ankle with a heavy-duty reusable, adjustable and replaceable strap. The strap includes a permanently embedded fiber-optic cable and is fully adjustable, eliminating the need for strap cutting during installation. Two (2) locking pins connect the unit to the back plate. Personnel installing an OM500 GPS tracking device on

the participant need *no tools*. Once properly attached, the device will detect and report a tamper message if it is removed. The OM500 GPS tracking device strap is easily sanitized and reusable on multiple participants without the need for replacement. The device is attached to the participant's ankle with an extended length band to accommodate the largest of ankles. The strap's design allows for a secure fit and has multiple sizing options to assist in finding the proper fit on each person. The strap is adjustable as needed prior to locking the pins in place to allow the participant to stand up and/or walk around to determine the best fit possible.



The OM500 GPS tracking device's unique design will allow the agency complete confidence that the device installation is successful. Staff will enroll the participant's information in the monitoring system application prior to installation. The enrollment process is quick, simple, and completed in five (5) to ten (10) minutes by entering basic data and selecting the respective supervising officer. The software recognizes the device as soon as it is activated and assigned to the participant, providing confirmation that the unit is properly working.

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

The OM500 ankle-worn GPS device does not allow for automatic reset of tamper status. Within seconds of a tamper attempt, the device will communicate and send a unique alert to the monitoring system. The OM500 device will automatically communicate to the monitoring system when a participant attempts to remove or tamper with the device/strap. The alert is received in real-time and provides an

icon on the officer’s dashboard as well as “popup” in a text list on the monitoring center application, providing both the officer and monitoring center with immediate visual identification of the tamper alert. The tamper icons on the dashboard do not automatically clear and must be manually cleared in the software.

The devices remain in tamper until inspected and reset through the web-based system. This process virtually eliminates false nuisance tamper events to only those that truly warrant investigation. Agency staff can utilize any internet-enabled device to access the web-based system in order to clear a tamper or they can phone Sentinel’s National Monitoring Center to clear the tamper event for them. Mobile access is available to allow staff to clear alerts or access participant activity when away from the office.

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

The OM500 ankle-worn GPS device complies with Part 15 of the FCC Rules (FCC ID TS5-WP76-OM500). Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

G. Remote Alcohol Unit

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

For the Division’s remote alcohol monitoring program, we are proposing our hand-held, remote breath alcohol testing device, BA/RT, which utilizes deep-lung fuel cell technology to test a participant for consumption of alcohol and can be utilized on a case-by-case base as determined by the Division. **BA/RT – BREATH ALCOHOL / REAL-TIME** – represents the next generation in hand-held, portable breath alcohol content (BrAC) monitoring devices. This innovative alcohol testing device lets agencies execute regularly scheduled and on-demand remote alcohol testing. The BA/RT device is 6" long, 2.4" wide, and 1.4" thick with a weight of approximately 11.5 ounces. This device is designed to be easy to carry at all times by the participant in a Sentinel-provided protective pouch that protects the unit and allows the plastic mouthpieces to remain with the unit at all times. The BA/RT device is made of impact-resistant, non-flammable, injection-molded plastic. The unit is designed with rounded-edges and encased in drop-resistant ABS plastic with a rubber protection band for added security from accidental/incidental damage.



The BA/RT unit is designed to provide portable, real-time breath alcohol testing with GPS location and visual color picture confirmation. Tests may be scheduled, on demand, random or participant-initiated to ensure every opportunity for successful testing. BA/RT is equipped with an industry proven, deep lung Dart fuel cell sensor that provides reliable Breath Alcohol Content (BrAC) readings. To ensure the

integrity of each test, the BA/RT device is equipped with a built-in high-resolution camera that captures an image of the person simultaneously as the test is being performed. The test image is compared to a master image by our monitoring center to verify the participant's identity.

Testing Reminders and Time-to-Test Alerts can be sent to participants via an audible signal or via text message. When it is time for a test, an audible signal is emitted from the unit to inform the participant of the need to test. At the time of each test (whether performed or not) BA/RT determines its location using built-in GPS technology and transmits the location information and all other data to our 24/7 Monitoring Center for processing in real-time. This information is then displayed via Google Maps® on Sentinel's DNA interface. In addition to alerting participants of when to test, BA/RT also has the capability to communicate with participants via text message. Correctional Agencies can send text messages directly to the participant, and BA/RT alerts the individual with an audible signal and corresponding text message. The message appears on BA/RT's LED screen, and, after review, the participant must acknowledge its receipt so confirmation can be transmitted back to the participant's activity report.

The BA/RT unit is superior to other hand-held / remote breath alcohol monitoring units in that:

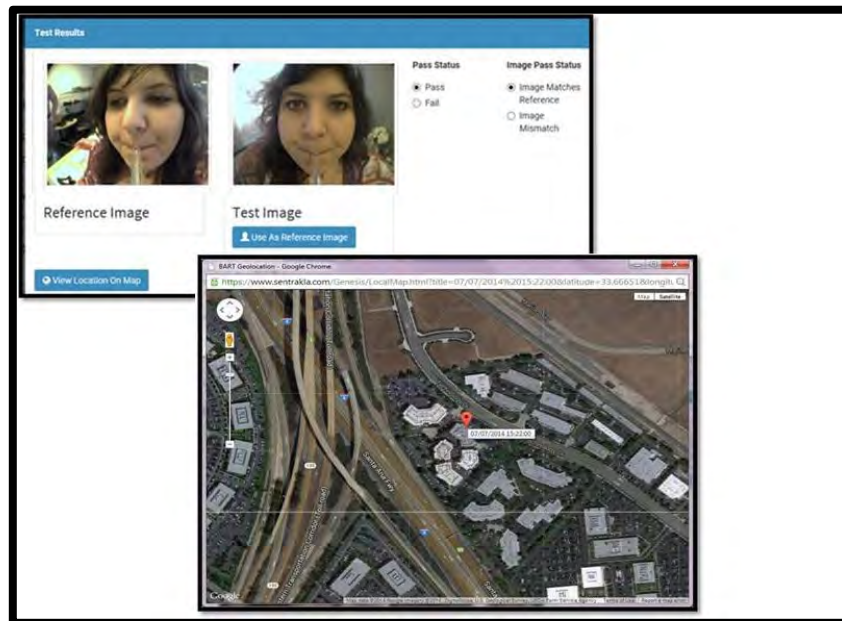
- + BA/RT initiates tests on the device directly – no need for personal cell phone or text message service. BA/RT test initiation is based on a stored schedule within the device and, therefore, is NOT dependent on cellular coverage. BA/RT will remind you to test and test successfully even without cell coverage.
- + BA/RT has officer-to-participant text communication with acknowledgement via the device itself.
- + BA/RT records and sends temperature readings, GPS location, and BrAC results in an easy-to-read format. (i.e., 005)

2. System must have the ability to communicate using cellular technology.

BA/RT uses cellular technology to communicate with Sentinel's monitoring system. BA/RT uses the Sprint / T-Mobile cellular network as its primary carrier and can roam onto other CDMA cellular networks where available.

3. 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.

To ensure the integrity of each test, BA/RT is equipped with a built-in, high-resolution camera that captures a color image of the participant simultaneously as the test is being performed. The test image is compared to a master image by our monitoring center to verify the participant's identity. In addition to the photo image of the participant, every scheduled or taken test results in a GPS point being placed on a Google Map® within the SentinelDNA monitoring application as shown below; even if a participant misses a test, a GPS point is still sent to DNA and mapped for historical accuracy.



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

All test results, with accompanying photo taken during the test, are available to Division staff through the web-enabled Sentinel DNA monitoring system. At any time, authorized staff can view the last three (3) failed alcohol tests with the violation data, test result, test image, and GPS location data all with date and time stamp.

5. 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.

BA/RT is non-invasive and equipped with a state-of-the-art deep lung fuel cell sensor that will provide the Division with reliable and true breath alcohol content (BrAC) readings that are based on definitive data. A deep lung sample is tested through proven fuel cell technology to provide accurate numeric BrAC (example 0.123). The unit uses a DART fuel cell, takes a deep lung sample, and only recognizes ethanol; the unit will not respond to natural gas or acetone.

Additionally, during each participant test, BA/RT incorporates a measurement of air sample temperature and humidity at the time of the test, and it is reported along with the BrAC. The addition of the measurement of the air sample temperature and humidity during each breath test makes the BA/RT system a highly accurate means of verifying the sample.

6. Once the test is completed, the system must report the results (BAC level) to the Vendor's remote host computer. The Vendor's remote host computer must have the ability to notify a designated Division contact if alcohol is detected.

Upon completion of the test, the BA/RT unit will report the results to Sentinel's monitoring system via cellular communication. Sentinel's monitoring system is capable of notifying a designated Division point of contact if alcohol is detected.

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

The BA/RT unit can be coupled with the OM500 GPS tracking device or utilized as a stand-alone system.

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

The BA/RT unit is equipped with multiple sensors to ensure accurate measurements and confirmation of the program participant. During each participant test, BA/RT incorporates a measurement of air sample temperature and humidity at the time of the test, and it is reported along with the BrAC. The addition of the measurement of the air sample temperature and humidity during each breath test makes the BA/RT system a highly accurate means of verifying that a true sample was submitted without tampering. This temperature reading along with the photo taken at the time of testing provide the added level of security needed to ensure the integrity of the test.

Additionally, BA/RT is equipped with four (4) testing options for participants who have been enrolled on a BA/RT device in DNA. The four test types are:

- + **SCHEDULED:** Initiated by the BART Test schedule entered or a Custom Schedule.
- + **ON-DEMAND:** A BA/RT test was sent to the device via the "Send Test" OTA command.
- + **SELF-INITIATED:** The participant manually initiated a self-test on the device.
- + **RETRY ON DEVICE:** The device initiated a retest due to a previously failed test.

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

The Division will have the ability to determine the alcohol testing frequency (intervals) for each program participant. Authorized users can choose from four (4) testing options for participants who have been enrolled on a BA/RT device. BA/RT test initiation is based on a stored schedule within the device and, therefore, is NOT dependent on cellular coverage to initiate tests. BA/RT will remind the participant to test and test successfully even without cell coverage. When it is time for a test, BA/RT delivers an audible and visual signal, reducing the risk of a missed test. It then guides the participant through testing via alphanumeric display prompts on its front display and multiple-colored LEDs. Results are available near real time via our web-based information system, allowing agency staff access to monitoring data and the ability to respond accordingly. BA/RT allows officers to know promptly if any testing violations occur which can be critical for repeat DUI offenders who may pose a safety risk to the community.

The four test types are:

- + **SCHEDULED:** Initiated by the BART Test schedule entered or a Custom Schedule.
- + **ON-DEMAND:** A BA/RT test was sent to the device via the “Send Test” OTA command.
- + **SELF-INITIATED:** The participant manually initiated a self-test on the device.
- + **RETRY ON DEVICE:** The device initiated a retest due to a previously failed test.

Reference Image	Test Image	Schedule Time	Test Time	Test Type	BAC Level	Result	Status	Calibration	Latitude	Longitude	Reviewed	Temperature	Humidity
		09/24/2018 11:14:31	09/24/2018 11:15:32	Scheduled	0.000	PASS			33.65902	-117.7544	YES	78.8 °F	99
		09/24/2018 10:52:07	09/24/2018 10:54:31	Self Initiated	0.217	PASS			33.65905	-117.7544	YES	77 °F	99
		09/21/2018 14:52:00	09/21/2018 14:53:20	On Demand	0.000	PASS			NO LOCATION		YES	77 °F	99
		09/21/2018 13:08:33	09/21/2018 13:09:40	Retry on Device	0.000	PASS			NO LOCATION		YES	77 °F	60

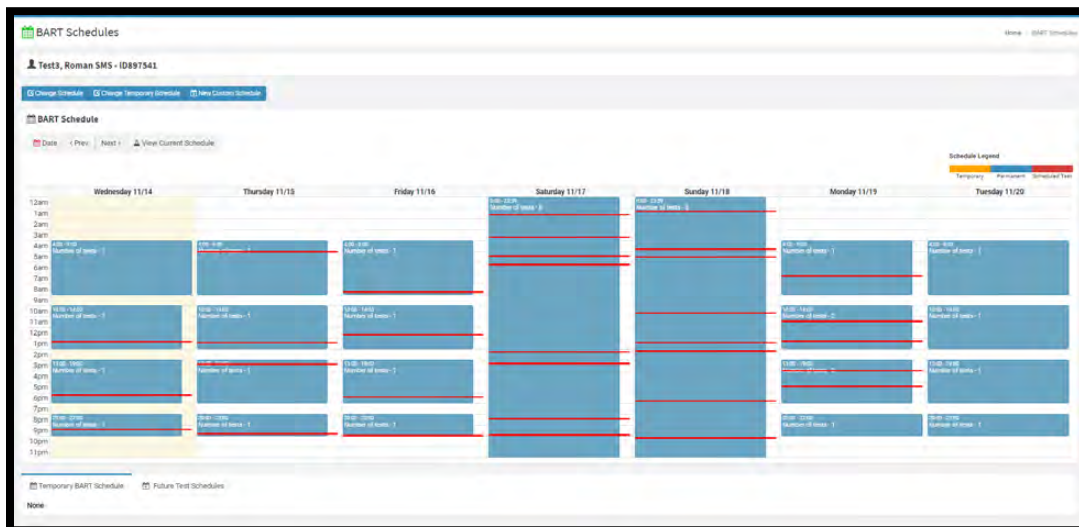
From the BA/RT Schedules page, users will now see the current week by default on a calendar view. Users may change the week displayed by selecting the DATE button and choosing a day, select PREVIOUS/NEXT to jump to the previous or following weeks, and reset to the current week by selecting VIEW CURRENT SCHEDULE.

Date
< Prev
Next >
 View Current Schedule

Schedule Legend

Temporary	Permanent	Scheduled Test

The Future Test Schedule displays the next 32 exact test times. These times are represented by a red line on the main calendar display below followed by a list view of the Future Test Schedule.



Interval	Test Time
07:00 - 22:00	11/14/2018 1:40:00 PM
07:00 - 22:00	11/14/2018 3:02:00 PM
07:00 - 22:00	11/14/2018 4:24:00 PM
07:00 - 22:00	11/14/2018 6:03:00 PM
07:00 - 22:00	11/14/2018 9:31:00 PM
04:00 - 09:00	11/15/2018 4:57:00 AM
10:00 - 14:00	11/15/2018 1:21:00 PM
15:00 - 19:00	11/15/2018 3:19:00 PM
20:00 - 22:00	11/15/2018 9:46:00 PM
04:00 - 09:00	11/16/2018 8:41:00 AM
10:00 - 14:00	11/16/2018 12:37:00 PM

Temporary BA/RT Schedule displays all test windows set to occur on a specific day outside of the permanent schedule. These schedules are represented by a yellow box on the main calendar display.

Day	Window 1	Window 2
Friday - 11/16/2018	04:00 - 15:00	
Number of Tests:	1	
Saturday - 11/17/2018	05:00 - 16:00	19:00 - 23:59
Number of Tests:	1	1
Sunday - 11/18/2018	09:00 - 16:00	
Number of Tests:	1	

Additionally, the BA/RT Custom Schedule option allows customers to set an exact time for which they want the participant to receive a test from the BA/RT device. Customers may schedule a one-time test and enter the exact date and time for their participant’s test or set up recurring tests. When creating recurring tests, customers can change the frequency to daily, weekly, or monthly. This allows for a wide array of testing options for increased program compliance.

Custom BART Test Schedules

Schedule Type : One Time Recurring

Test Time :

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

The BA/RT unit features a rechargeable 1800 MAH battery that will provide in excess of 30+ hours of continuous power to the unit while the participant is out in the community. The BA/RT unit is equipped with an extensive nonvolatile memory. The on-board memory can store as many as 1,500 tests (including missed) and 1,500 events (including equipment status) in the event of temporary cellular signal loss and includes the date and time stamp of each stored event (Note: The unit will automatically initiate a call-in when it detects the restoration of cellular connectivity).

Sentinel's monitoring system will store information on client violations and equipment status with a historical transaction record; all information is stored/archived for retrieval/backup in a database when requested by agency personnel.

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

The BA/RT unit features a rechargeable 1800 MAH battery that will provide in excess of 30+ hours of continuous power to the unit while the participant is out in the community; A/C power is not needed to test the offender. The unit immediately reports alcohol test results via the CDMA cellular network (no home phone line needed), and in the event of cellular disruption, the BA/RT unit is also equipped with an on-board memory can store as many as 1,500 tests in the event of temporary cellular signal loss and includes date and time stamp of each stored event (Note: The unit will automatically initiate a call-in when it detects the restoration of cellular connectivity).

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

Sentinel's BA/RT unit was designed to provide remote breath alcohol testing with real-time GPS location verification in a portable, hand-held unit capable of performing tests in any location as a participant travels throughout the community, including in the home, in the office of the Division and in the field. The BA/RT device is designed to be easy to carry at all times by the participant in a Sentinel-provided protective pouch that protects the unit and allows the plastic mouthpieces to remain with the unit at all times. The device is designed with rounded-edges and encased in drop-resistant ABS plastic with a rubber protection band for added security from accidental/incidental damage.

13. 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.

All of Sentinel's proposed equipment has been properly registered and certified under Federal Communications Commission (FCC) rules and regulations. BA/RT complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. BA/RT has been tested by an independent laboratory to be compliant with Part 15 of the FCC 15 SubPart B 15.107 AC Conducted Emissions and 15.109 Radiated Emissions as of 7 May 2015 (Contains FCC ID: RI7CC864-DUAL).

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

Authorized users can access the BA/RT device from any web-enabled computer or device through the Sentinel DNA monitoring platform.

15. The Vendor shall provide one unit to be placed in supply at no cost to the Division.

Sentinel will provide, at no additional cost to the Division, one (1) BA/RT unit as spare shelf stock of equipment ensuring there is no delay in services due to the non-availability of equipment.

J. Monitoring Center Services

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

Sentinel will provide 24 hours a day, seven days a week, 365 days a year monitoring services through the use of the OM500 GPS tracking solution and the BA/RT remote breath alcohol testing device. The actual technological monitoring of the offenders will be performed by our National Monitoring Center, which houses our monitoring system that receives, stores, and disseminates all data generated by our monitoring equipment.

Our monitoring center is staffed 24 hours a day, seven (7) days a week with a supervisor always on duty and live operators cross-trained to support our suite of supervision services and products. This staffing allows Sentinel field staff and Division staff to call and speak with one of our monitoring experts at all times of the day or night. We do not use a recorded answering prompt or message delivery service; our operators answer all calls at all times. In addition, our center is staffed with bilingual personnel on every shift in order to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact offenders when certain alarms occur, regardless of the day of the week or time of the event.

Unlike other vendors, we operate our own monitoring center so that we can provide all the services directly to our customers and eliminate any possible third-party issues. Sentinel can assure the Division that having a vendor that can provide their own established, proven, and reputable facility greatly reduces the chance of lapses in monitoring services and possible subsequent safety concerns for the community.

In addition, all our monitoring center employees undergo a thorough and detailed training program during which they are trained in all aspects of Sentinel’s monitoring center and the necessary alarm procedures. As a further service benefit, our staff is cross trained to support assistance requests for global positioning satellite (GPS) tracking, radio frequency (RF) electronic monitoring, alcohol testing, and voice verification monitoring programs. To ensure continued, reliable performance, our staff also undergoes regularly scheduled, comprehensive testing. These tests are used to ensure Sentinel’s monitoring center personnel remain extremely proficient in alarm processing and reporting.

All monitoring and tracking of the program participants will be based on the Division’s approved monitoring parameters and guidelines.

—IMPORTANT SENTINEL ADVANTAGE—

Our staff is always available should procedures require direct telephone interaction between our operators and program participants. For example, if required, our operators will contact program participants to determine the nature of the alert / alarm and provide detailed “Status Notes” to Division officers and local Sentinel staff via automated report.

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. These requests can be for assistance to both hardware and software issues.

Sentinel’s monitoring center is staffed 24/7/365 with staff who have been competently trained on the system and who can respond in a timely manner to requests for assistance – both hardware and software – from the Division. Our staff is cross trained to support assistance requests for global positioning satellite (GPS) tracking, radio frequency (RF) electronic monitoring, alcohol testing, and voice verification monitoring programs. To ensure continued, reliable performance, our staff also undergoes regularly scheduled, comprehensive testing. These tests are used to ensure Sentinel’s monitoring center personnel remain extremely proficient in alarm processing and reporting.

3. The Division reserves the right to conduct background checks on any employee working the Monitoring Center. The Vendor is required to supply the Division with a roster of employees upon demand that include their names, birth date, and social security number. The Division 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 Vendor is required to notify the Division within twenty-four (24) hours should any situations arise with personnel which might compromise the integrity of the Monitoring Center and/or the Division’s program.

Sentinel understands and acknowledges the Division’s right to conduct background checks on Sentinel’s monitoring center operators. Upon request, we will provide the Division with a roster of employees that includes name, birth date, and social security number. Furthermore, Sentinel will notify the Division within 24 hours should any situation arise with Sentinel personnel that may compromise the integrity of the monitoring center and/or the Division’s program.

We strive to consistently recruit, employ, and retain the best people and provide equal opportunity at all levels. We also provide expert field personnel whose experience includes contract management on federal, state, and local levels. We require each employee to read and sign a Non-Disclosure Agreement, addressing the privacy and security of the agency and participant monitoring information. We also require 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 our corrections customers, we require all employees to pass criminal background checks as well as our own rigorous screening requirements. Due to the sensitive nature of products and services, we do not employ individuals with felony records or misdemeanors of moral turpitude.

4. The Vendor 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.

Sentinel agrees to conduct regular training for our 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.

All of Sentinel's monitoring center employees undergo a thorough and detailed training and certification program, during which they are trained in all aspects of Sentinel's electronic monitoring equipment and software including troubleshooting and the necessary alarm procedures to ensure timely and accurate notifications. Two (2) full weeks are used during the training of a new monitoring center operator to ensure that a thorough electronic monitoring knowledge based is developed. Complete equipment functionality and software platform protocols must be understood prior to graduation to a Level One Monitoring Center Operator.

The training and certification manual contains the guidelines, curriculums, job descriptions, and policies necessary for the growth and development of monitoring employees. It is knowledge- and performance-based, allowing maximum participation by monitoring center staff and supervisors. The training techniques, tools, and exams are developed by the training coordinator and are required to successfully complete the certification process. The coordinator will conduct training sessions at regularly scheduled intervals; however, each shift supervisor will be instrumental in the development of their employees.

To maintain an efficient service-oriented organization, Sentinel employs on-going training modules for all positions. This method is applied equally to all monitoring center operators as to allow correct interpretation and dissemination of information to all authorized agency personnel. The training modules for each employee within the monitoring center are delineated. Sentinel is committed to providing the highest level of monitoring services in the industry. A critical element of providing reliable and efficient monitoring is a knowledgeable, professional, and well-trained staff.

This training and certification manual contains the guidelines, curriculums, job descriptions, and policies necessary for the growth and development of monitoring employees. It is knowledge and performance based, allowing maximum participation by monitoring center staff and supervisors. A grading system has been established to easily identify staff members with certain knowledge and ability. This grading system requires an employee to demonstrate acquired skills through verbal and written examinations.

Levels:

- + Monitoring Specialist Level – Trainee
- + Monitoring Specialist Level – 1
- + Monitoring Specialist Level – 2
- + Monitoring Specialist Level – 3
- + Monitoring Shift Supervisor

Training / Certification:

The Training Coordinator is responsible for developing the training techniques, tools, and exams that are required to successfully complete the certification process. The Training Coordinator will conduct training sessions at regularly scheduled intervals; however, each shift supervisor will be instrumental in the development of their employees. Training for the various levels will be conducted as follows:

Level	Training Conducted By	Certified By
Trainee	Training Coordinator	Training Coordinator
1	Shift Supervisor	Training Coordinator
2	Shift Supervisor	Training Coordinator
3	Training Coordinator	Training Coordinator
Shift Supervisor	Monitoring Center Manager	Monitoring Center Manager

Certification Exams:

A written examination is prepared for each grade level. Some grade levels require that an employee demonstrate acquired skills. A minimum test score is required to pass the written examination.

Level	Minimum Score
Trainee	85%
1	85%
2	85%
3 / Shift Supervisor	90%

A passing score is mandatory for the Trainee and Level 1 position and is required for continued employment. The Level 1 certification exam must be successfully completed before the expiration of a new employee’s orientation period. Re-testing periods are established to give an employee an additional attempt to achieve a passing score.

Level	Testing Period	Re-Testing Period	Passing Score
Trainee	When initial training complete	14 Days	Mandatory
1	10 weeks’ employment	14 Days	Mandatory
2	90 Days	30 Days	Not Mandatory
3	90 Days	30 Days	Not Mandatory

A passing score is mandatory for continued employment beyond the orientation period for the Trainee and Level 1 grade.

5. The Vendor 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.

Sentinel's monitoring system has been designed to provide 24 hours a day, seven (7) days a week, 365 days per year service to hundreds of agencies and tens-of-thousands of participants daily.

The monitoring center is the focal point of Sentinel's state-of-the-art headquarters facility, located in Anaheim, California, that is staffed 24 hours a day, seven (7) days a week, 365 days a year with trained personnel, from which Sentinel handles over 50,000 calls on a daily basis providing secure confidential monitoring services. The monitoring center is a separate, self-supporting node within the facility and designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, monitoring information is disseminated, and technical support (help desk) services are provided.

Sentinel's proposed monitoring application is equipped with security features that prevent unauthorized individuals from accessing any information held by Sentinel. Secure access to the system is maintained at all times.

Sentinel's monitoring center is equipped with an Uninterruptible Power Supply (UPS) that serves to immediately protect all computers and electronic equipment from downtime continuing to power the entire monitoring center as normal and can do so while Sentinel's on-site diesel generator automatically begins operation. To support operations for database replication of key IT, and failover disaster recovery to avoid unnecessarily excessive downtime due to hardware or software issues, Sentinel's monitoring system incorporates 100% redundant Disaster Recovery Plan (DRP) servers.

Sentinel has high client capacity with multiple lines available as our processing site. Both our Web-Based Software and the Monitoring Center Operating Platform are scalable to meet the requirements and needs for our customers. Sentinel's systems have sufficient server capacity to process sixty percent (60%) more monitoring than what is currently processed today. **This allows us to more than double our entire monitoring population without needing additional components.**

Regardless, should this capacity reach a threshold of eighty percent (80%), then a comprehensive server will be added to contain the databases necessary to continue operating at an acceptable capacity. System restraints including processor speed for servers, system memory, available disk space, and network bandwidth are reviewed and monitored **daily** to ensure system performance is at peak operating conditions. Monitoring these system parameters is especially crucial during peak hours, at which time the system experiences a higher throughput of data. As the data load increases, servers, memory, and database capacity are increased as well to maintain an approximate usage level of fifty percent (50%) or less - well below our threshold.

Additionally, Sentinel maintains separate AT&T and Sprint internet circuits in the Primary Information System for website and unit communication failover purposes. In the event of a disaster or failure,

Sentinel can repoint websites and tracking unit communication to any provider or IP addresses to maintain the flow of traffic. Landline traffic is provided by georedundant SIP trunks with Cox Communications with ability to failover to the Secondary Site automatically in the event of a failure.

6. The Vendor 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.

All monitoring duties will be provided from our monitoring center that is co-located at the same site as our corporate office. The facility is safe and secure as no business is conducted at Sentinel's corporate site with the general public or program participants.

PHYSICAL SECURITY

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. Our monitoring center is designed using Underwriters Laboratory (UL) specifications and restricts data access to authorized staff by upholding the following security standards:

- + Enforces an electronic card key system for entryway access to the building and monitoring center facility
- + Uses multiple security systems including streamed video to view the facility, audio systems, electronic card readers and motion and fire detectors monitored by an outside security contractor.
- + Archives data daily and stores it in a secure location to protect against memory loss in case of power failure (which we prevent through our previously described redundancy features)
- + Access to both collocated data centers (Irvine) and (Dallas) is restricted to authorized personnel only (key and card readers). These facilities are reinforced with multiple electrical power and telecom access points.

The national monitoring center is located in our Anaheim Corporate Headquarters facility. There are only two (2) access entryways into the monitoring center and both doorways are electronically locked at all times. In addition, only authorized monitoring center personnel who are on duty for their shift are permitted to enter the site. Access to the monitoring center is restricted to employees and management assigned to the department.

As added security, each of the two (2) access entryways into the monitoring center are monitored via a live streamed video system that is monitored from inside the facility. All monitoring center personnel have continual direct access to a 911 emergency line if an intruder attempted to gain access. For outdoor perimeter security, random security patrols for the building occur using a contracted security service. The live streamed video equipment is installed in and around the monitoring center supervising each entry point. The cameras are monitored and recorded 24-hours per day and surveillance disks are labeled and archived for a period of 60 days.

MONITORING SYSTEM SECURITY

The monitoring center systems and servers use leading Internet security features, including 256-bit encryption. Both the proposed monitoring platform and case management software employ Transport Layer Security (TLS), the same security features employed by top banking and insurance institutions. The system is continuously synchronized and is replicated in its entirety every day to the secondary offsite / Disaster Recovery system, in addition to all data being backed up and encrypted for off-site long-term storage. All changes to participant or demographic information or monitoring data are saved within the system. Additionally, each employee has a specific database login credential that permits Sentinel to perform detailed audits on user access to all participant records in the database to confirm that unauthorized changes have not been made.

Sentinel's web-based information exchange architecture has servers that are independent and kept safe from primary data servers and computer systems. Our Information Technology staff has installed all of the necessary physical and technical security measures (e.g., SSL certificates, network firewalls, anti-virus software, access control equipment, and live stream video surveillance) to ensure that unauthorized users and hackers do not have access to Sentinel's information technology infrastructure, applications, data or our national monitoring center facility. We place our interest in ensuring the security of all participant data at all times.

INTRUSION DETECTION AND PROTECTION

Edge security for DNA is provided by FortiGate 100E firewalls with only needed incoming and outgoing ports available for the monitoring system. Sentinel terminates HTTPS TLS connections at a secure proxy which offers an additional layer of access protection to unintended URLs and paths on websites. DNA Websites and Services operate on patched and hardened Windows and Linux servers. Sentinel does not allow vendor or 3rd party access to participant data. Sentinel staff and end users (officers) access participant data through the use of multi-layered login passwords. All activities conducted in DNA are recorded with date, timestamp, and user credentials to provide audit capability, replay of events, and access to historical accuracy.

PERSONNEL SECURITY AND INTEGRITY

Only authorized personnel assigned to our National Monitoring Center or IT Group have access to program participant data, and monitoring center personnel are unable to modify or alter monitoring data. Monitoring data is electronically impervious to modification or manipulation. At no time will we ever disclose confidential data to any unauthorized personnel without written approval of the participating agency or by an officer providing a confidential verbal password. All program data will be maintained in accordance with industry-accepted secure data protection standards. The only staff members who are authorized to access or receive information on program participants are those who have undergone a background check and are assigned to support this program's operations and no information is disclosed by these staff members to any third party without written authorization of the participating agency. *Each employee assigned to the monitoring center and IT Group is required to undergo a thorough background check (including drug testing) and sign a Confidentiality or CORI (Criminal Offender Record Information) form when hired; any violation of these requirements will result*

in the termination of the offending employee's employment. All records created for participants referred to this program will remain the property of the participating agency and will not be released without the written consent of the agency or due to compliance with a legal subpoena. Upon completion of services, all records will be returned to the participating agency or destroyed under direction of agency-authorized personnel.

Further, upon hiring, all our employees are provided an employee handbook that outlines Sentinel's "zero tolerance" policy regarding compromising relationships with participants, their families and customer staff. We will report any conflicts of interest, improprieties, or the appearance thereof, immediately to the operational management contact of the participating agency.

SECURITY OF MONITORING RECORDS

Each authorized user is provided their own login and once they have established their confidential password, Sentinel is able to ensure the integrity of each user's entry. This unique user access permits our Information Technology personnel to follow electronic audit trails that permit supervisors and management to verify the source of all data entries or modifications.

NOTE: No participant data is stored on the hard drive of a computer accessing the monitoring system (internally or externally). In the event of the theft or destruction of a computer that has accessed our system confidential participant data and records will not be compromised. All data is stored securely on our secure servers, which are collocated in Irvine (CA) and Dallas (TX).

In addition, our monitoring center and secure web-based monitoring systems incorporate the latest in security measures. Due to the sensitive nature of the records that we handle, we have taken precautions to ensure the integrity and security of its system. Protection of records and their confidentiality are our primary concern. All our security systems are monitored electronically and manually by our IT group continuously to ensure no lapse in service.

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

To ensure that all data remains secure and is backed-up regularly, Sentinel has taken all of the required steps. We understand the importance of having reliable primary and supplementary power resources available at all times. With our monitoring center continuously online 24 hours a day, seven (7) days a week, we have taken all necessary precautions to ensure that its power access remains at 100 percent at all times and remains seamless to our customers and program participants.

The Primary Information System is hosted on hardware maintained by Sentinel staff in a secure colocation facility in Irvine, California. The facility provides full Uninterruptible Power Supply (UPS), Generator, and redundant power circuit backups. The Primary Information system hosting platform is a VMware vSphere cluster with a redundant VMware VSAN, providing both highly available storage and compute resources so that individual components of the system can fail without impacting operations.

All critical components of the Primary Information System are continuously replicated to the geographically redundant Secondary Information System in Dallas, Texas. Sentinel targets a 1-hour Recovery Time Objective (RTO) for full monitoring system failover to the Secondary system. Sentinel can also perform partial failovers in the event that full disaster recovery is unnecessary.

Data is backed up every 15 minutes to target Sentinels standard 15 minutes Recovery Point Objective (RPO) target. Data is encrypted with AES-256 and then stored offsite at Amazon Glacier. This is a *zero-knowledge* hand off to Amazon Glacier where the data is encrypted ahead of time in Sentinel's possession before transmission to ensure the data is safe and unreadable by outside parties. Sentinel maintains 7 days of backups available locally for fast retrieval. Live data is also available in the Secondary System due to the ongoing replication from the Primary System.

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

We understand the importance of having reliable primary and supplementary power resources available at all times. With our monitoring center continuously online 24 hours a day, seven (7) days a week, we have taken all necessary precautions to ensure that its power access remains at 100% at all times and remains seamless to our customers and program participants. Sentinel will notify the Division should any event occur that impacts the Division's program.

The Primary Information System is hosted on hardware maintained by Sentinel staff in a secure collocation facility in Irvine, California. The facility provides full uninterruptible power supply (UPS), generator, and redundant power circuit backups. The Primary Information system hosting platform is a VMware vSphere cluster with a redundant VMware VSAN, providing both highly available storage and compute resources so that individual components of the system can fail without impacting operations.

Sentinel maintains separate AT&T and Sprint internet circuits in the Primary Information System for website and unit communication failover purposes. In the event of a disaster or failure, Sentinel can repoint websites and tracking unit communication to any provider or IP addresses to maintain the flow of traffic. Land Line traffic is provided by geo-redundant SIP trunks with Cox Communications with ability to failover to the Secondary Site automatically in the event of a failure.

9. The Vendor shall provide all services associated with registering, monitoring and reporting offender activities regardless of the monitoring type. This includes the following for all offenders:

Sentinel will provide all services associated with registering, monitoring, and reporting offender activities regardless of the monitoring type. The actual technological monitoring of the offenders will be performed by our National Monitoring Center, which houses our monitoring system that receives, stores, and disseminates all data generated by our monitoring equipment. Our monitoring center is staffed 24 hours a day, seven (7) days a week with a supervisor always on duty and live operators cross-

trained to support our suite of supervision services and products. This staffing allows Sentinel field staff and Division staff to call and speak with one of our monitoring experts at all times of the day or night. We do not use a recorded answering prompt or message delivery service; our operators answer all calls at all times. In addition, our center is staffed with bilingual personnel on every shift in order to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact offenders when certain alarms occur, regardless of the day of the week or time of the event.

a. All computer, demographic, curfew, and system configuration data is entered for each offender. Additionally, the Vendor will maintain census information for statistical compilation. Vendor agrees not to share the statistical data, unless it is approved by the Division.

Sentinel will provide a web-enabled system that will allow authorized Division staff to enter all computer, demographic, curfew, and system configuration data for each offender. Additionally, our system will allow for the compilation of statistical information. We understand and agree to not share the statistical data unless it is approved by the Division.

Sentinel's monitoring system allows users to view and modify all offender curfew schedules and view and print monitoring activity reports for electronic monitoring. All these features are available in real-time, any time, and anywhere via a completely web-based system. The monitoring system provides various screens and fields in order to capture required demographic data for each program participant, including but not limited to personal data (date of birth, address, etc.), employment information, curfew information. All changes to participant or demographic information and/or monitoring data are saved within the system and can be used to create relevant statistical reports scheduled or on demand. Additionally, each employee has a specific database login credential that allows Sentinel to perform detailed audits on user access to all records in the database to confirm if unauthorized changes have been made.

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.

Sentinel's monitoring system will record all data compiled during an offender's term of home detention. A report can be printed at the time of the offender's termination from the program.

Authorized users can directly access all participant historical information including activity reports through Sentinel's monitoring system. The Sentinel monitoring system also provides users with real-time and historical access to participant events, daily statuses, and caseload data for reporting purposes. Using our proprietary monitoring system, Sentinel will provide the required reports based on the equipment being used and the needs of the Division. These reports are derived from the data-reporting capabilities of equipment placed into active use by the Division and reflect data transmitted by the assigned radio frequency monitoring equipment. Reports can be grouped by participants, type of alarms, frequency of alarms, etc.

—IMPORTANT SENTINEL ADVANTAGE—

Our software is engineered, maintained, and monitored exclusively by Sentinel. An SQL database structure, DNA is infinitely capable of generating reports, eliciting statistical data, and conducting queries/searches for specific information as needed to meet literally any Division requirement. Each data field within the entire software system can be queried in order to generate necessary report information. Users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves overall management of program information providing direct access to monitoring data in the hands of all authorized agency staff. All reports are available for viewing online and printing in Excel, PDF, or Comma-Separated Values (CSV) formats.

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

Sentinel will monitor offender activity data when it is transmitted from the GPS tracking or remote breath alcohol testing equipment to the monitoring computer system. Sentinel’s monitoring system provides real-time access to all monitoring offender activity data any time, and anywhere via a completely web-based system.

—IMPORTANT SENTINEL ADVANTAGE—

Sentinel’s monitoring system provides an immediate up-to-date status for each participant being monitored. The flexible design allows the Division to specify which events are violations. In addition, DNA provides agencies the ability to customize the notification and reporting to design protocols to meet their needs.

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

Sentinel’s monitoring system will provide direct notification as required 24 hours a day, seven (7) days a week regarding the events and violations of participants enrolled in the Division’s program based on the Division’s notification procedures, including immediate, next day, or next business day. Additionally, our monitoring center is staff 24 hours a day, seven (7) days a week with live operators who respond per program procedures to participant data as well as provide technical support to agency staff. All offender violation and equipment status information will be documented and maintained by Sentinel.

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

Sentinel understands and acknowledges that all data generated by the system will remain the property of the Division and will be available in an ODBC-compliance format upon request.

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

Our monitoring system will always be available to authorized Division users (username and password protected) in real-time via any internet-enabled computer or device to register, monitor, and report on the electronic monitoring equipment. Division staff will have access to review and print case file activity and monitoring reports as needed.

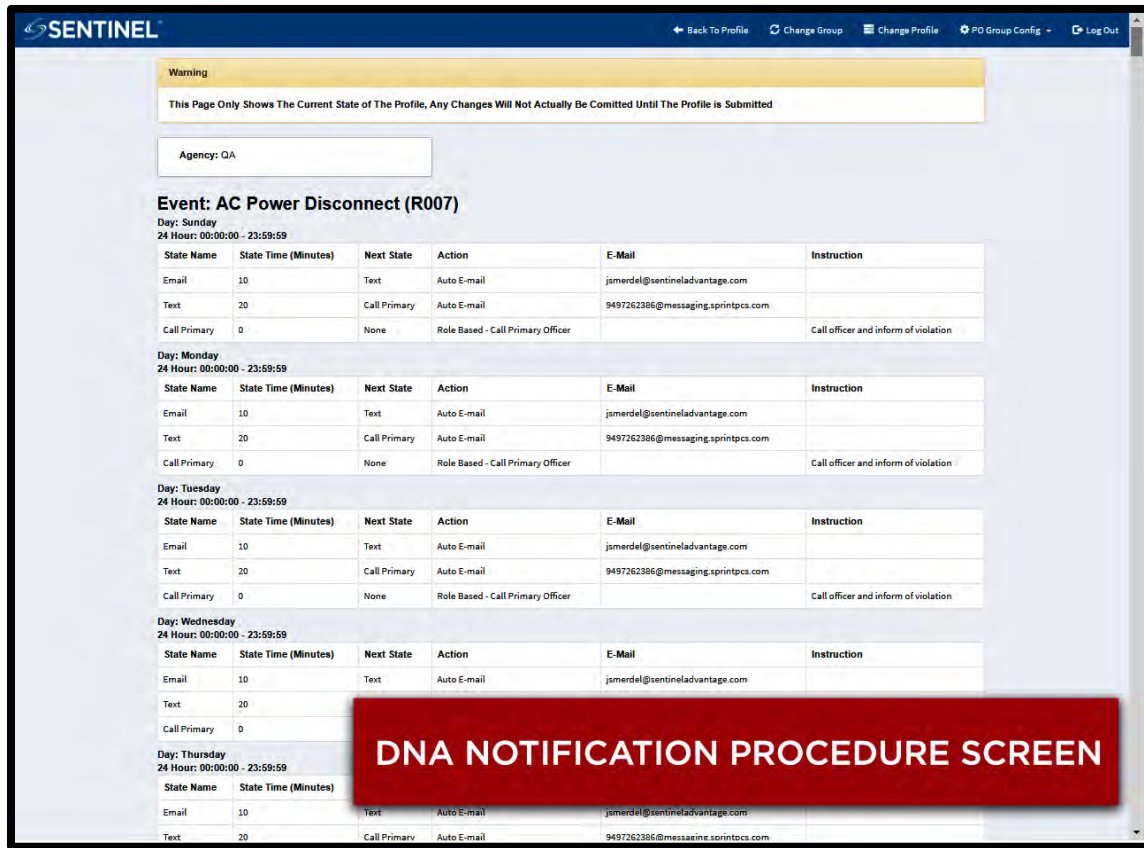
10. The Vendor shall have a notification policy for offender violations that allows the Division to establish distinct levels of security on an offender-by-offender basis.

Our web-based monitoring system, which receives all data generated by the field equipment, allows for authorized personnel to determine alarm and notification protocols. Depending on the Division's notification requirements, Sentinel can provide notifications to responsible parties according to notification type, participant type and agency-specific rules.

Sentinel's monitoring software, DNA, will provide the Division the ability to customize responses and interventions for participants on electronic monitoring to meet community safety. Additionally, during program implementation, the Division will document their unique Notification Protocol Procedures for Sentinel's monitoring center operations in addition to the monitoring software operations. These notifications are sent to designated officers via calls to phones, text notification to cell phones, email, and/or fax as determined by the Division's procedures. These Notification Protocol Procedures can be modified at any time, and the Division can communicate any required changes to the Regional Account Manager for implementation.

—IMPORTANT SENTINEL ADVANTAGE—

DNA is equipped with the ability to create custom notification profiles. Each notification profile is a set of protocols on how to handle events and violations. Violations can be prioritized to alert immediately or hold for a grace period. The DNA profile manager also allows *for automated notification or optional manual escalation/closed loop and sequencing, as well as differentiating protocol changes within a single alert by day of the week and time.* Please see the image below for the **Notification Procedure** module.



11. The Monitoring Center will be responsible for addressing alerts and reporting to the designated on-call Division Personnel. Alerts that shall be addressed are Low Battery, Validity of Inclusion Alert, No Location and No Communication but shall not be limited to these alerts based on protocol provided to the Vendor from the Division.

Sentinel understands and acknowledges that our monitoring center staff will be responsible for addressing alerts and reporting to the designated on-call Division personnel. If required, our operators will contact program participants to determine the nature of the alert / alarm and provide detailed “Status Notes” to division officers via automated report. All procedures will continue to be based upon Division protocols.

Our staff are always available should Division procedures require direct telephone interaction between our operators and program participants in order to address alerts prior to notifying Division on-call staff. We understand that the alerts addressed will include, but not be limited to:

- + Low Battery
- + Validity of Inclusion Alert
- + No Location,
- + No Communication

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

Sentinel’s monitoring system will provide direct notification by FAX, telephone, direct mail, or electronic mail as the violations occur as required regarding the events and violations of participants enrolled in the Division’s program. Additionally, our monitoring center is staff 24/7/365 with live operators who respond per program procedures to participant data as well as provide technical support to Division staff.

13. 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.

Sentinel’s monitoring system will provide reports that include offenders registered (both historical and current), offender activity, curfew violations, and other alert conditions, such as “disconnects”, “tamper”, and “power loss”. The notifications capability of the Sentinel monitoring software includes but is not limited to:

- + Violations of inclusion and exclusion zones
- + Unauthorized absences from the residence
- + Authorized exits and enters from the residence
- + Late arrivals, early departures from residence
- + Tampering with equipment
- + Low Battery alerts from any component

Sentinel’s monitoring system provides an immediate up-to-date status for each participant being monitored. The flexible design will allow the Division to specify which events are violations.

Additionally, DNA provides access to standard, system generated reports that are pre-formatted and available via any Internet-enabled computer or laptop through Sentinel’s secure monitoring system. Any authorized user can view participant activity 24 hours a day, 7 days a week. All reports are available for online viewing and printing in Excel, PDF, or Comma-Separated Values (CSV) formats.

—IMPORTANT SENTINEL ADVANTAGE—

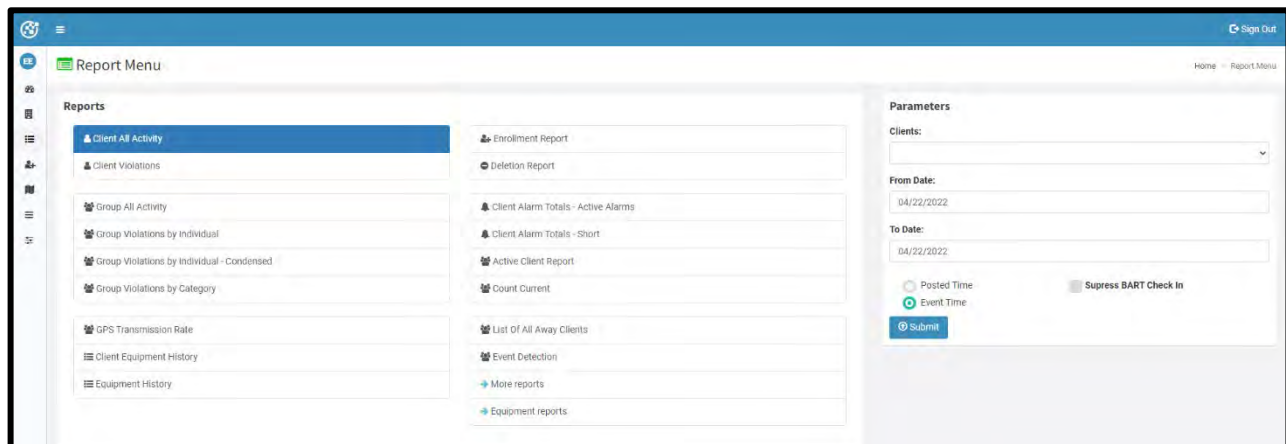
DNA provides additional reporting features for participants who are being tracked with GPS. From the Reports menu and the mapping screen, authorized users can run reports for a single person or group of people:

- + Alerts showing which actions were taken and if the notifications were successful
- + Reports showing all events, including alerts
- + Proximity, allowing users to see if any or all participants were near a specific location at a specific time (Event Detection / Crime Scene Correlation)

- + Zone activity to show which participants entered and left zones, such as AA, shopping malls, known drug areas, etc.
- + Stops Report that shows where and when participants stayed in one (1) location over a given time period
- + User Audit Report that shows which users are logging into the monitoring system and for how long

Below we have provided a list of our standard reports available followed by an image of the Report Menu available within DNA:

- + Individual All Activity
- + Individual Violations Only
- + Group All Activity
- + Group Violations by Individual
- + Group Violations by Category
- + Event Detection
- + Client Alarm Totals
- + Enrollment Report
- + Deletion Report
- + Active Client Report
- + Count Current Report
- + List of all Away Clients



14. The Vendor will supply as requested data generated by the Division's Electronic (E) monitoring (M) program (P) in an ODBC compliant format for research and statistical analyses purposes.

Sentinel will provide all requested data generated by the Division's EMP in an ODBC-compliance format for research and statistical analyses purposes, upon request.

15. All violation reporting intervals shall be determined by written request of the Division. The Division shall choose any level for any breakdown of its caseload and further may change an offender's notification level at will. The Vendor shall adjust its policy to meet notification intervals desired by the Division.

Sentinel understands and acknowledges that all violation reporting intervals will be determined by written request of the Division. We further understand and acknowledge that the Division will choose any level for any breakdown of its caseload and further may change an offender's notification level at will. We will adjust our policies to meet notification intervals desired by the Division.

Sentinel's monitoring system provides an immediate up-to-date status for each participant being monitored. The flexible design will allow the Division to specify which events are violations. In addition, agencies can customize the notification and reporting requirements to design protocols to meet their needs.

16. The monitoring center must be staffed with bi-lingual speaking staff twenty four hours per day, seven days per week. The staff shall be exclusively devoted to providing electronic monitoring services for home detention programs.

Our center is staffed with bilingual personnel on every shift 24/7/365 to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact offenders when certain alarms occur, regardless of the day of the week or time of the event. Our staff is exclusively devoted to providing electronic monitoring services for home detention programs.

17. The monitoring center shall be able to accept calls from participants outside of the Division's normal business hours and relay the information from the call to the Division's on-call staff.

Sentinel's monitoring center is equipped with a toll-free telephone number that can accept calls from participants outside of the Division's normal business hours. Our monitoring center operators will then make notes in the system and relay the information from the caller to the Division's on-call staff.

18. The Vendor 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.

Sentinel has a written security plan for our monitoring center. Our center is located in a secure venue and is equipped with a functional alarm system and is security patrolled.

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. For security purposes, our monitoring center site does not conduct any business with the general public as it contains our corporate office and monitoring center. Program participants do not have access to our facility.

Our monitoring center is designed using Underwriters Laboratory (UL) specifications and restricts data access to authorized staff by upholding the following security standards:

- + Enforces an electronic card key system for entryway access to the building and monitoring center facility

- + Uses multiple security systems including streamed video to view the facility, audio systems, electronic card readers and motion and fire detectors monitored by an outside security contractor.
- + Archives data daily and stores it in a secure location to protect against memory loss in case of power failure (which we prevent through our previously described redundancy features)
- + Access to both collocated data centers (Irvine) and (Dallas) is restricted to authorized personnel only (key and card readers). These facilities are reinforced with multiple electrical power and telecom access points.

The National Monitoring Center is located in our Anaheim Corporate Headquarters facility. There are only two (2) access entryways into the monitoring center and both doorways are electronically locked at all times. In addition, only authorized monitoring center personnel who are on duty for their shift are permitted to enter the site. Access to the monitoring center is restricted to employees and management assigned to the department.

As added security, each of the two (2) access entryways into the monitoring center are monitored via a live streamed video system that is monitored from inside the facility. All monitoring center personnel have continual direct access to a 911 emergency line if an intruder attempted to gain access. For outdoor perimeter security, random security patrols for the building occur using a contracted security service.

The live streamed video equipment is installed in and around the monitoring center supervising each entry point. The cameras are monitored and recorded 24-hours per day and surveillance disks are labeled and archived for a period of 60 days.

19. The Vendor'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.

Sentinel's monitoring center has duplicate computers with the ability to continue data collection and user monitoring services uninterrupted in the event of a computer failure. The monitoring center has duplicate data storage devices with automated fail-over and automatic re-establishment of the duplicate databases upon replacement of any failed storage device. The workstations within our monitoring center are equipped with redundant features; all the computer systems in our monitoring center are designed to perform the same monitoring functions. They are all "ghosted" or duplicated workstations that process the incoming signals similarly. If one of the computers is not functioning properly, all incoming signals are simply routed immediately to one of the other available computers. In addition, we employ internal Information Technology personnel based here at the same facility. If a computer, facsimile, or modem error occurs, our IT personnel quickly replace the computer component with no effect on the alarm processing capabilities of the entire system. Along with spare computer workstations, we have additional equipment available to replace facsimile machines, modems and all other monitoring center components thus allowing seamless operation of the center at all times.

20. The Vendor'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.

Sentinel owns both the primary national monitoring center located at Sentinel's Anaheim, California corporate headquarters and a geographically redundant secondary back-up monitoring center in Atlanta, Georgia. Sentinel's primary monitoring center is staffed 24/7/365 and its secondary back-up monitoring center is staffed and can resume monitoring operations within four (4) hours of a primary center fail-over.

Sentinel performs all monitoring center and support services activities for the proposed product lines from our National Monitoring Center (primary), and data storage for the proposed product lines is managed by our professionally trained full-time Information Technology (IT) team. Sentinel's fault tolerant central computer systems that guarantee maximum uptime performance to receive, store and disseminate monitoring data are collocated in geographically diverse locations, Irvine (CA) and Dallas (TX). All critical components of the Primary Information System are continuously replicated to the geographically redundant Secondary Information System in Dallas, Texas. This redundant system ensures that all services are continuously available should a major disruption (natural or otherwise) occur to the primary system, providing a fully redundant, on-line failover solution minimizing dependence on backups.

Data is backed up every 15 minutes to target Sentinels standard 15 minutes Recovery Point Objective (RPO) target. Data is encrypted with AES-256 and then stored offsite at Amazon Glacier. This is a *zero-knowledge* hand off to Amazon Glacier where the data is encrypted ahead of time in Sentinel's possession before transmission to ensure the data is safe and unreadable by outside parties. Sentinel maintains 7 days of backups available locally for fast retrieval. Live data is also available in the Secondary System due to the ongoing replication from the Primary System.

Should a period of failover become necessary, 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 to our monitoring systems. We understand the importance of having reliable primary and supplementary power resources available at all times. With our monitoring center continuously online 24 hours a day, seven (7) days a week, we have taken all necessary precautions to ensure that its power access remains at 100 percent at all times and remains seamless to our customers and program participants.

21. The Vendor's monitoring center shall attempt to address violations prior to notifying Division's On-Call Staff based on protocol set by the Division.

Our staff are always available should the Division's procedures require direct telephone interaction between our operators and program participants in order to address violations prior to notifying Division on-call staff. For example, if required, our operators will contact program participants to determine the nature of the alert and provide detailed "Status Notes" to Division officers via automated report.

—IMPORTANT SENTINEL ADVANTAGE—

Sentinel’s monitoring center staff have years of experience successfully delivering complex notification protocols for optional Enhanced Notification whereby monitoring center staff optionally triage and escalate and/or troubleshoot alerts, calling/texting participants on home/mobile phones, calling/texting/emailing officers at the office/on mobile phones, calling/triaging locally-based Sentinel installers to perform local services, and documenting results within Sentinel’s web-based system.

Sentinel has significant experience delivering complex notifications including Monitoring Center Operators making manual telephone calls to participants to triage/resolve alerts. Sentinel will provide services in compliance with all the program requirements. In addition, Sentinel offers the following additional/optional services:

- + Calling program participants directly when a key event occurs, following the protocol for that key event, and the Agency-defined script
- + Entering comments or event information for each alert handled by our Monitoring Center personnel within the program participant’s monitoring record
- + Initiating contact procedures in the event of an emergency
- + Contacting designated Agency personnel per approved "contact tree" formats, including escalating contact efforts as detailed in the Agency’s Protocols, if line staff cannot be reached for any reason
- + Receiving calls from both Sentinel staff and agency personnel as required and update case notes as required
- + All Monitoring Center calls are recorded for evidentiary and quality control purposes

Our immediate interaction when processing alerts is geared towards being able to provide the referring Agency’s staff with as much event information as possible. This gives everyone the ability to reply more quickly since they have preliminary information on the alert that was delivered by the Sentinel operators. The goal is to have an alert notification procedure based on only sending the required information and not to burden anyone with non-critical events/information.

K. Customer Support And Technical Services

1. The Vendor 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.

Sentinel provides toll-free telephone access, toll-free fax line, and email access to technicians and customer service representatives assigned to our Help Desk and Monitoring Center, available to officers 24 hours a day, 7 days a week, 365 days a year, who are capable of resolving technical issues telephonically or through remote diagnostics. In the unlikely event that problem solving requires a higher-level of involvement, Sentinel’s customer service is equipped with computer equipment and

staffed by experienced technicians, as well as the engineers who developed the system technology, who can quickly analyze and resolve the problem. Support is provided at no additional cost to the Division.

Sentinel is committed to providing excellent customer service and support to our customers, and therefore, we staff our monitoring center with multiple over-lapping shifts, which allows us to have more than enough personnel available at peak monitoring traffic times. All our operators are trained in properly fielding inquiries and providing Sentinel and Division personnel with the most accurate and detailed explanations. To ensure that our operators are performing their customer service duties properly, all telephone calls in to and out of the monitoring center are recorded for quality control and record review purposes.

To maintain quality control with our technical support staff and operations, all operators are call audited monthly for quality and accuracy to ensure they are meeting the quality requirements. Supervisors are required to perform live call audits as well as listen to call recordings. Additionally, operators are quizzed monthly to ensure they have the necessary competence to provide customer support. All new operators are required to attend and successfully complete an 8-week On Boarding training program that addresses all our equipment, our monitoring system, and our operations (answering calls, responding to tickets, documentation, etc.). Our internal training curriculum includes learning objectives, hands-on experience, and examinations (written and practicum) to ensure successful “on boarding” of Sentinel’s equipment, services, and operations.

Sentinel’s monitoring center staff have years of experience successfully delivering complex notification protocols for optional Enhanced Notification whereby monitoring center staff optionally triage and escalate alerts and/or troubleshoot alerts, calling/texting participants on home/mobile phones, calling/texting/emailing officers at the office/on mobile phones, calling/triaging locally-based Sentinel installers to perform local services, and documenting results within Sentinel’s web-based system. Sentinel will provide services in compliance with all the program requirements. In addition, Sentinel offers the following additional/optional services:

- + Calling program participants directly when a key event occurs, following the protocol for that key event, and the agency-defined script
- + Entering comments or event information for each alert handled by our Monitoring Center personnel within the program participant’s monitoring record
- + Initiating contact procedures in the event of an emergency
- + Receiving calls from both Sentinel staff and agency personnel as required and update case notes as required

Our immediate interaction when processing alerts is geared towards being able to provide the referring Division’s staff with as much event information as possible. This gives everyone the ability to reply more quickly since they have preliminary information on the alert that was delivered by the Sentinel operators. The goal is to have an alert notification procedure based on only sending the required information and not to burden anyone with non-critical events.



2. The Vendor 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.

Our monitoring center is staffed 24/7/365 with a supervisor always on duty and live operators *cross-trained to support our suite of supervision services and products*. We currently employ more than 60 staff members to staff our continuous operations facility. This staffing enables agency staff to call and speak with one of our monitoring experts at all times of the day or night. We do not use a message delivery service; our operators answer all calls directly. In addition, our center is *staffed with bilingual personnel on every shift* in order to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact program participants when certain alarms occur, regardless of the day of the week or time of the event.

As an additional enhancement to Sentinel’s 24 hour a day support services, Sentinel provides an additional team of support staff delivering specialized troubleshooting services. This specialized Help Desk department provides advanced troubleshooting for resolving hardware and software issues for all products and services supported by Sentinel. As a result, during the busiest periods of the day, the specialized support services team provides added 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 of critical or ongoing events and triages the events to the appropriate department(s) for permanent resolution. Sentinel is an innovator in providing this type of support and pro-actively seeks to identify re-occurring issues to prevent problems that may affect Sentinel 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 Account Manager for customer enhancement requests, suggestions, and ideas.

L. Monitoring Equipment-FCC Approval

The Vendor shall only bid equipment and devices that have been properly registered and certified under the Federal Communications Commission Rules and Regulations. The Vendor must submit, with the bid, a complete list of the FCC ID numbers that have been approved for all of the above items.

All of Sentinel’s proposed equipment has been properly registered and certified under FCC rules and regulations.

EQUIPMENT TYPE	FCC CERTIFICATION
OM500 Tracking Device (transceiver)	TS5-WP76-OM500
BA/RT Breath Alcohol / Real-Time (handheld)	BA/RT complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any

	interference received, including interference that may cause undesired operation. Sentinel Offender Services Breath Alcohol / Real Time Contains FCC ID: RI7CC864-DUAL
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M. Training

1. The Vendor shall provide 5 days of training to selected Division staff and will be responsible for providing the skills and knowledge necessary to implement and manage the program. The training providing by the Vendor should give a thorough review of the entire operation of the system.

As the incumbent, Sentinel understands that training and customer service are crucial to the success of any electronic monitoring program, and Sentinel is dedicated to meeting those needs. We have provided both onsite and webinar training to Division staff over the last four (4) years and are more than happy to provide additional training, including the requested five (5) days of initial training if required. We understand that we will be responsible for providing the skills and knowledge necessary to implement and manage the program. We also understand the importance of providing a thorough review of the entire operation of the system and will do so for the Division. In addition, Sentinel will continue to provide all manuals, handouts, and quick reference guides in order to equip Division staff with the necessary materials to ensure a complete and thorough understanding of both the monitoring equipment and the software.

Sentinel remains committed to a partnership with the Division for the term of a subsequent contract in order to ensure that all staff members are fully and properly trained. Sentinel's standard training minimally includes the following items: installation and de-installation of equipment; use of web-based information system including procedures for enrollment and curfew changes; troubleshooting monitoring problems; and any additional training as needed to keep current on monitoring equipment and web-based information system. Training is offered for the life of the program as outlined in the monitoring services agreement at no additional cost.

Sentinel's team can provide any requested train to all agency personnel assigned to the program as needed for changes to the system, equipment, web-based information system, or personnel, for the duration of the program as directed by the contract. Our standard training protocol includes demonstration, discussion, and hands-on sessions on the following topics:

- + All GPS and alcohol equipment / system (use, installation, removal, and troubleshooting)
- + Enrollment (enrollment, deactivation, and the setting of all monitoring parameters including curfew schedules and GPS zones)
- + Tracking and monitoring of participants
- + Alarm processes and resolution procedures (agency-specific protocols)
- + Notification processes and reports (agency-specific protocols)



- + Monitoring System (complete instruction on the use of the web-based information system including, but not limited to, participant enrollment, modifications, reports, schedules, advanced automated analytics, location review, and deactivations)

Sentinel offers training sessions that are scheduled based upon officer availability with training class sizes determined by the number of officers available to attend a training session and accessible training facilities. Sentinel will continue to supply all materials, including written instructions and training materials. Sentinel places emphasis on practical experiential learning, as it has shown this provides the greatest opportunity for the development of practical skills and device and web-based information system knowledge. In addition, as directed by contractual procedures, Sentinel will provide additional training for officers working more directly with the electronic monitoring program, as needed.

Training is typically provided in a classroom setting and in the field in order for officers to wear / experience the equipment. Training is conducted during the hours requested by the Division. Though tailored for the specific program needs of the Division, Sentinel’s general training outline for GPS tracking and alcohol monitoring consists of:

SENTINEL TRAINING ELEMENTS – GPS EQUIPMENT / WEB-BASED INFORMATION SYSTEM		
08:00 AM	08:15 AM	Introductions
08:15 AM	10:00 AM	How to Access the Monitoring System (handout) How to Add a Participant to the System (handout) Program Types How to Search for a Participant in the System (handout) Navigating the System
10:00 AM	10:15 AM	<i>BREAK</i>
10:15 AM	12:30 PM	GPS Tracking + Introduction to GPS Tracking Devices + Parts of the GPS Tracking Devices + Demo Installation of Devices + Hands-on Training with the Devices + Setting up Participant Profile + Program Configuration (Zones) + Unit Configuration + Scheduling + GPS Tracking Devices Shutdown + Cleaning the GPS Tracking Devices
12:30 PM	01:30 PM	<i>LUNCH</i>
01:30 PM	03:00 PM	GPS Tracking (continued)



03:00 PM	03:15 PM	BREAK
03:15 PM	04:30 PM	Web-based Information System & Equipment Review and Q&A
04:30 PM	05:00 PM	Web-based Information System & Equipment Exam
SENTINEL TRAINING ELEMENTS – GPS EQUIPMENT / WEB-BASED INFORMATION SYSTEM (CONTINUED)		
08:00 AM	09:00 AM	Review from DAY 1 + How to Log into the System + How to Add a Participant into the System
09:00 AM	09:30 AM	Review - How to Search for a Participant in the System + List Query + Search Tool
09:30 AM	10:30 AM	Review – Current Status Screen Review Data from Test Units Taken Home Overnight + Events interpretations + How to read the location screens + How to use the tools on the mapping screens How to Properly End of Service (EOS) - Remove From System - Equipment
10:30 AM	10:45 AM	BREAK
10:45 AM	11:15 AM	Review - Configuration Screens + Set Up Equipment Configuration + Set Up Events
11:15 AM	11:45 AM	Review - GPS Zones + How to Find an Address Using the System Search Tool + Circle and Polygon Zones + Inclusion and Exclusion Zones
11:45 AM	12:30 PM	GPS Schedules + Weekly and Calendar Day Schedules + No Zone, Do Not Care, or Must Be In
12:30 PM	01:30 PM	LUNCH
01:30 PM	02:00 PM	GPS Schedules (continued)
02:00 PM	02:15 PM	BREAK
02:15 PM	03:45 PM	Case Management (continued) + Track Schedule Changes + Entering Picture



		<ul style="list-style-type: none"> + Entering Additional Addresses and Phone Numbers + Entering Additional Personal Details Report System <ul style="list-style-type: none"> + System Reports + Web Reports
03:45 PM	04:15 PM	Web-based Information System & Equipment Review and Q&A
04:15 PM	04:45 PM	Web-based Information System & Equipment Exam
04:45 PM	05:00 PM	Sentinel EVALUATIONS
SENTINEL TRAINING ELEMENTS – ALCOHOL EQUIPMENT / WEB-BASED INFORMATION SYSTEM		
08:00 AM	08:15 AM	Introductions
08:15 AM	10:00 AM	How to Access the Monitoring System (handout) How to Add a Participant to the System (handout) Program Types How to Search for a Participant in the System (handout) Navigating the System
<i>10:00 AM</i>	<i>10:15 AM</i>	<i>BREAK</i>
10:15 AM	12:30 PM	Alcohol Monitoring <ul style="list-style-type: none"> + Introduction to Alcohol Monitoring Devices + Parts of the Alcohol Monitoring Devices + Demo Installation of Devices + Hands-on Training with the Devices
<i>12:30 PM</i>	<i>01:30 PM</i>	<i>LUNCH</i>
01:30 PM	03:00 PM	Alcohol Monitoring (continued) <ul style="list-style-type: none"> + Setting up Participant Profile + Program Configuration + Unit Configuration + Schedule Status Alerts + Removing Participant from program
<i>03:00 PM</i>	<i>03:15 PM</i>	<i>BREAK</i>
03:15 PM	04:30 PM	Web-based Information System & Equipment Review and Q&A
04:30 PM	05:00 PM	Web-based Information System & Equipment Exam
SENTINEL TRAINING ELEMENTS – ALCOHOL EQUIPMENT / WEB-BASED INFORMATION SYSTEM (CONTINUED)		
08:00 AM	09:00 AM	Review from DAY 1



		<ul style="list-style-type: none"> + How to Log into the System + How to Add a Participant into the System
09:00 AM	09:30 AM	Review - How to Search for a Participant in the System <ul style="list-style-type: none"> + List Query + Search Tool
09:30 AM	10:30 AM	Review – Current Status Screen Review Data from Test Units Taken Home Overnight <ul style="list-style-type: none"> + Events interpretations + How to read the location screens + How to use the tools on the mapping screens How to Properly End of Service (EOS) - Remove From System - Equipment
<i>10:30 AM</i>	<i>10:45 AM</i>	<i>BREAK</i>
10:45 AM	11:15 AM	Review - Configuration Screens <ul style="list-style-type: none"> + Set Up Equipment Configuration + Set Up Events
11:15 AM	11:45 AM	Review – Accessing the System to view test results
11:45 AM	12:30 PM	Review – Capturing the Participants Enrollment Image for visual verification during tests
<i>12:30 PM</i>	<i>01:30 PM</i>	<i>LUNCH</i>
01:30 PM	02:00 PM	Scheduling <ul style="list-style-type: none"> + Entering Schedules + Entering Out Time + How to Make Schedule Permanent
<i>02:00 PM</i>	<i>02:15 PM</i>	<i>BREAK</i>
02:15 PM	03:45 PM	Case Management (continued) <ul style="list-style-type: none"> + Track Schedule Changes + Entering Picture + Entering Additional Addresses and Phone Numbers + Entering Additional Personal Details Report System <ul style="list-style-type: none"> + System Reports + Web Reports
03:45 PM	04:15 PM	Web-based Information System & Equipment Review and Q&A
04:15 PM	04:45 PM	Web-based Information System & Equipment Exam
04:45 PM	05:00 PM	Sentinel Evaluations

—IMPORTANT SENTINEL ADVANTAGE—

The Sentinel training department offers webinar training sessions for customers and staff on an on-going basis. Webinars are offered for all technologies and services including those proposed herein. It is important to note that Sentinel’s webinar training sessions involve interactive voice plus visual contact with a live Sentinel expert trainer, therefore Division trainees can ask questions and engage in discussion with the trainer as part of any webinar.

Training and webinars are offered at no additional cost to the Division based on internal training calendars, individual training needs, and scheduled on-demand. When an on-demand training need arises, a training request form is sent to the Training Department by the Account Manager. The request is received and assigned to a Training Specialist. The Training Specialist will communicate with the Account Manager and the customer contact to schedule the requested training. Webinars are conducted based on contract specifications and/or training needs and can include training on equipment, services, software, system/web-based system changes, and/or updates. Training is offered for the life of the program as outlined in the monitoring services agreement.

2. The Vendor shall provide all training manuals to the Division.

Sentinel will continue to provide all training manuals to the Division as needed. Additionally, Sentinel will continue to provide instruction and hand-out materials for Division staff to instruct program participants on the use, care, and charging of the equipment.

3. All designated Division personnel shall be certified by the Vendor in the operation of the system, this number to be determined by the Division.

a. The Division will provide appropriate space for training.

All designated Division personnel will be certified by Sentinel in the operation of the system.

We understand and acknowledge that the number of personnel to be certified is to be determined by the Division and that appropriate space for training will be provided.

N. Accessories Spares & Loss Allowance

1. The Vendor shall provide all necessary tools, straps, and other accessories for attaching and removing the offender’s devices and maintaining other prices of equipment. The Vendor shall provide the Division with a Loss Allowance of five (5) units per year or 20% of daily average whichever is greater. If Division 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.

Sentinel understands and acknowledges that we will provide all necessary tools, straps, and other accessories for attaching and removing the offender’s devices and maintaining other prices of

equipment. We further understand and acknowledge that Sentinel will provide the Division with a Loss Allowance of five (5) units per year or 20% of the daily average, whichever is greater, and, if the Division exceeds the loss allowance, billing for these units will occur within six (6) months of reported loss. The unit pricing for billing will be provided at the time the contract is awarded.

All equipment provided for this program will be guaranteed by Sentinel for the duration of the contract. In the event of a malfunction or damage to any piece of equipment, Sentinel will provide equipment maintenance and repair through the return and replacement of said equipment at no additional cost to the Division. All shipping costs (both delivery and return) of all equipment and supplies will be the responsibility of Sentinel via 2nd day delivery. Any equipment that does not perform as required will be replaced at no cost to the Division. If equipment issues were the result of damage or destruction by the participant, Sentinel will provide the Division with all pertinent information including the damage caused by the participant and what impact it had on the monitoring device.

2. The vendor shall provide at least ten (10) additional units or 20% of the daily average (whichever is greater) of shelf stock of each unit, except the Remote Alcohol Unit at no charge for the Division.

Sentinel understands and acknowledges that we will provide at least ten (10) additional units or 20% of the daily average (whichever is greater) of shelf stock of each unit, except the Remote Alcohol Unit, at no charge for the Division.

We will provide the Division with on-site spare inventory of equipment along with the necessary consumables (backplates, straps, etc.), to ensure the availability of necessary units to complete all installations in the required timeframe. These spare units will also act as immediate replacements for any units or parts that may not function as required or as additional units in the event of a sudden increase in the program population. In the event of an unexpected increase in daily installations or the overall population expansion, our National Warehouse can immediately provide equipment via next day delivery. Our warehouse operates Monday through Friday from 7:30 a.m. to at least 5:00 p.m. (Pacific), and we also have staff available on weekends if needed for unexpected shipment needs.

Sentinel's Account Manager for the program, Ms. Melissa Starr, will work in conjunction with the Division to monitor the quantity of available spares to ensure that quantities meet the programmatic requirements. Ms. Starr will be responsible for regular reviews of inventory reports and any required KPI Reports. Ms. Starr will then utilize this information to work closely with the Division to address all equipment needs such as, but not limited to, an emergency increase in inventory due to program population changes as well as damaged / non-functioning equipment and lost / damaged / stolen equipment.

Sentinel's National Warehouse will work in conjunction with Ms. Starr to verify all inventory levels for the program when a shipment request is received, thereby managing the inventory percentages to ensure compliance with program requirements. Sentinel's Inventory Control Specialists within our warehouse maintain detailed records of all inventory transactions by program for historical purposes. These records will aid Ms. Starr with the creation of inventory control reports and ensure all required monitoring equipment is available when needed for new installations and maintenance situations.

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.

Sentinel understands and acknowledges that billing is to be calculated while equipment is in the possession of the Division and will not include transit time to and from location.

4. The vendor shall pay for all shipping costs and provide all necessary shipping containers. All shipping shall be a minimum of equivalent to 2nd day ground transportation.

Sentinel understands and acknowledges that Sentinel will pay for all shipping costs and provide all necessary shipping containers. We further understand and acknowledge that all shipping will be a minimum equivalent to 2nd day ground transportation.

P. Maintenance And Repairs-Field Equipment

The Vendor shall provide maintenance of the equipment for the length of the contract at no additional cost. The Vendor shall maintain the equipment and spares in good operating condition and arrange for prompt repair or replacement.

Sentinel understands and acknowledges that Sentinel will provide maintenance of the equipment for the length of the contract at no additional cost. We further understand and acknowledge that we will maintain the equipment and spares in good operating condition and arrange for prompt repair or replacement.

All equipment we utilize in our operations has been fully tested and inspected prior to being placed in use. Any equipment that is shipped to a program site are first thoroughly checked at our National Warehouse to ensure that it is functional and ready for immediate service upon receipt. In addition, all equipment that is returned from use by an offender is inspected and tested by staff to ensure operational status; the equipment is then completely sanitized and returned to shelf status. All equipment is completely sanitized before leaving our facilities. For alcohol units that require calibration, our staff is trained to perform these tasks as needed within the required timeframes. Sentinel maintains detailed calibration records so that units can be returned to our warehouse for mandatory recalibration thereby ensuring that the devices remain at optimal operational status at all times.

Any equipment that is damaged or tampered with is returned to our National Warehouse for inspection. If the unit cannot be repaired, it is permanently removed from inventory. A list is kept of all retired equipment for audit and internal control purposes. New replacement units are then shipped to the program's local office so that they maintain the required amount of spare equipment for daily operations.

As part of our program procedures, we maintain detailed records of all equipment in use in the program along with any that has been returned for service and/or removed from inventory. In addition, our



National Warehouse also oversees program-wide audit inventories that we perform on all our operations nationwide.

Q. References

1. Vendor shall supply a minimum of six (6) references for whom the Vendor has provided comparable contractual services to those specified in this Bid.

2. Vendor 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 Vendor's proposed equipment and monitoring center services.

Sentinel 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. We strive to develop and maintain strong relationships with our customers based upon integrity, openness, and accountability. We further understand the need for officers and judges to receive prompt, accurate information following any violation and that such communication is critical to the value of any monitoring program. We are pleased to provide the following six (6) references, which are fully operational programs using similar solutions to those presented in this proposal and of similar size and scope to the Electronic Monitoring program for Community Corrections.

AGENCY NAME:	Dubois County Community Corrections
CONTACT PERSON:	Ms. Megan Durlauf
TITLE:	Executive Director
ADDRESS:	257 Brucke Strasse, Jasper, Indiana 47546
PHONE:	812.481.2440
EMAIL:	msdurlauf@duboiscountyin.org
CONTRACT DATES:	August 2018 - Current
EQUIPMENT UTILIZED:	Global Positioning Satellite (GPS) and Portable Breath Alcohol Monitoring
# OF PARTICIPANTS:	70
PROJECT DESCRIPTION:	In August 2018, Sentinel began working with Dubois County Community Corrections providing GPS tracking equipment and portable breath alcohol monitoring equipment for approximately 70 participants. We have created a successful partnership with Dubois County and look forward to working together to grow their program and add services to their existing alternatives.



AGENCY NAME:	Jackson-Jennings Community Corrections
CONTACT PERSON:	Mr. JD Woods
TITLE:	Work Release Center Coordinator
ADDRESS:	211 Carter Street, Seymour, Indiana 47274
PHONE:	812.525.5689
EMAIL:	jdwoods@jacksoncounty.in.gov
CONTRACT DATES:	January 2020 - Current
EQUIPMENT UTILIZED:	Global Positioning Satellite (GPS), Portable Breath Alcohol Monitoring, and Transdermal Alcohol Monitoring
# OF PARTICIPANTS:	215
PROJECT DESCRIPTION:	Sentinel has been working with Jackson-Jennings Community Corrections since January 2020. Jackson-Jennings is a two-county community corrections program located in Seymour, Indiana operating multiple community-based programs including home detention and community work crew/service. In June 2021, they opened a brand-new 150 bed work release facility and expanded their program offerings within both counties. Sentinel provides GPS tracking equipment and alcohol monitoring equipment to the agency for a population of approximately 215 offenders, which has grown from their original population of 70 offenders over the last six (6) months with the addition of the new work release facility.

AGENCY NAME:	Jefferson County Community Corrections
CONTACT PERSON:	Ms. Rhonda Wood
TITLE:	Assistant Director
ADDRESS:	108 East 2 nd Street, Madison, Indiana 47250
PHONE:	812.265.8911
EMAIL:	rhonda.wood@jeffersoncountyin.gov
CONTRACT DATES:	June 2019 - Current
EQUIPMENT UTILIZED:	Global Positioning Satellite (GPS)
# OF PARTICIPANTS:	105
PROJECT DESCRIPTION:	Sentinel has been working with Jefferson County Community Corrections since June 2019 providing GPS tracking equipment for approximately 105 participants. Jefferson County is currently looking to add BA/RT portable breath alcohol testing to their available service offering and will be implementing this program in the coming months.



AGENCY NAME:	Miami-Dade Corrections and Rehabilitation Department
CONTACT PERSON:	Amaury Perez
TITLE:	Captain
ADDRESS:	1401 NW 7 th Avenue, Miami, Florida 33136
PHONE:	O 786.263.4826 M 786.719.3521
EMAIL:	amaury.perez@miamidade.gov
CONTRACT DATES:	May 2009 - Current; multiple contract award cycles
EQUIPMENT UTILIZED:	Global Positioning Satellite, Web-base Case Management Software, Smartphone Check-in Service
# OF PARTICIPANTS:	Approximately 1,200
PROJECT DESCRIPTION:	Sentinel currently provides Miami-Dade Corrections and Rehabilitation Department with approximately over 1,000 active GPS units, approximately 500 participants on Spot Check smartphone check-in and video call services, and secure web-based Case Management information exchange software for the monitoring of participants placed on the program. After the initial five years of contract service, Miami-Dade Purchasing in conjunction with Corrections completed an extensive review of all providers offering a comprehensive continuum of technology and services and concluded that Sentinel continues to provide the overall “Best Value.” Based on their review and overall evaluation, Miami-Dade County subsequently signed a Participating Addendum with Sentinel to adopt the pre-competed National Cooperative Purchasing Agreement with NASPO ValuePoint, contract #00212.

AGENCY NAME:	Greenville County Detention Center – Department of Public Safety
CONTACT PERSON:	Major Marshall Stowers
TITLE:	Program Manager
ADDRESS:	20 McGee Street, Greenville, South Carolina 29601
PHONE:	T 864.467.2343 M 864.350.6016
EMAIL:	mstowers@greenvillecounty.org
CONTRACT DATES:	August 2010 – Current; multiple contract award cycles
EQUIPMENT UTILIZED:	Global Positioning Satellite, Portable Breath Alcohol Monitoring and Transdermal Alcohol Monitoring
SERVICES PROVIDED:	OFEM, Drug Testing, Contractor Case Management, Equipment Installation/Removal/Inventory/ Maintenance
# OF PARTICIPANTS:	600
PROJECT DESCRIPTION:	In August of 2010, Sentinel was awarded the contract to provide program services for the Greenville County Detention Center – Department of Public Safety. For this contract, Sentinel provides supervision services



under an offender-funded electronic monitoring program to approximately 600 participants in addition to the provision of GPS and alcohol monitoring equipment for the program. Sentinel’s case management staff is responsible for installation/retrieval of equipment and verifying the participants’ daily compliance with / adherence to the regulations and monitoring rules of the program, in addition to drug testing services as required, as well as collecting the fees owed by the participants for their supervision services.

AGENCY NAME:	Connecticut Judicial Branch
CONTACT PERSON:	Mr. Michael Aiello
TITLE:	Program Manager II
ADDRESS:	455 Winding Brook Drive, Glastonbury, Connecticut 06033
PHONE:	860.368.3869
FACSIMILE:	860.368.4351
EMAIL:	michael.aiello@jud.ct.gov
CONTRACT DATES:	1999 - Current; multiple contract award cycles
EQUIPMENT UTILIZED:	Radio Frequency and Global Positioning Satellite
SERVICES PROVIDED:	Contractor Install/Removal/Retrieval, Domestic Violence Notification
# OF PARTICIPANTS:	Approximately 900
PROJECT DESCRIPTION:	Sentinel has had the privilege of working with the Connecticut Judicial Branch for the provision of electronic monitoring equipment and services for the past 20 years. The State of Connecticut Judicial Branch utilizes approximately 900+ RF Landline, RF Cellular, and GPS location-based monitoring devices, including but not limited to GPS used in the Judiciary Victim Notification Program for monitoring DV / Restraining Order Compliance Cases. Sentinel also provides 24 hour, 7 days a week full-service monitoring and notification services per the agency’s monitoring protocols. In addition, agency officers have real-time access to all participants monitoring records and data via our 100% secure web-based software and monitoring application. For this contract Sentinel provides six (6) full-time staff including a program manager, an inventory specialist, four (4) lead field technicians, plus five (5) part-time field technicians.



R. Equipment Lease Cost

The Vendor must provide a daily equipment rental and monitoring service rate for each monitoring device, in accordance to the attached specifications:

Sentinel is committed to providing the Division with the latest advancements in technology and equipment along with world-class service, all at a cost-effective price. We recognize that our ability to deliver these technologies and services directly correlates to the relationship we have built with the Division over the last four (4) years.

Below we have outlined our proposed pricing and have provided a **\$0.73 per day decrease** from our current per day rate for GPS tracking services. We hope this reduction in price shows our commitment and desire to continue to work in complete cooperation and partnership with the Division if awarded for this new contract cycle.

Daily Remote Alcohol Unit Lease Rate	\$ 4.95
Daily GPS Equipment Lease Rate:	
Active (1 minute GPS / 1 Hour Transmit / 15 Minute impaired)	\$ 2.95
Passive (1 minute GPS / 3 Hour Transmit / 30 Minute impaired)	\$ 2.95
Participant Cell Phone	\$ 1.50 after 10 phones at no cost
Daily Shelf Rate over Maximum Allowed	\$1.25

6 REQUIRED FORMS

Sentinel has provided the following required submittals as a supplement to this section of this proposal as required by RFP Number 12-2022:

- **American Rescue Plan Act (page 138)**
- **Affidavit (page 143)**
- **Equal Opportunity Agreement (page 145)**
- **Workforce Analysis Form (page 147)**
- **Notice Of Requirement For Affirmative Action To Ensure Equal Employment Opportunities And DBE Contract Participation (page 148)**
- **LFUCG MWDBE Participation Form (page 150)**
- **MWDBE Quote Summary Form (page 151)**
- **LFUCG Statement of Good Faith Efforts (page 152)**
- **General Provisions (page 155)**
- **Bid Invitation (page 158)**

AMERICAN RESCUE PLAN ACT

CERTIFICATION OF COMPLIANCE FOR AMERICAN RESCUE PLAN ACT EXPENDITURES

The Lexington-Fayette Urban County Government (“LFUCG”) may classify the subject matter of this bid as an expenditure under the American Rescue Plan Act of 2021. Expenditures under the American Rescue Plan Act of 2021 require evidence of the contractor’s compliance with Federal law. Therefore, by the signature below of an authorized company representative, you certify that the information below is understood, agreed, and correct. Any misrepresentations may result in the termination of the contract and/or prosecution under applicable Federal and State laws concerning false statements and false claims.

The bidder agrees and understands that in addition to all conditions stated within the attached bid documents, the following conditions will also apply to any Agreement entered between bidder and LFUCG, if LFUCG classifies the subject matter of this bid as an expenditure under the American Rescue Plan Act. The bidder further certifies that it can and will comply with these conditions, if this bid is accepted and an Agreement is executed:

1. Any Agreement executed as a result of acceptance of this bid may be governed in accordance with 2 CFR Part 200 and all other applicable Federal law and regulations and guidance issued by the U.S. Department of the Treasury.
2. Pursuant to 24 CFR 85.43, any Agreement executed as a result of acceptance of this bid can be terminated if the contractor fails to comply with any term of the award. This Agreement may be terminated for convenience in accordance with 24 CFR 85.44 upon written notice by LFUCG. Either party may terminate this Agreement with thirty (30) days written notice to the other party, in which case the Agreement shall terminate on the thirtieth day. In the event of termination, the contractor shall be entitled to that portion of total compensation due under this Agreement as the services rendered bears to the services required. Either party may terminate this Agreement for good cause shown with forty-five (45) days written notice, which shall explain the party’s cause for the termination. If the parties do not reach a settlement before the end of the 45 days, then the Agreement shall terminate on the forty-fifth day.
3. The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:
 - (1) Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.
 - (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.
 - (3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an

investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

- (4) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- (5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part, and the contractor may be declared ineligible for further government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (8) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance.

Provided, however, that in the event a contractor becomes involved in or is threatened with litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

4. If fulfillment of the contract requires the contractor to employ mechanic's or laborers, the contractor further agrees that it can and will comply with the following:

- (1) *Overtime requirements: No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such a workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such a workweek.*
- (2) *Violation: liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (1) of this section, the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory) for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.*
- (3) *Withholding for unpaid wages and liquidated damages. LFUCG shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be*

withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.

(4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower-tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower-tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.

5. The contractor shall comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.

6. The contractor shall report each violation to LFUCG and understands and agrees that LFUCG will, in turn, report each violation as required to assure notification to the Treasury Department and the appropriate Environmental Protection Agency Regional Office.

7. The contractor shall include these requirements in numerical paragraphs 5 and 6 in each subcontract exceeding \$100,000 financed in whole or in part with American Rescue Plan Act funding.

8. The contractor shall comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.

9. The contractor shall report each violation to LFUCG and understands and agrees that LFUCG will, in turn, report each violation as required to assure notification to the Treasury Department and the appropriate Environmental Protection Agency Regional Office.

10. The contractor shall include these requirements in numerical paragraphs 8 and 9 in each subcontract exceeding \$100,000 financed in whole or in part with American Rescue Plan Act funds.

11. The contractor shall comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.

12. The contractor shall report each violation to LFUCG and understands and agrees that LFUCG will, in turn, report each violation as required to assure notification to the Treasury Department and the appropriate Environmental Protection Agency regional office.

13. The contractor shall include these requirements in numerical paragraphs 11 and 12 in each subcontract exceeding \$100,000 financed in whole or in part with American Rescue Plan Act funds.

14. The contractor shall include this language in any subcontract it executes to fulfill the terms of this bid: “the sub-grantee, contractor, subcontractor, successor, transferee, and assignee shall comply with Title VI of the Civil Rights Act of 1964, which prohibits recipients of federal financial assistance from excluding from a program or activity, denying benefits of, or otherwise discriminating against a person on the basis of race, color, or national origin (42 U.S.C. § 2000d et seq.), as implemented by the Department of the Treasury’s Title VI regulations, 31 CFR Part 22, which are herein incorporated by reference and made a part of this contract (or agreement). Title VI also includes protection to persons with ‘Limited English Proficiency’ in any program or activity receiving federal financial assistance, 42 U.S.C. § 2000d et seq., as implemented by the Department of the Treasury’s Title VI regulations, 31 CFR Part 22, and herein incorporated by reference and made a part of this contract or agreement.”

15. Contractors who apply or bid for an award of \$100,000 or more shall file the required certification that it will not and has not used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency. Each tier certifies to the tier above that it will not and has not used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier, up to the recipient. The required certification is included here:

- a. The undersigned certifies, to the best of his or her knowledge and belief, that:
 - (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
 - (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
 - (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.
- b. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.


Dennis Fuller, Chief Financial Officer
Signature

April 14, 2022
Date

CALIFORNIA ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }
County of Orange }
On April 14, 2022 before me, Lanelle Simmons, Notary Public
Date Here Insert Name and Title of the Officer
personally appeared Dennis C. Fuller
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature [Handwritten Signature]
Signature of Notary Public

Place Notary Seal and/or Stamp Above

OPTIONAL

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document
Title or Type of Document: _____
Document Date: _____ Number of Pages: _____
Signer(s) Other Than Named Above: _____
Capacity(ies) Claimed by Signer(s)
Signer's Name: _____ Signer's Name: _____
 Corporate Officer – Title(s): _____ Corporate Officer – Title(s): _____
 Partner – Limited General Partner – Limited General
 Individual Attorney in Fact Individual Attorney in Fact
 Trustee Guardian or Conservator Trustee Guardian or Conservator
 Other: _____ Other: _____
Signer is Representing: _____ Signer is Representing: _____

AFFIDAVIT

Comes the Affiant, Dennis Fuller, and after being first duly sworn, states under penalty of perjury as follows:

1. His/her name is Dennis Fuller and he/she is the individual submitting the proposal or is the authorized representative of Sentinel Offender Services, LLC, the entity submitting the proposal (hereinafter referred to as "Proposer").
2. Proposer will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the proposal 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. Proposer will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.
4. Proposer 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. Proposer 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 Proposer will not violate any provision of the campaign finance laws of the Commonwealth.
6. Proposer has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."

Continued on next page

7. Proposer 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.

D. Fuller

Dennis Fuller, Chief Financial Officer

STATE OF California

COUNTY OF Orange

The foregoing instrument was subscribed, sworn to and acknowledged before me

by Dennis C Fuller on this the 14th day

of April, 2022.

My Commission expires: Sep. 9th, 2023



L. Simmons

NOTARY PUBLIC, STATE AT LARGE

EQUAL OPPORTUNITY AGREEMENT

Standard Title VI Assurance

The Lexington Fayette-Urban County Government, (hereinafter referred to as the "Recipient") hereby agrees that as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78Stat.252, 42 U.S.C. 2000d-4 (hereinafter referred to as the "Act"), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, (49 CFR, Part 21) Nondiscrimination in Federally Assisted Program of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the "Regulations") and other pertinent directives, no person in the United States shall, on the grounds of race, color, national origin, sex, age (over 40), religion, sexual orientation, gender identity, veteran status, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the U.S. Department of Transportation, including the Federal Highway Administration, and hereby gives assurance that will promptly take any necessary measures to effectuate this agreement. This assurance is required by subsection 21.7(a) (1) of the Regulations.

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
Dennis Fuller, Chief Financial Officer

Sentinel Offender Services, LLC

Name of Business

WORKFORCE ANALYSIS FORM

Name of Organization: Sentinel Offender Services, LLC

Categories	Total	White (Not Hispanic or Latino)		Hispanic or Latino		Black or African- American (Not Hispanic or Latino)		Native Hawaiian and Other Pacific Islander (Not Hispanic or Latino)		Asian (Not Hispanic or Latino)		American Indian or Alaskan Native (not Hispanic or Latino)		Two or more races (Not Hispanic or Latino)		Total		
		M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
Administrators																		
Professionals	15	2	2	2	2	2	0	0	0	2	3							
Superintendents																		
Supervisors	33	14	9	3	2	1	2	0	0	1	2							
Foremen																		
Technicians	32	10	2	5	3	4	6	0	0	1	1							
Protective																		
Para-																		
Office/Clerical	151	18	32	29	35	7	18	0	0	6	5							
Skilled Craft	15	1	5	0	1	5	0	0	0	3	0							
Service/Maintena																		
Total:	246	45	50	39	43	19	26	0	0	13	11							

Prepared by: Janie Hunt Date: 4 / 14 / 2022
 (Name and Title)

Revised 2015-Dec-15

**DIRECTOR, DIVISION OF CENTRAL PURCHASING
LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT
200 EAST MAIN STREET
LEXINGTON, KENTUCKY 40507**

NOTICE OF REQUIREMENT FOR AFFIRMATIVE ACTION TO ENSURE EQUAL EMPLOYMENT OPPORTUNITIES AND DBE CONTRACT PARTICIPATION

Notice of requirement for Affirmative Action to ensure Equal Employment Opportunities and Disadvantaged Business Enterprises (DBE) Contract participation. Disadvantaged Business Enterprises (DBE) consists of Minority-Owned Business Enterprises (MBE) and Woman-Owned Business Enterprises (WBE).

The Lexington-Fayette Urban County Government has set a goal that not less than ten percent (10%) of the total value of this Contract be subcontracted to Disadvantaged Business Enterprises, which is made up of MBEs and WBEs. The Lexington Fayette Urban County Government also has set a goal that not less than three percent (3%) of the total value of this Contract be subcontracted to Veteran-owned Small Businesses. The goal for the utilization of Disadvantaged Business Enterprises as well Veteran –owned Small Businesses as subcontractors is a recommended goal. Contractor(s) who fail to meet such goal will be expected to provide written explanations to the Director of the Division of Purchasing of efforts they have made to accomplish the recommended goal, and the extent to which they are successful in accomplishing the recommended goal will be a consideration in the procurement process. Depending on the funding source, other DBE goals may apply.

For assistance in locating Disadvantaged Business Enterprises Subcontractors contact:

Sherita Miller, MPA, Division of Central Purchasing
Lexington-Fayette Urban County Government
200 East Main Street, 3rd Floor, Room 338
Lexington, Kentucky 40507
smiller@lexingtonky.gov

Firm Submitting Proposal: Sentinel Offender Services, LLC

Complete Address: 1290 North Hancock Street, Suite 103, Anaheim, California 92807
Street City Zip

Contact Name: Ms. D.J. Williamson Title: Regional Sales Executive

Telephone Number: 765.247.9101 Fax Number: 800.327.1178

Email address: dwilliamson@sentineladvantage.com



LFUCG MWDBE PARTICIPATION FORM

Bid/RFP/Quote Reference # 12-2022

The MWDBE and/or veteran subcontractors listed have agreed to participate on this Bid/RFP/Quote. If any substitution is made or the total value of the work is changed prior to or after the job is in progress, it is understood that those substitutions must be submitted to Central Purchasing for approval immediately. **Failure to submit a completed form may cause rejection of the bid.**

MWDBE Company, Name, Address, Phone, Email	MBE WBE or DBE	Work to be Performed	Total Dollar Value of the Work	% Value of Total Contract
1. None				
2.				
3.				
4.				

The undersigned company representative submits the above list of MWDBE firms to be used in accomplishing the work contained in this Bid/RFP/Quote. Any misrepresentation may result in the termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and false claims.

Sentinel Offender Services, LLC

Company

April 14, 2022

Date



Company Representative

Dennis Fuller, Chief Financial Officer

Title



MWDBE QUOTE SUMMARY FORM
 Bid/RFP/Quote Reference # 12-2022

The undersigned acknowledges that the minority and/or veteran subcontractors listed on this form did submit a quote to participate on this project. Failure to submit this form may cause rejection of the bid.

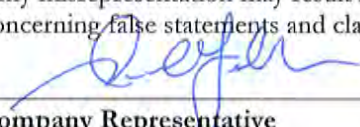
Company Name Sentinel Offender Services, LLC	Contact Person Ms. D.J. Williamson, Regional Sales Executive
Address/Phone/Email 1290 North Hancock Street, Suite 103 Anaheim, CA 92807 765.247.9101 dwilliamson@sentineladvantage.com	Bid Package / Bid Date RFP # 12-2022 Electronic Monitoring for Community Corrections April 25, 2022, by 2:00 pm EDT

MWDBE Company Address	Contact Person	Contact Information (work phone, Email, cell)	Date Contacted	Services to be performed	Method of Communication (email, phone meeting, ad, event etc)	Total dollars \$\$ Do Not Leave Blank (Attach Documentation)	MBE * AA HA AS NA Female	Veteran
None								

(MBE designation / AA=African American / HA= Hispanic American/AS = Asian American/Pacific Islander/ NA= Native American)

The undersigned acknowledges that all information is accurate. Any misrepresentation may result in termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and claims.

Sentinel Offender Services, LLC
Company
April 14, 2022
Date


Company Representative
Dennis Fuller, Chief Financial Officer
Title

LFUCG STATEMENT OF GOOD FAITH EFFORTS

Bid/RFP/Quote # 12-2022

By the signature below of an authorized company representative, we certify that we have utilized the following Good Faith Efforts to obtain the maximum participation by MWDBE and Veteran-Owned business enterprises on the project and can supply the appropriate documentation.

_____ Advertised opportunities to participate in the contract in at least two (2) publications of general circulation media; trade and professional association publications; small and minority business or trade publications; and publications or trades targeting minority, women and disadvantaged businesses not less than fifteen (15) days prior to the deadline for submission of bids to allow MWDBE firms and Veteran-Owned businesses to participate.

_____ Included documentation of advertising in the above publications with the bidders good faith efforts package

_____ Attended LFUCG Central Purchasing Economic Inclusion Outreach event

_____ Attended pre-bid meetings that were scheduled by LFUCG to inform MWDBEs and/or Veteran-Owned Businesses of subcontracting opportunities

_____ Sponsored Economic Inclusion event to provide networking opportunities for prime contractors and MWDBE firms and Veteran-Owned businesses

_____ Requested a list of MWDBE and/or Veteran subcontractors or suppliers from LFUCG and showed evidence of contacting the companies on the list(s).

_____ Contacted organizations that work with MWDBE companies for assistance in finding certified MWBDE firms and Veteran-Owned businesses to work on this project. Those contacted and their responses should be a part of the bidder's good faith efforts documentation.

_____ Sent written notices, by certified mail, email or facsimile, to qualified, certified MWDBEs soliciting their participation in the contract not less than seven (7) days prior to the deadline for submission of bids to allow them to participate effectively.

_____ Followed up initial solicitations by contacting MWDBEs and Veteran-Owned businesses to determine their level of interest.

_____ Provided the interested MWBDE firm and/or Veteran-Owned business with adequate and timely information about the plans, specifications, and requirements of the contract.

_____ Selected portions of the work to be performed by MWDBE firms and/or Veteran-Owned businesses in order to increase the likelihood of meeting the contract goals. This includes, where appropriate, breaking out contract work items

into economically feasible units to facilitate MWDBE and Veteran participation, even when the prime contractor may otherwise perform these work items with its own workforce

____ Negotiated in good faith with interested MWDBE firms and Veteran-Owned businesses not rejecting them as unqualified without sound reasons based on a thorough investigation of their capabilities. Any rejection should be so noted in writing with a description as to why an agreement could not be reached.

____ Included documentation of quotations received from interested MWDBE firms and Veteran-Owned businesses which were not used due to uncompetitive pricing or were rejected as unacceptable and/or copies of responses from firms indicating that they would not be submitting a bid.

____ Bidder has to submit sound reasons why the quotations were considered unacceptable. The fact that the bidder has the ability and/or desire to perform the contract work with its own forces will not be considered a sound reason for rejecting a MWDBE and/or Veteran-Owned business's quote. Nothing in this provision shall be construed to require the bidder to accept unreasonable quotes in order to satisfy MWDBE and Veteran goals.

____ Made an effort to offer assistance to or refer interested MWDBE firms and Veteran-Owned businesses to obtain the necessary equipment, supplies, materials, insurance and/or bonding to satisfy the work requirements of the bid proposal

____ Made efforts to expand the search for MWBE firms and Veteran-Owned businesses beyond the usual geographic boundaries.

* Other--any other evidence that the bidder submits which may show that the bidder has made reasonable good faith efforts to include MWDBE and Veteran participation.

NOTE: Failure to submit any of the documentation requested in this section may be cause for rejection of bid. Bidders may include any other documentation deemed relevant to this requirement which is subject to approval by the MBE Liaison. Documentation of Good Faith Efforts must be submitted with the Bid, if the participation Goal is not met.

* = please see attached explanation for MWDBE Enterprise Efforts.

The undersigned acknowledges that all information is accurate. Any misrepresentations may result in termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and claims.

Sentinel Offender Services, LLC

Company

April 14, 2022

Date



Company Representative

Dennis Fuller, Chief Financial Officer

Title

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

Sentinel is committed to utilizing qualified minority/women-owned businesses to the greatest extent feasible in the procurement of goods, equipment, and services. We recognize MBE/WBE's to be significant value-added and viable sources and look for opportunities to utilize MBE/WBE's whenever possible. Examples of our MBE / WBE contracts include Sentinel's largest printed circuit board (PCB) assembly houses, Trantronics, Inc., a minority-owned business enterprise located in California. Additionally, Sentinel actively seeks MBE and WBE companies to provide office supplies to our headquarters and branch office locations throughout the United States. Of Sentinel's \$26,000.00 office supply budget utilizing Amazon for fiscal year 2021, one percent (1%) of Sentinel's office supply budget was spent with nationally diverse suppliers classified as Minority-Owned, Registered Small Business, Women-Owned, and Disabled Veteran-Owned businesses.

Sentinel understands that Lexington-Fayette Urban County Government is requesting that 10% of this contract's annual budget is spent with MWDBE businesses, and we have reviewed the Lexington-Fayette County Government Certified MWDBE list located on the Website as well as the Commonwealth of Kentucky Certified MBE/WBE list; because the RFP is seeking public safety elements that consist of proprietary offender monitoring software, rental of electronic monitoring equipment, and the utilization of current county personnel, there are no opportunities to spend budget dollars with outside MWDBE vendors for the delivery of services as stated in the RFP.

Because of the nature of the services being provided, the importance of confidentiality to offender records and data, and the importance to security and public safety aspects involved with the monitoring center services being provided under the contract, often confidentiality clauses restrict the use of subcontractors. Also, Sentinel is the sole authorized provider of the electronic monitoring equipment, monitoring software, 24/7/365 monitoring center services, including Sentinel Monitoring Center Operator's investigative calls being made directly to offenders placed in the program, and direct training and support to agency staff.

Sentinel will continue to make an exerted effort to spend budget dollars with other identified MWDBE vendors as the need emerges. Sentinel is familiar with submitting quarterly and/or annual reporting on MWDBE expenditures and agrees to submit the appropriate reports as requested in the RFP when contract dollars are spent with MWDBE vendors.

GENERAL PROVISIONS

1. Each Respondent shall comply with all Federal, State & Local regulations concerning this type of service or good.

The Respondent agrees to comply with all statutes, rules, and regulations governing safe and healthful working conditions, including the Occupational Health and Safety Act of 1970, *29 U.S.C. 650 et. seq.*, as amended, and KRS Chapter 338. The Respondent also agrees to notify the LFUCG in writing immediately upon detection of any unsafe and/or unhealthful working conditions at the job site. The Respondent agrees to indemnify, defend and hold the LFUCG harmless from all penalties, fines or other expenses arising out of the alleged violation of said laws.

2. Failure to submit ALL forms and information required in this RFP may be grounds for disqualification.
3. Addenda: All addenda and IonWave Q&A, if any, shall be considered in making the proposal, and such addenda shall be made a part of this RFP. Before submitting a proposal, it is incumbent upon each proposer to be informed as to whether any addenda have been issued, and the failure to cover in the bid any such addenda may result in disqualification of that proposal.
4. Proposal Reservations: LFUCG reserves the right to reject any or all proposals, to award in whole or part, and to waive minor immaterial defects in proposals. LFUCG may consider any alternative proposal that meets its basic needs.
5. Liability: LFUCG is not responsible for any cost incurred by a Respondent in the preparation of proposals.
6. Changes/Alterations: Respondent may change or withdraw a proposal at any time prior to the opening; however, no oral modifications will be allowed. Only letters, or other formal written requests for modifications or corrections of a previously submitted proposal which is addressed in the same manner as the proposal, and received by LFUCG prior to the scheduled closing time for receipt of proposals, will be accepted. The proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope which is plainly marked "modifications of proposal".
7. Clarification of Submittal: LFUCG reserves the right to obtain clarification of any point in a bid or to obtain additional information from a Respondent.
8. Bribery Clause: By his/her signature on the bid, Respondent certifies that no employee of his/hers, any affiliate or Subcontractor, has bribed or attempted to bribe an officer or employee of the LFUCG.

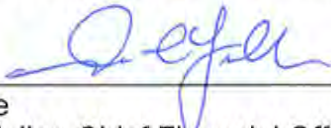
9. Additional Information: While not necessary, the Respondent may include any product brochures, software documentation, sample reports, or other documentation that may assist LFUCG in better understanding and evaluating the Respondent's response. Additional documentation shall not serve as a substitute for other documentation which is required by this RFP to be submitted with the proposal,
10. Ambiguity, Conflict or other Errors in RFP: If a Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify LFUCG of such error in writing and request modification or clarification of the document if allowable by the LFUCG.
11. Agreement to Bid Terms: In submitting this proposal, the Respondent agrees that it has carefully examined the specifications and all provisions relating to the work to be done attached hereto and made part of this proposal. By acceptance of a Contract under this RFP, proposer states that it understands the meaning, intent and requirements of the RFP and agrees to the same. The successful Respondent shall warrant that it is familiar with and understands all provisions herein and shall warrant that it can comply with them. No additional compensation to Respondent shall be authorized for services or expenses reasonably covered under these provisions that the proposer omits from its Proposal.
12. Cancellation: If the services to be performed hereunder by the Respondent are not performed in an acceptable manner to the LFUCG, the LFUCG may cancel this contract for cause by providing written notice to the proposer, giving at least thirty (30) days notice of the proposed cancellation and the reasons for same. During that time period, the proposer may seek to bring the performance of services hereunder to a level that is acceptable to the LFUCG, and the LFUCG may rescind the cancellation if such action is in its best interest.

A. Termination for Cause

- (1) LFUCG may terminate a contract because of the contractor's failure to perform its contractual duties
- (2) If a contractor is determined to be in default, LFUCG shall notify the contractor of the determination in writing, and may include a specified date by which the contractor shall cure the identified deficiencies. LFUCG may proceed with termination if the contractor fails to cure the deficiencies within the specified time.
- (3) A default in performance by a contractor for which a contract may be terminated shall include, but shall not necessarily be limited to:
 - (a) Failure to perform the contract according to its terms, conditions and specifications;
 - (b) Failure to make delivery within the time specified or according

be signed by a duly authorized officer, agent or employee of the Respondent.

- 16. **Governing Law:** This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. In the event of any proceedings regarding this Contract, the Parties agree that the venue shall be the Fayette County Circuit Court or the U.S. District Court for the Eastern District of Kentucky, Lexington Division. All parties expressly consent to personal jurisdiction and venue in such Court for the limited and sole purpose of proceedings relating to this Contract or any rights or obligations arising thereunder. Service of process may be accomplished by following the procedures prescribed by law.
- 17. **Ability to Meet Obligations:** Respondent affirmatively states that there are no actions, suits or proceedings of any kind pending against Respondent or, to the knowledge of the Respondent, threatened against the Respondent before or by any court, governmental body or agency or other tribunal or authority which would, if adversely determined, have a materially adverse effect on the authority or ability of Respondent to perform its obligations under this Contract, or which question the legality, validity or enforceability hereof or thereof.
- 18. Contractor understands and agrees that its employees, agents, or subcontractors are not employees of LFUCG for any purpose whatsoever. Contractor is an independent contractor at all times during the performance of the services specified.
- 19. If any term or provision of this Contract shall be found to be illegal or unenforceable, the remainder of the contract shall remain in full force and such term or provision shall be deemed stricken.
- 20. Contractor [or Vendor or Vendor's Employees] will not appropriate or make use of the Lexington-Fayette Urban County Government (LFUCG) name or any of its trade or service marks or property (including but not limited to any logo or seal), in any promotion, endorsement, advertisement, testimonial or similar use without the prior written consent of the government. If such consent is granted LFUCG reserves the unilateral right, in its sole discretion, to immediately terminate and revoke such use for any reason whatsoever. Contractor agrees that it shall cease and desist from any unauthorized use immediately upon being notified by LFUCG.



Signature
Dennis Fuller, Chief Financial Officer

April 14, 2022
Date



LEXINGTON

RFP-12-2022

Electronic Monitoring for Community Corrections

Issue Date: 3/28/2022

Questions Deadline: 4/15/2022 12:00 PM (ET)

Response Deadline: 4/25/2022 02:00 PM (ET)

Contact Information

Contact: Sondra Stone
Address: Central Purchasing
Government Center Building
Room 338
200 East Main Street
Lexington, KY 40507
Phone: (859) 2583320
Fax: (859) 2583322
Email: ssone@lexingtonky.gov

Event Information

Number: RFP-12-2022
Title: Electronic Monitoring for Community Corrections
Type: Request For Proposal
Issue Date: 3/28/2022
Question Deadline: 4/15/2022 12:00 PM (ET)
Response Deadline: 4/25/2022 02:00 PM (ET)
Notes: Only online submittals will be accepted through IonWave. Please attach submittal in one pdf.

Bid Attachments

RFP Pkg 12-2022.pdf

RFP Package

[View Online](#)

Supplier Information

Company Name: Sentinel Offender Services, LLC

Contact Name: Ms. D.J. Williamson, Regional Sales Executive

Address: 1290 North Hanco Street

Suite 103

Anaheim, California 92807

Phone: 765.245.9101

Fax: 800.327.1178


Email: dwilliamson@sentineladvantage.com

Supplier Notes

ONLY ONLINE BIDS WILL BE ACCEPTED! By submitting your response, you certify that you are authorized to represent and bind your company and that you agree to all bid terms and conditions as stated in the attached bid/RFP/RFQ/Quote/Auction documents.

Dennis Fuller, Chief Financial Officer

Print Name


Signature

7 SUPPORTING DOCUMENTATION

Sentinel has provided the following supporting documentation as a supplement to this section of this proposal:

- **RFP # 12-2022 Addendum History (page 162)**
- **International Organization of Standardization (ISO) 9001 Certificate (page 163)**
- **Dunn and Bradstreet Credit Rating (page 165)**
- **Product and Service Brochures (page 184)**



Bid Audit History for RFP-12-2022 (Electronic Monitoring for Community Corrections)

[Return](#)

Date	Line	Description
3/29/2022 09:04 AM (PT)	Header	Bid Close Date extended from 4/11/2022 02:00:00 PM (ET) to 4/25/2022 02:00:00 PM (ET) Bid Question Close Date extended from 4/1/2022 12:00:00 PM (ET) to 4/15/2022 12:00:00 PM (ET). By SSTONE
3/28/2022 07:00 AM (PT)	Header	Bid request issued by the system.
3/25/2022 10:21 AM (PT)	Header	Bid Request published by SSTONE.
3/1/2022 08:51 AM (PT)	Header	Bid Request created by SSTONE.

Items 1-4 shown of 4

1

Addendum Audit History for RFP-12-2022 (Electronic Monitoring for Community Corrections)

[Return](#)

No Audit History



**American Systems
REGISTRAR**

5281 Clyde Park Ave. SW, Suite 1
Wyoming, MI 49509 USA
www.asrworldwide.com
616-942-6273



American Systems Registrar, LLC, a provider of third-party system registration and accredited by the ANSI National Accreditation Board attests that:

SENTINEL OFFENDER SERVICES, LLC

1290 N. HANCOCK, ANAHEIM, CA 92807

and the sites as mentioned in the appendix accompanying the certificate.

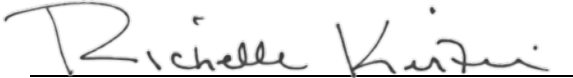
with a scope of:

DESIGN, PRODUCTION, AND DELIVERY OF ELECTRONIC MONITORING TECHNOLOGIES, MONITORING CENTER SERVICES, AND COMMUNITY BASED OFFENDER MANAGEMENT PROGRAMS

has established a quality management system that is in conformance with the International Quality System Standard

ISO 9001:2015

ASR Certificate Number:	4234
Date of Certification:	February 14, 2022
Date of Certification Expiration:	February 13, 2025
Date of Initial Registration:	September 19, 2010
Revision:	
Re-Issue Date:	


President

PAGE 1 OF 2

CERTIFICATE OF REGISTRATION



**American Systems
REGISTRAR**

5281 Clyde Park Ave. SW, Suite 1
Wyoming, MI 49509 USA
www.asrworldwide.com
616-942-6273



American Systems Registrar, LLC, a provider of third-party system registration and accredited by the ANSI National Accreditation Board attests that:

APPENDIX:

**930 TACOMA AVENUE SOUTH, ROOM 136
TACOMA, WA 98402**

**3806 N. 3RD STREET, SUITE #200
PHOENIX, AZ 85012**

**600 E. WASHINGTON STREET
GREENVILLE, SC 29601**

**7857 CONVOY COURT, SUITE 201
SAN DIEGO, CA 92111**

**600 5TH AVENUE, 8TH FLOOR
SEATTLE, WA 98104**

**51 COUNTY CENTER DRIVE
OROVILLE, CA 95965**

**510 NORTH ARTHUR, SUITE D
CALDWELL, ID 83605**

**133 N. RIVERFRONT BLVD.
1ST FLOOR, ROOM A9
DALLAS, TX 75207**

**70 OAK GROVE
SAN FRANCISCO, CA 94107**

**4133 10TH STREET
RIVERSIDE, CA 92501**

SCOPE FOR THE ABOVE LOCATIONS: DELIVERY OF ELECTRONIC MONITORING TECHNOLOGIES, CASE MANAGEMENT SERVICES, AND COMMUNITY BASED OFFENDER MANAGEMENT PROGRAMS

**1220 SIMON CIRCLE, UNIT C
ANAHEIM, CA 92806**

LOCATION SCOPE: PRODUCTION AND DELIVERY OF ELECTRONIC MONITORING TECHNOLOGIES

Business Information Report Snapshot

SENTINEL OFFENDER SERVICES, LLC

D-U-N-S: 04-698-0046

ADDRESS: 1290 N Hancock St Ste 103, Anaheim, CA, 92807, United States

Date: 04/14/2022

RISK ASSESSMENT

SCORES AND RATINGS				
Max. Credit Recommendation	PAYDEX® SCORE	Delinquency Predictor Percentile	Financial Stress Percentile	Supplier Evaluation Risk Rating
US\$ 1,230,000	80 LOW RISK	83 LOW-MODERATE RISK	77 LOW-MODERATE RISK	2 LOW RISK

MAXIMUM CREDIT RECOMMENDATION

Overall Business Risk

LOW

LOW-MODERATE

MODERATE

MODERATE-HIGH

HIGH

Maximum Credit Recommendation

US\$ 1,230,000

The recommended limit is based on a low probability of severe delinquency.

Dun & Bradstreet Thinks...

- Overall assessment of this organization over the next 12 months: STABLE CONDITION
- Based on the predicted risk of business discontinuation: HIGH LIKELIHOOD OF CONTINUED OPERATIONS
- Based on the predicted risk of severely delinquent payments: LOW POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS

PAYDEX® SUMMARY

3 Months

80

Low Risk (100) High Risk (1)

24 Months

80

Low Risk (100) High Risk (1)

When weighted by dollar amount, payments to suppliers on average, are on time. Value is based on payments collected over the last **3 months**.

80

Low Risk (100)

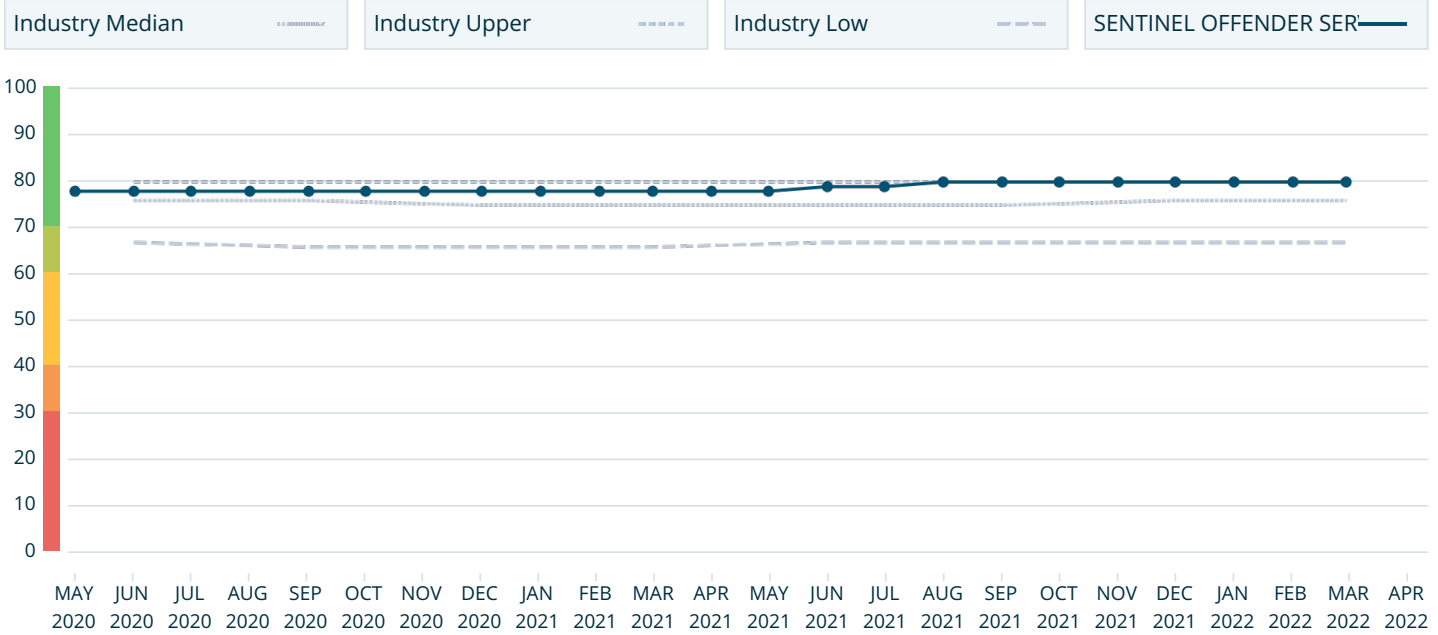
Based on a D&B PAYDEX® of 80

Risk of Slow Pay
LOW

Payment Behavior
Pays On Time

Business and Industry Trends

7382 - Security systems services



DELINQUENCY PREDICTOR SCORE

83

Low Risk (100)

High Risk (1)

Based on a D&B Delinquency Predictor Percentile of 83

- Higher risk industry based on delinquency rates for this industry
- Proportion of past due balances to total amount owing
- Evidence of open suits and liens

Level of Risk
LOW-MODERATE

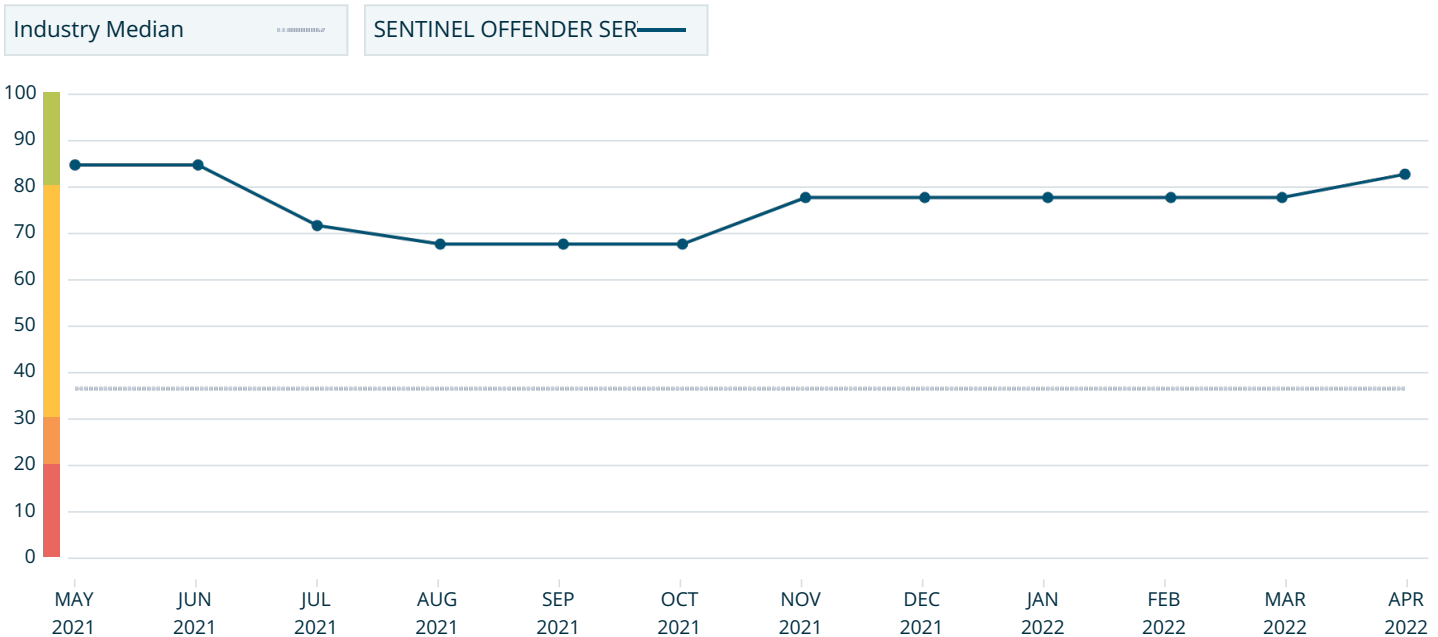
Raw Score
558

Probability of Delinquency
2.23%

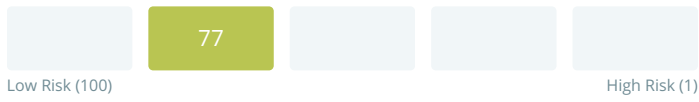
Compared to Businesses in D&B
10.2%

Business and Industry Trends

7382 - Security systems services



FINANCIAL STRESS SCORE



- Composite credit appraisal is rated limited
- UCC Filings reported
- Evidence of open liens

Based on a D&B Financial Stress Percentile of **77**

Level of Risk
LOW-MODERATE

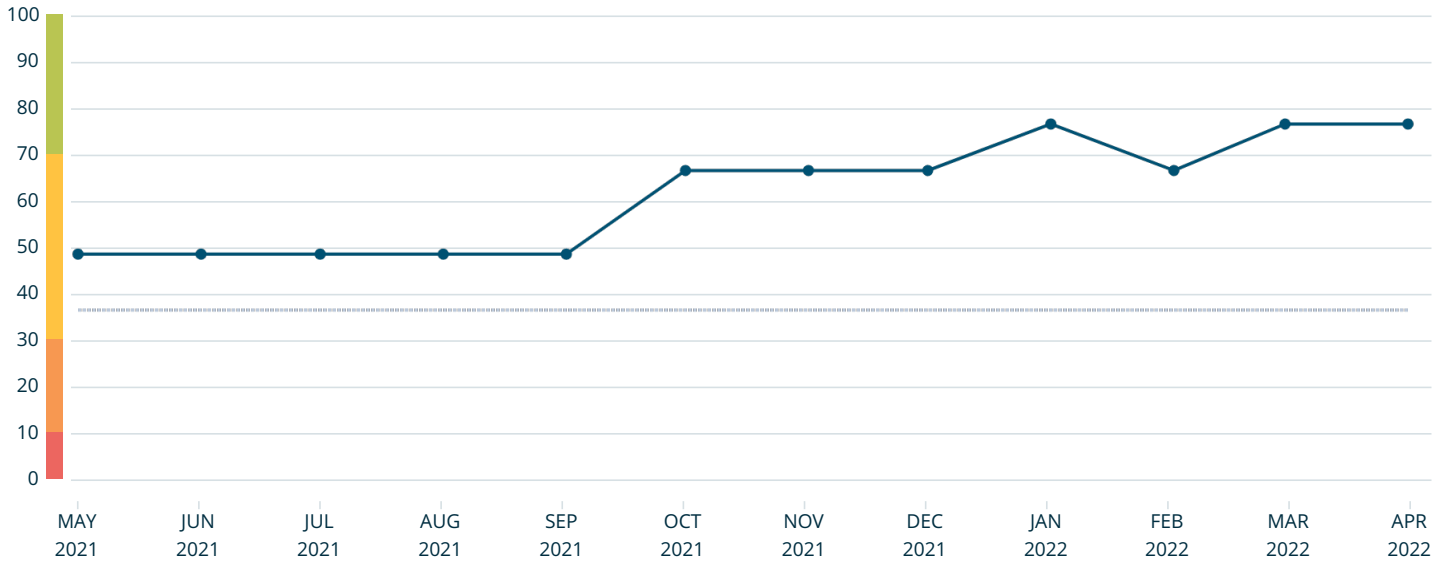
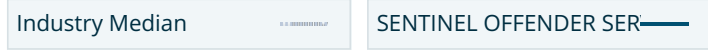
Raw Score
1527

Probability of Failure
0.1%

Compared to Businesses in D&B
0.48%

Business and Industry Trends

7382 - Security systems services



SUPPLIER EVALUATION RISK RATING



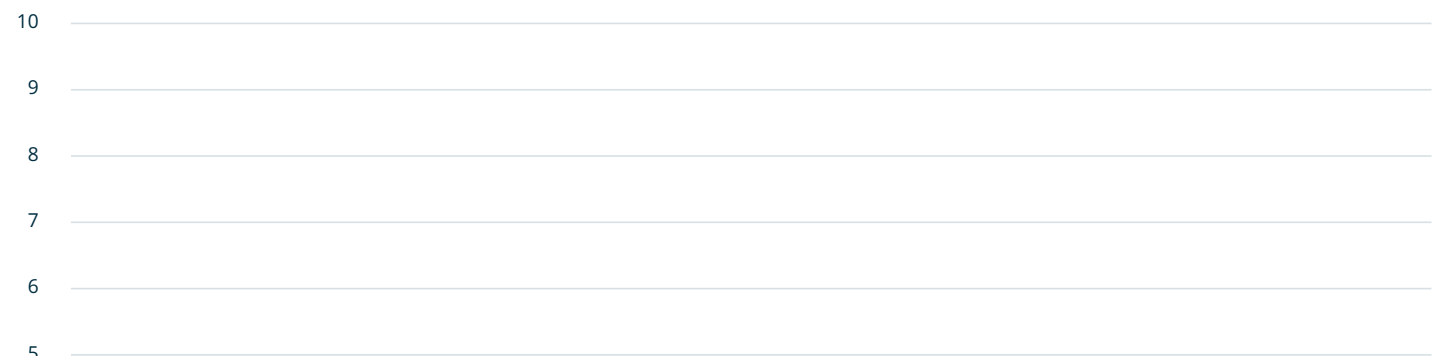
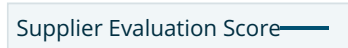
Based on a Supplier Evaluation Risk Rating of **2**

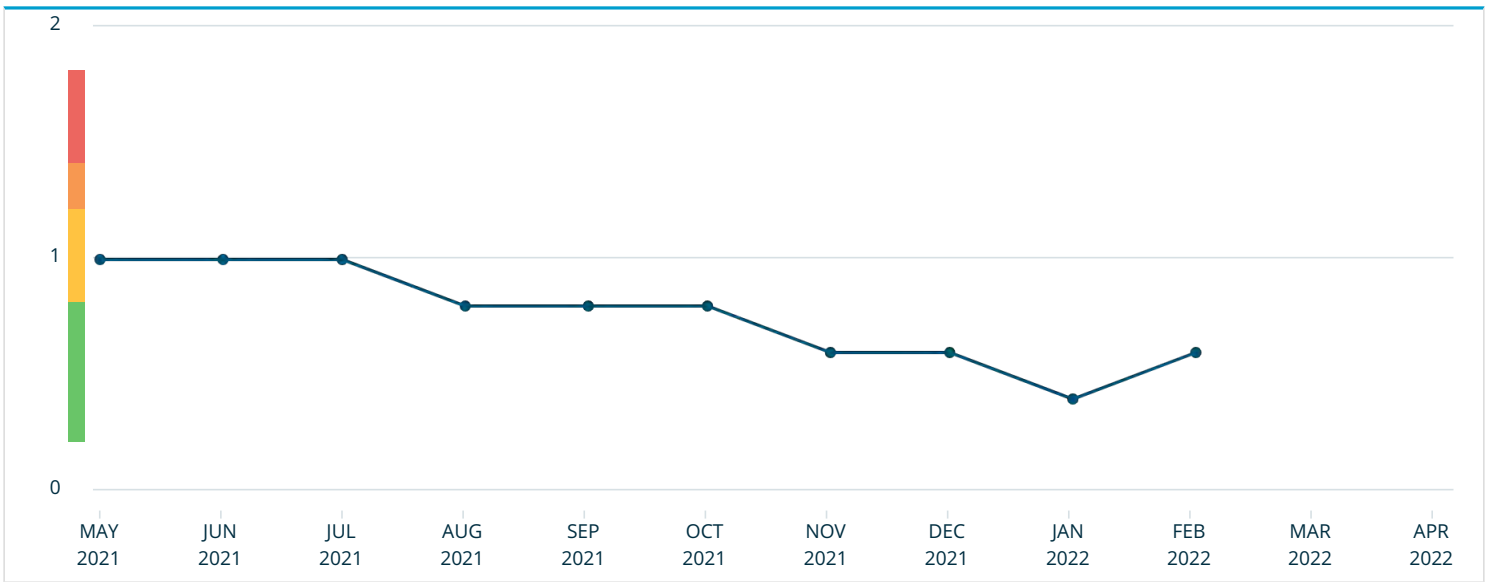
Factors Affecting Your Score

- Evidence of open liens
- Proportion of past due balances to total amount owing

Business and Industry Trends

7382 - Security systems services





D&B RATING

Current Rating as of 09-12-2016

Employee Size

1R: 10 employees and over

Risk Indicator

4: Higher than Average Risk

Previous Rating

Employee Size







1R: 10 employees and over

Risk Indicator

3: Moderate Risk

TRADE PAYMENTS

TRADE PAYMENTS SUMMARY		Based on 24 months of data
Overall Payment Behavior 0 Days Beyond Terms Highest Now Owing: US\$ 10,000	% of Trade Within Terms 92% Total Trade Experiences: 77 Largest High Credit: US\$ 700,000 Average High Credit: US\$ 20,368	Highest Past Due US\$ 2,500 Total Unfavorable Comments : 3 Largest High Credit: US\$ 750 Total Placed in Collections: 0 Largest High Credit: US\$ 0

TRADE PAYMENTS BY CREDIT EXTENDED			
\$ CREDIT EXTENDED	% OF PAYMENTS WITHIN TERMS	# PAYMENT EXPERIENCES	TOTAL & DOLLAR AMOUNT
OVER 100,000	 100%	1	\$700,000
50,000 - 100,000	 0%	0	\$0
15,000 - 49,999	 100%	5	\$115,000
5,000 - 14,999	 94%	9	\$67,500
1,000 - 4,999	 91%	14	\$27,500
UNDER 1,000	 90%	16	\$6,600

TRADE PAYMENTS BY INDUSTRY			
Collapse All Expand All			
Industry Category	Number of Payment Experiences	Largest High Credit (US\$)	% Within Terms (Expand to View)
▼48 - Communications	12	10,000	
4813 - Telephone Communictns	8	10,000	100
4812 - Radiotelephone Commun	4	10,000	81
▼61 - Nondepository Credit Institutions	6	5,000	
6159 - Misc Business Credit	5	5,000	100
6153 - Short-trm Busn Credit	1	500	100

▼93 - Public Finance Taxation And Monetary Policy	5	1,000	
9311 - Public Finance	5	1,000	100
▼99 - Nonclassifiable Establishments	4	2,500	
9999 - Nonclassified	4	2,500	86
▼50 - Wholesale Trade - Durable Goods	6	25,000	
5065 - Whol Electronic Parts	3	500	46
5045 - Whol Computers/softwr	1	25,000	100
5044 - Whol Office Equipment	1	2,500	50
5085 - Whol Industrial Suppl	1	500	100
▼73 - Business Services	5	5,000	
7363 - Help Supply Service	2	5,000	100
7389 - Misc Business Service	2	0	100
7359 - Misc Equipment Rental	1	500	100
▼87 - Engineering Accounting Research Management And Related Services	2	700,000	
8742 - Management Consulting	1	700,000	100
8741 - Management Services	1	35,000	100
▼94 - Administration Of Human Resource Programs	1	25,000	
9431 - Admin Public Health	1	25,000	100
▼45 - Transportation By Air	1	15,000	
4513 - Air Courier Service	1	15,000	100
▼51 - Wholesale Trade - Nondurable Goods	3	15,000	
5112 - Whol Office Supplies	1	15,000	100
5113 - Whol Service Paper	1	2,500	100
5171 - Petroleum Terminal	1	500	100
▼30 - Rubber And Miscellaneous Plastics Products	1	1,000	
3089 - Mfg Misc Plastic Prdt	1	1,000	100
▼91 - Executive Legislative And General Government Except Finance	1	50	
9111 - Executive Office	1	50	100

Date of Experience	Payment Status	Selling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
03/2022	Prompt	-	-	2,500	0	1 Month
03/2022	Prompt	-	-	10,000	0	1 Month
03/2022	Prompt	-	700,000	0	0	1 Month
03/2022	Prompt	-	35,000	0	0	Between 4 and 5 Months
03/2022	Prompt	N30	25,000	250	0	1 Month
03/2022	Prompt	N60	15,000	10,000	0	1 Month
03/2022	Prompt	Lease Agreeemnt	5,000	2,500	0	1 Month
03/2022	Prompt	N10	5,000	2,500	0	1 Month
03/2022	Prompt	-	2,500	1,000	0	1 Month
03/2022	Prompt	-	2,500	100	0	1 Month
03/2022	Prompt	-	500	500	0	1 Month
03/2022	Prompt	N15	500	0	0	Between 6 and 12 Months
03/2022	Prompt	-	500	500	0	1 Month
03/2022	Prompt	N30	500	50	0	1 Month
03/2022	Prompt	-	500	500	0	1 Month
03/2022	Slow	-	500	0	0	Between 4 and 5 Months
03/2022	-	Cash Account	50	-	-	1 Month
02/2022	Prompt	-	10,000	7,500	0	1 Month
02/2022	Prompt	-	7,500	2,500	0	1 Month
02/2022	Prompt	-	7,500	0	0	1 Month
02/2022	Prompt	-	5,000	2,500	0	1 Month
02/2022	Prompt	-	2,500	2,500	0	1 Month
02/2022	Prompt	-	2,500	2,500	0	1 Month
02/2022	Prompt	-	2,500	0	0	1 Month
02/2022	Prompt	-	1,000	-	-	1 Month
02/2022	Prompt	-	1,000	-	-	1 Month
02/2022	Prompt	-	750	-	-	1 Month
02/2022	Prompt	-	750	750	0	1 Month
02/2022	Prompt	-	500	500	0	1 Month

02/2022	Prompt	-	500	500	0	1 Month
02/2022	Prompt	-	100	100	0	1 Month
02/2022	Prompt	-	0	0	0	Between 4 and 5 Months
02/2022	Prompt to Slow	-	2,500	2,500	0	1 Month
02/2022	-	Cash Account	500	0	0	1 Month
02/2022	-	Cash Account	50	0	0	1 Month
02/2022	-	Cash Account	50	0	0	Between 4 and 5 Months
02/2022	-	-	50	50	0	1 Month
02/2022	-	Cash Account	50	-	-	Between 6 and 12 Months
01/2022	Prompt	-	750	0	0	Between 6 and 12 Months
01/2022	-	Cash Account	-	-	-	1 Month
12/2021	Prompt	-	-	-	-	1 Month
12/2021	-	Cash Account	100	-	-	Between 6 and 12 Months
12/2021	-	Cash Account	100	-	-	Between 6 and 12 Months
11/2021	Prompt	-	2,500	2,500	0	1 Month
11/2021	Prompt	-	1,000	0	0	Between 6 and 12 Months
11/2021	Prompt	-	50	0	0	Between 6 and 12 Months
11/2021	Prompt to Slow	-	7,500	5,000	2,500	1 Month
11/2021	-	Cash Account	50	-	-	1 Month
10/2021	-	Cash Account	50	-	-	1 Month
10/2021	-	-	50	-	-	1 Month
09/2021	-	Cash Account	-	-	-	1 Month
08/2021	-	Cash Account	500	-	-	Between 2 and 3 Months
08/2021	-	Cash Account	50	-	-	Between 6 and 12 Months
06/2021	-	Cash Account	50	-	-	1 Month
05/2021	Prompt	-	25,000	-	-	1 Month
05/2021	Prompt	-	10,000	0	0	Between 4 and 5 Months

04/2021	-	Cash Account	-	-	-	1 Month
04/2021	-	Cash Account	50	-	-	Between 2 and 3 Months
04/2021	-	Cash Account	50	-	-	1 Month
04/2021	-	Cash Account	50	-	-	1 Month
02/2021	Prompt	-	15,000	5,000	0	1 Month
02/2021	Prompt	N30	1,000	0	0	Between 6 and 12 Months
12/2020	bad debt	-	750	750	0	-
12/2020	bad debt	-	250	250	0	-
12/2020	bad debt	-	50	50	0	-
10/2020	-	Cash Account	50	-	-	1 Month
09/2020	Prompt	-	50	-	-	1 Month
09/2020	-	Cash Account	50	-	-	1 Month
08/2020	Slow	-	1,000	1,000	1,000	-
08/2020	-	Cash Account	50	-	-	1 Month
07/2020	-	Cash Account	50	-	-	Between 4 and 5 Months
06/2020	Prompt	-	2,500	0	0	Between 6 and 12 Months
06/2020	-	Cash Account	500	-	-	1 Month
06/2020	-	Cash Account	50	-	-	Between 2 and 3 Months
05/2020	Prompt	-	50	-	-	1 Month
04/2020	-	Cash Account	100	-	-	1 Month
03/2020	Slow	-	100	0	0	Between 6 and 12 Months

EVENTS

LEGAL EVENTS

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.

SUITS	JUDGEMENTS	LIENS	UCC FILINGS
TOTAL 1	TOTAL 0	TOTAL 4	TOTAL 44
LAST FILING DATE 04/01/2015	LAST FILING DATE -	LAST FILING DATE 02/11/2020	LAST FILING DATE 01/21/2022

General: The public record items contained in this report may have been paid, terminated, vacated or released prior to the date this was reported. This information may not be reproduced in whole or in part by any means of reproduction.

UCC Filings: There may be additional UCC Filings in the D&B file on this company which are available by contacting 1-800-234-3867.

Suits, Liens, Judgements: There may be additional suits, liens, or judgements in D&B's file on this company available in the U.S. Public Records Database that are also covered under your contract. If you would like more information on this database, please contact the Customer Resource Center at 1-800-234-3867.

Lien: 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.

EVENTS

Lien

Filing Date	2020-02-11
Filing Number	20-7761972182
Status	Open
Date Status Attained	2020-02-11
Received Date	2020-03-12
Amount	97777
Debtors	SENTINEL OFFENDER SERVICES, LLC
Creditors	DBA TELEPACIFIC COMMUNICATIONS U.S. TELEPACIFIC CORP.
Court	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA

Lien - Tax Lien

Filing Date	2016-09-26
Filing Number	2150/1284
Status	Open
Date Status Attained	2016-09-26
Received Date	2016-11-10

Amount	1982
Debtors	SENTINEL OFFENDER SERVICES
Creditors	SOUTH CAROLINA DEPARTMENT OF REVENUE
Court	RICHLAND COUNTY REGISTER OF DEEDS, COLUMBIA, SC

Lien - Tax Lien

Filing Date	2014-06-18
Filing Number	14M03167
Status	Open
Date Status Attained	2014-06-18
Received Date	2014-07-16
Amount	7200
Debtors	SENTINEL OFFENDER SERVICES LLC
Creditors	STATE OF NC
Court	WAKE COUNTY CLERK OF SUPERIOR COURT, RALEIGH, NC

Lien - Tax Lien

Filing Date	2014-01-27
Filing Number	14SL-MC01915
Status	Open
Date Status Attained	2014-01-27
Received Date	2014-02-11
Amount	2434
Debtors	SENTINAL OFFENDER SERVICES
Creditors	DEPARTMENT OF REVENUE- COLLECTION ENFORCEMENT
Court	ST LOUIS COUNTY CIRCUIT COURT, SAINT LOUIS, MO

Suit

Filing Date	2015-04-01
Filing Number	2015780076CJC
Status	Pending
Date Status Attained	2015-04-01
Received Date	2015-04-15
Plaintiffs	MICHAEL HONEYMAN
Defendant	SENTINEL OFFENDER SERVICES LLC
Court	ORANGE COUNTY SUPERIOR COURT, SANTA ANA, CA

UCC Filing - Original

Filing Date	2019-02-19
Filing Number	2019 1180921
Received Date	2019-03-15
Collateral	Leased Assets and proceeds - Leased Equipment and proceeds
Secured Party	C T CORPORATION SYSTEM, AS REPRESENTATIVE, GLENDALE, CA
Debtors	SENTINEL OFFENDER SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	2018-05-16
Filing Number	2018 3321144
Received Date	2018-06-15
Collateral	All Negotiable instruments and proceeds - All Inventory and proceeds - All Account(s) and proceeds - All Fixtures and proceeds - and OTHERS
Secured Party	COMERICA BANK, LIVONIA, MI
Debtors	SENTINEL OFFENDER SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	2018-05-16
Filing Number	2018 3321797
Received Date	2018-06-15
Collateral	Negotiable instruments and proceeds - Inventory and proceeds - Account(s) and proceeds - Fixtures and proceeds - and OTHERS
Secured Party	COMERICA BANK, LIVONIA, MI
Debtors	SENTINEL OFFENDER HOLDINGS, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	2017-01-20
Filing Number	177567318671
Received Date	2017-02-03
Collateral	General intangibles(s) and proceeds
Secured Party	OPUS BANK, FULLERTON, CA
Debtors	CONTESTABILE, ROBERT

Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA
UCC Filing - Original	
Filing Date	2017-01-06
Filing Number	06017000114
Received Date	2017-03-03
Collateral	General intangibles(s) and proceeds
Secured Party	OPUS BANK, FULLERTON, CA
Debtors	THE DONNA MARIE CONTESTABILE TRUST
Filing Office	FULTON COUNTY SUPERIOR COURT CLERKS OFFICE, ATLANTA, GA

UCC Filing - Original

Filing Date	2017-01-05
Filing Number	177564856483
Received Date	2017-01-27
Collateral	General intangibles(s) and proceeds
Secured Party	BISON CAPITAL PARTNERS IV, L.P., SANTA MONICA, CA
Debtors	CONTESTABILE, GWENDLYN K.
Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA

UCC Filing - Original

Filing Date	2012-05-02
Filing Number	2012 1704453
Received Date	2012-05-24
Collateral	Accounts receivable and proceeds - General intangibles(s) and proceeds - Leased Equipment and proceeds
Secured Party	CANON FINANCIAL SERVICES, MT LAUREL, NJ
Debtors	SENTINEL OFFENDER SERVICES LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Assignment

Filing Date	2010-06-23
Filing Number	2010 2182073
Received Date	2010-07-22
Collateral	RIGHT, TITLE AND INTEREST
Original Filing Date	2009-11-02
Original Filing Number	2009 3507388

Secured Party	TECHNOLOGY INVESTMENT PARTNERS, L.L.C., BLOOMFIELD HILLS, MI
Secured Party	VFS, LLC, CLARKSTON, MI
Debtors	SENTINEL OFFENDER SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	2009-11-02
Filing Number	2009 3507388
Received Date	2009-12-02
Collateral	Account(s) and proceeds - General intangibles(s) and proceeds - Leased Computer equipment and proceeds - Leased Equipment and proceeds
Secured Party	TECHNOLOGY INVESTMENT PARTNERS, L.L.C., BLOOMFIELD HILLS, MI
Debtors	SENTINEL OFFENDER SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	2008-08-27
Filing Number	087170089717
Received Date	2008-09-05
Collateral	Accounts receivable and proceeds - General intangibles(s) and proceeds - Leased Equipment and proceeds
Secured Party	CANON FINANCIAL SERVICES, MT LAUREL, NJ
Debtors	SENTINEL OFFENDER SERVICES LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, SACRAMENTO, CA

UCC Filing - Original

Filing Date	2006-06-21
Filing Number	6212460 0
Received Date	2006-09-06
Collateral	Account(s) and proceeds - Leased Computer equipment and proceeds
Secured Party	DELL FINANCIAL SERVICES, L.P., AUSTIN, TX
Debtors	SENTINEL OFFENDER SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

COMPANY EVENTS

The following information was reported on: 11-26-2018

The California Secretary of State's business registrations file showed that Sentinel Offender Services, LLC was registered as a Limited Liability Company on October 19, 2000.

Business started 1993.

RECENT EVENT:

On March 16, 2017, Ginny Kent, Director of Operations stated that CSRA Probation Services, Evans, GA, has acquired the contracts and office of Sentinel Offender Services LLC, Irvine, CA, on February 20, 2017. Terms of the transaction were not disclosed. Further details are unavailable.

ROBERT CONTESTABILE born 1948. 2000-present active here. 1978-2000 employed with Westinghouse Corporation, Irvine, CO.

SALMAN QURESHI. Served as CTO at International Communications Corporation.

According to a published report dated Feb 8, 2017, Mississippi Attorney General Jim Hood announced that he has filed 11 civil RICO lawsuits against all corporate and individual conspirators in a prison bribery scandal.

The suits include the following companies: Management & Training Corporation, The GEO Group Inc., Cornell Companies Inc., Wexford Health Sources Inc., The Bantry Group Corporation, AdminPros L.L.C., CGL Facility Management LLC, Mississippi Correctional Management Inc., Branan Medical Corporation, Drug Testing Corporation, Global TelLink Corporation, Health Assurance LLC, Keefe Commissary Network LLC, Sentinel Offender Services L.L.C. and AJA Management & Technical Services Inc.

Attorney General Hood alleges that the defendants violated Mississippi's public ethics, racketeering and antitrust laws, along with several other claims. The Attorney General is seeking compensatory and punitive damages, as well as forfeiture of all funds received by the individuals and corporations that were involved in these conspiracies.

Business address has changed from 201 Technology Dr, Irvine, CA, 92618 to 1290 N Hancock St Ste 103, Anaheim, CA, 92807.

SPECIAL EVENTS

01-14-2022 ISO 9000 UPDATE:

According to published reports, Sentinel Offender Services, LLC announced that it has completed its ISO 9001:2015 Recertification Audit.

03-07-2019 ISO 9000 UPDATE:

According to published reports, Sentinel Offender Services LLC announced it has successfully completed its International Organization for Standardization 9001:2015 Recertification Audit. Sentinel expanded the scope of its quality management program to include certification of its field operations. Field operations consist of branch offices across the U.S. from which the company delivers community-based offender management programs and services. The addition of the company's remote field offices to its ISO scope is an expansion to an already robust set of ISO certifications.

11-26-2018

Business address has changed from 201 Technology Dr, Irvine, CA, 92618 to 1290 N Hancock St Ste 103, Anaheim, CA, 92807.

11-05-2018 OFFICER CHANGE:

According to published reports, Sentinel Offender Services LLC announced that it has named Salman Qureshi to serve as its Chief Technology Officer.

10-22-2018 ISO 9000 UPDATE:

According to published reports, Sentinel Offender Services LLC announced that it has completed its International Organization for Standardization ISO 9001:2015 Surveillance Audit from American Systems Registrar of Wyoming, Michigan for the provision of Electronic Monitoring Services and Software Design and Development. After going through a rigorous audit to confirm that Sentinel's quality management systems meets the requirements of the ISO 9001:2015 standard, Sentinel was certified with no audit findings.

INCOME STATEMENT

Income Statement data is not available for this company.

BALANCE SHEET

Balance Sheet data is not available for this company.

FINANCIAL RATIOS

Solvency**Fiscal Consolidated 09-30-2002**

Current Ratio	0.7
Quick Ratio	0.6
Current Liabilities To Net Worth (%)	139.6
Total Liabilities/Net Worth (%)	780.5
Current Liabilities To Inventory (%)	999.9
Fixed Assets To Net Worth (%)	263.2

Efficiency**Fiscal Consolidated 09-30-2002****Profitability****Fiscal Consolidated 09-30-2002**

COMPANY PROFILE

COMPANY OVERVIEW

D-U-N-S

04-698-0046

Mailing Address

1290 N Hancock St Ste 103, Anaheim
CA 92807, US

Annual Sales

-

Business Form

Corporation (US)

Telephone

(949) 453-1550

Employees

450

Date Incorporated

-

Fax

-

Age (Year Started)

29 years (1993)

State of Incorporation

-

Website

www.sentrak.com

Named Principal

ROBERT CONTESTABILE, MBR

Ownership

-

Line of Business

Security systems services

SIC

7382

OWNERSHIP

FAMILY TREE SUMMARY		
Members in the Tree	Subsidiaries of this Company	Branches of this Company
33	3	29

FAMILY TREE	
HQ	Sentinel Offender Services Llc 046980046 Anaheim, CA
B	Sentinel Offender Services Llc 059462288 Douglasville, GA
B	Sentinel Offender Services Llc 041902136 Las Vegas, NV
B	Sentinel Offender Services Llc 940109002 Fresno, CA
B	Sentinel Offender Services Llc 125515440 Brunswick, GA
B	Sentinel Offender Services, Llc 049780584 Atlanta, GA
B	Sentinel Offender Services, Llc 032861092 Meriden, CT
S	Sentinel Monitoring Corporation 825318603 Irvine, CA
B	Sentinel Monitoring Corporation 809864916 Walnut, CA
B	Sentinel Offender Services, Llc 034616624 Seattle, WA
B	Sentinel Offender Services Llc 859346728 La Mesa, CA
B	Sentinel Offender Services Llc 034225156 Marietta, GA
B	Sentinel Offender Services, Llc 808063874 Anaheim, CA
B	Sentinel Offender Services, Llc 156609815 Vancouver, WA
B	Sentinel Offender Services Llc 008463523 Santa Ana, CA
B	Sentinel Offender Services Llc 020662891 Gardena, CA
S	G4s Justice Services, Llc 968689901 Anaheim, CA
B	Sentinel Offender Services, Llc 068576901 Lawrenceville, GA
B	Sentinel Offender Services Llc 132271037 Augusta, GA
B	Sentinel Offender Services Llc 070579607 La Puente, CA
B	Sentinel Offender Services, Llc 149481322 Mcdonough, GA
B	Sentinel Offender Services, Llc 784876141 Atlanta, GA

- **B Sentinel Offender Services Llc** 008528200 Statesboro, GA
- **B Sentinel Offender Services Llc** 104625400 Athens, GA
- **B Sentinel Offender Services Llc** 799810262 Valdosta, GA
- **B Sentinel Offender Services, Llc** 114291482 Walnut, CA
- **S Sentinel Offender Services** 039260240 Cornelia, GA
- **B Sentinel Offender Services, Llc** 010010401 Jefferson, GA
- **B Sentinel Offender Services Llc** 022289875 Morrow, GA
- **B Sentinel Offender Services Llc** 153061358 Winder, GA
- **B Sentinel Offender Services Llc** 620121475 San Jose, CA
- **B Sentinel Offender Services Llc** 083777537 Atlanta, GA
- **B Sentinel Offender Services, Llc** 039795599 Gainesville, GA

GPS Location Tracking

The OM500 offered by Sentinel is a sleek, one-piece GPS tracking device that employs GPS, WiFi, and Cellular location tracking technologies to effectively monitor a participant's movement throughout the community. The device allows agency personnel to communicate with participants through the use of audio messaging, vibrations, and tones. The OM500 utilizes quick charge technology and offers industry leading battery performance.

The OM500 works in conjunction with Sentinel's DNA monitoring platform and allows officers to not only review standard tracking data but to also access our advanced program analytics. This combination of state-of-the-art hardware and DNA software make Sentinel's GPS tracking solution the industry leading choice for criminal justice agencies nationwide.



ESSENTIAL FEATURES

- One-piece design, tool-free installation
- Reusable, fiber optic strap and Optional Cut Resistant strap
- Tamper detection by fiber optic strap and backplate removal
- Tracks indoors and GPS-impaired environments for greater accuracy
- Participant acknowledgement button
- Waterproof, dishwasher safe, and exceeds IP68 standards
- Cellular, satellite, and Wi-Fi signals for precision tracking
- Verizon and AT&T LTE Networks
- Rapid, rotating magnetic charger
- Participant communications via tone, vibration, and voice
- Audio Siren 90+ decibel
- Extended battery life that exceeds five days



At the Core of What We Do.

SentinelDNA is the intelligent offender management platform with advanced analytics. SentinelDNA provides single-screen access to our comprehensive set of products and services.

GPS and RF Electronic Monitoring § Remote Alcohol Testing § Substance Abuse Screening
Domestic Violence Monitoring § Cognitive Skills Training § Full-Service Offender Management.

Call today to request a free demo or customized solution.

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OM500 and Omnilink are trademarks of Sierra Wireless.

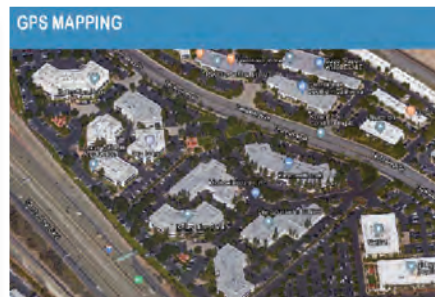
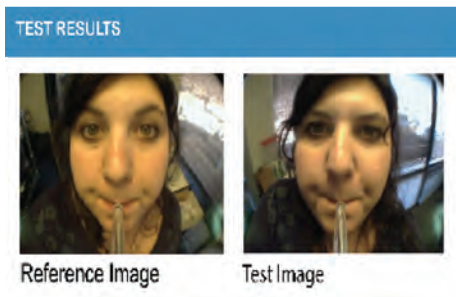
BREATH ALCOHOL / REAL TIME

BA/RT (Breath Alcohol / Real Time) represents the next generation of compact, portable breath alcohol monitoring equipment. The newly redesigned device provides advanced technology and convenience for efficient and accurate participant management.

Advanced yet intuitive design makes compliance management a snap.



Supervising officers and program participants are both set for success.



ESSENTIAL FEATURES

- Easy to understand test process with alphanumeric prompts and multiple LEDs
- Small, light-weight, portable - less than 7 ounces
- Large cellular footprint using LTE network for communication
- Test reminder messages to device or participant's cell phone
- Accurate breath alcohol results using deep lung sample
- Multiple testing options: on-demand, scheduled, random, and participant self-initiated
- Fast, reliable results: GPS mapping, color photo, and numeric BrAC readings
- Extended battery life of 30+hours on a single charge
- High performance memory capacity up to 1,500 color pictures and test results



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NATIONAL MONITORING CENTER



SENTINEL'S 24/7/365 NATIONAL MONITORING CENTER PROVIDES THE SUPPORT YOU NEED

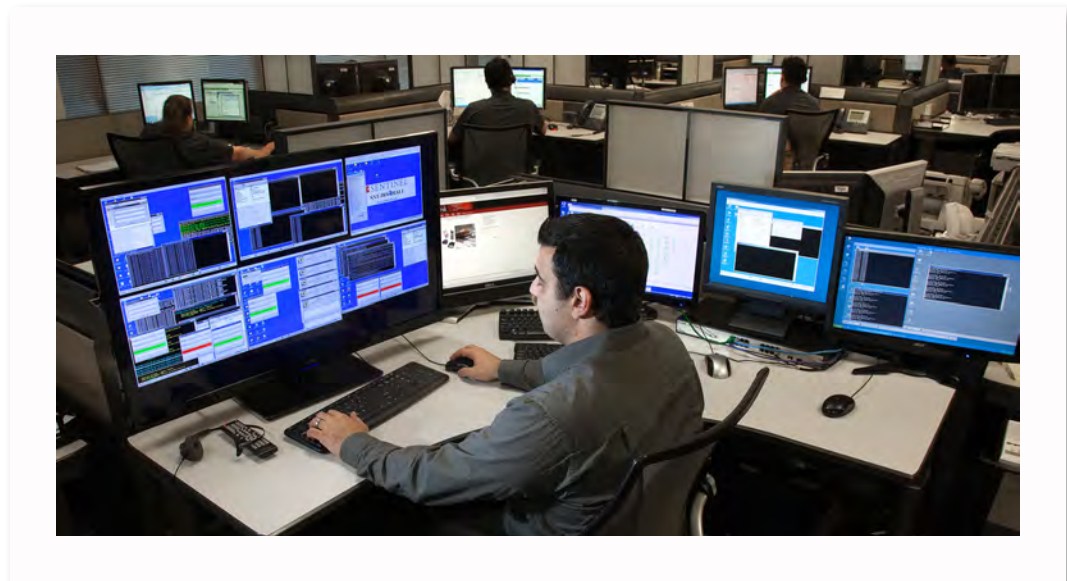
Sentinel's National Monitoring Center provides enhanced alert monitoring and officer support 24 hours a day, seven day a week 365 days a year. The highly trained monitoring center personnel oversee a digital dashboard of mission critical information. These dedicated professionals ensure that with automated and live-notification alerts are delivered smoothly to participants and supervising agencies.

Based on contracted specifications, any violation is quickly identified, confirmed and possible cause verified. This information is passed along to the supervising officer and agency electronically and or verbally. Monitoring Center personnel assist agencies in the completion of participant enrollments, the creation or editing of curfew schedules, the creation and management of GPS inclusion or exclusion zones, and assist with alcohol testing. Monitoring Center personnel can provide these support services:

- + Assist users with all aspects of electronic monitoring and monitor alerts and violations 24 hours a day in real-time;
- + Provide around-the-clock diagnostic assistance and equipment and software troubleshooting support;
- + Deliver phone, email, SMS/text and fax updates 24/7/365.

Live Help Desk

Prior to a program's launch, Sentinel's Help Desk establishes all contract implementation and notification procedures as required by the agency. Once established, help desk personnel are available to provide specialized technical support and advanced troubleshooting during peak business hours.



Help Desk personnel provide written documentation and analysis of participant activity. This has been found to be an incredibly valuable service by supervising agencies and legal teams for internal purposes.

Best-in-class electronic monitoring support services

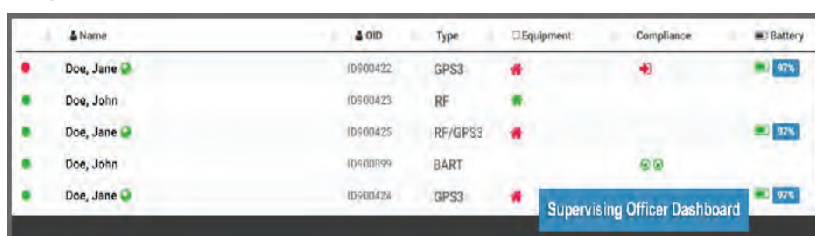
- + Advanced troubleshooting and high-level technical support;
- + Expert analysis documentation of electronic monitoring activity;
- + Report creation and analysis;
- + Creates and maintains custom agency profiles and notification procedures based on customer requirements;
- + Assists users with logins, passwords, enrollments, and alert processing information;
- + Inventory management: Orders and returns processing, inventory allocation, and the replacement of equipment, and;
- + Available by phone, email, and fax Monday through Friday from 6:00 a.m. to 5:00 p.m. (PST).

1290 NORTH HANCOCK STREET SUITE 103 | ANAHEIM, CA 92807
P | 800 589 6003 F | 800 327 1178
SALES@SENTINELADVANTAGE.COM | WWW.SENTINELADVANTAGE.COM

SentinelDNA™ is the offender management platform that enables corrections agencies to monitor all of their program activities from any device. Users create customized dashboards for activity tracking, robust case management, inventory management, and advanced analytics.

Supervising officers can manage every aspect of a participant's case through a single screen. GPS tracking, electronic monitoring, remote alcohol testing, community based programs, and full service offender management are all accessible at the click of a button to handle even the largest case loads.

Advanced Data Analytics allow you to take offender management to the next level. Make better, more well informed decisions with SentinelDNA.



Name	OID	Type	Equipment	Compliance	Battery
Doe, Jane	ID500422	GPS3	🔴	🔴	97%
Doe, John	ID500423	RF	🟢	🟢	97%
Doe, Jane	ID500425	RF/GPS3	🔴	🟢	92%
Doe, John	ID400999	BART	🟢	🟢	92%
Doe, Jane	ID500424	GPS3	🔴	🟢	92%

ESSENTIAL FEATURES

CLIENT DASHBOARD

Create dashboards to meet your unique needs. Participant activity can be viewed and accessed in real-time with just a few keystrokes. Available on smartphone, tablet or PC, this convenient tool puts you in the driver's seat to access the most important information when you need it.

CASE MANAGEMENT

Leveraging more than 25 years of case management experience, Sentinel developed a robust system to handle every aspect of a participant's supervision. This includes financial management, counseling, community service, and other court ordered requirements. Wherever the data resides, SentinelDNA offers a single point of access to all participant information.

INVENTORY MANAGEMENT

Comprehensive inventory management enables officers to track all program equipment. Access an Inventory Control Dashboard to easily request, process, and manage equipment orders and returns from a smartphone or computer. View participant or program device counts, history, and current status on screen or in reports.

ADVANCED DATA ANALYTICS

Advanced Data Analytics helps supervising officers identify locations frequented by participants, record their travel patterns, and map locations where multiple participants co-locate. SentinelDNA combines this information with participant schedules, victim locations, and variations to normal travel patterns to help officers recognize deviations, cross-references known crime locations and identify potential violations.



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Introducing

SENTINEL | DNA

MOBILE APPLICATION



Sentinel is pleased to announce the release of its **DNA Mobile Application (DNA Mobile)**. Designed to streamline feature sets that are available through our Sentinel DNA website, DNA Mobile improves the mobile access experience of our customers. Created using valuable input from a panel of supervising officers who routinely work away from their field office, **DNA Mobile** facilitates remote supervision like never before and will quickly become a valuable tool in participant supervision. **DNA Mobile App**, free to our customers, utilizes TLS 1.2, **AES-256** encryption to ensure all customer and participant data is secure.

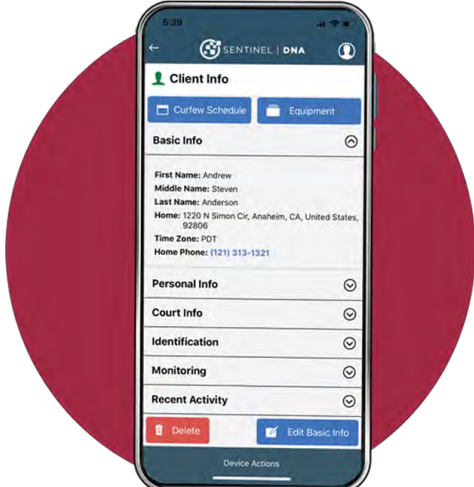
Communicate Readily by Commands, Alerts, and Messaging



- Notify Participant:** Easily send commands to the GPS device
- Alert Resolution:** View, respond, and clear alerts directly from DNA Mobile
- Text Messaging:** Quickly and easily send a text message to the participant's cellular based home monitoring unit
- Initiate a Field Contact:** Verify and document field contacts with participants while using DNA Mobile to record the date, time, location, and notes for each contact

Effortlessly Update Participant Information Editing Client Info

- View and Edit Participant Information:** Modify Participant name, Device ID, Case information, Home address, etc.
- Scheduling:** Quickly update a participant's curfew schedule
- Profile Picture:** Update client pictures directly through DNA Mobile
- Activity Review:** Quickly review all participant monitoring activity directly from DNA Mobile



Respond Faster by Leveraging Mobile Maps



GPS Mapping: View GPS tracking history, Current Location, and Zones via DNA Mobile

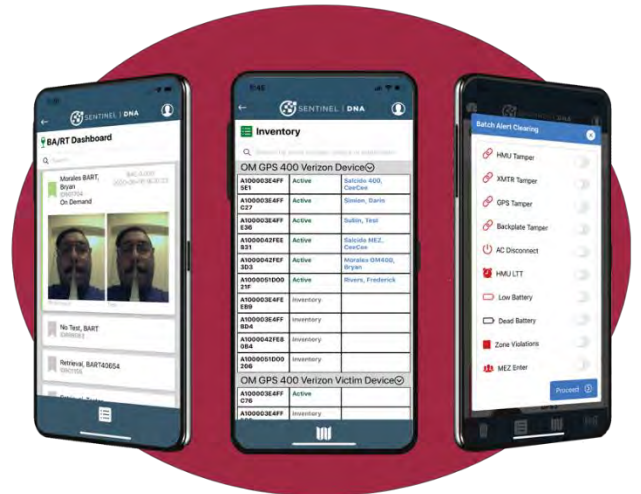
Pursuit Mode: Initiate Pursuit mode to activate faster GPS acquisition and reporting

Travel Directions: Get turn-by-turn directions from officer's location to the last known location of the participant or selected address

Immediately Manage and Identify Products

Manage BA/RT Alcohol Participants: Schedule and Review alcohol test results, client pictures, and GPS location directly from DNA Mobile

Inventory: Easily identify inventory availability and status

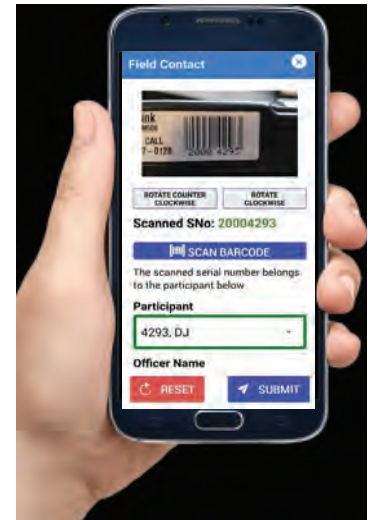


Complete and accurate record of participant contact

The Field Verification module for SentinelDNA allows field officers to efficiently verify and document interactions with program participants, anytime and anywhere.

Using a smart phone or tablet the officer scans the participant's GPS device to capture all pertinent information. The identity of the participant and officer are linked to the contact and the data is transmitted to SentinelDNA to become part of the permanent case file. Benefits include:

- **Simplicity:** Field officers quickly capture and document all pertinent information during field contact with a participant using their smart phone or tablet.
- **Convenience:** The participant's SentinelDNA record is automatically updated without after-the-fact manual entry of information.
- **Accountability:** Supervisors can ensure field contact with participants is documented and performed according to agency standards.



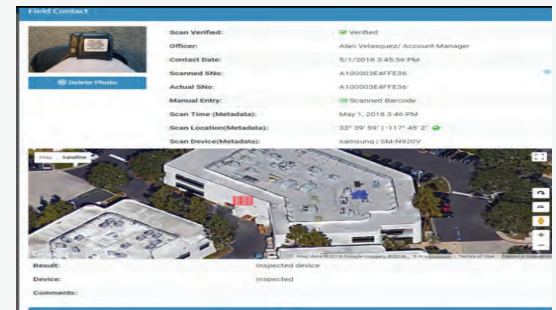
Verify field contact with participants using an iPhone, Android or tablet.

CAPTURES ESSENTIAL DATA

Field officers simply scan the participant's GPS device and all pertinent information is recorded, ad-hoc notes can be added and data is electronically transmitted to SentinelDNA.

- **Who:** identity of program participant
- **Where:** location of the contact
- **When:** date and time contact took place
- **Field notes:** ad-hoc notes and comments by officer
- **Agency-specific data:** user definable information
- **Part of the permanent record:** verified field contact with the participant becomes part of their historical record in SentinelDNA

FIELD VERIFICATION DATA ATTACHED TO CASEFILE



The Field Verification module for SentinelDNA provides proof of the date, time, and location of participant contact.



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Domestic Violence Monitoring § Cognitive Skills Training § Full-Service Offender Management.

Call today to request a free demo or customized solution.

EQUIPMENT RETRIEVAL DASHBOARD

The SentinelDNA Equipment Retrieval Dashboard extends the value and effectiveness of inventory management. This easy-to-use tool tracks equipment that has yet to be retrieved when removing participants from your program.

The Equipment Retrieval Dashboard captures the participant's address, contact information, and equipment retrieval attempts so officers and supervisors can easily review equipment recovery efforts and reduce device loss. With easy to read reports outlining the status of each unreturned device, agencies are quickly able to identify lost devices reduce costs associated with lost equipment.

Reduce lost equipment by easily logging attempts to contact participants to retrieve devices.



Standardize retrieval efforts with customizable phases. For example: Phase 1: Call participant within the next 24 hours; Phase 2: Mail retrieval letter; Phase 3: Schedule drive by.

ESSENTIAL FEATURES

- Configurable retrieval phases define and standardize participant contacts and touch points
- Begin retrieval efforts quickly by automatically listing unreturned equipment at the time of participant removal from program
- Automatically flag equipment not recovered within 30 days
- Quickly view real time information about unreturned equipment, recovery efforts, officer assignment and the date of each recovery attempt
- Easy and fast look up of specific participant or device via the search box
- Automatically removes equipment that has been re-assigned to another participant, returned to Sentinel via RMA or identified as lost.



At the Core of What We Do.

SentinelDNA is the intelligent offender management platform with advanced analytics. SentinelDNA provides single-screen access to our comprehensive set of products and services.

GPS and RF Electronic Monitoring § Remote Alcohol Testing § Substance Abuse Screening
Domestic Violence Monitoring § Cognitive Skills Training § Full-Service Offender Management.

Call today to request a free demo or customized solution.

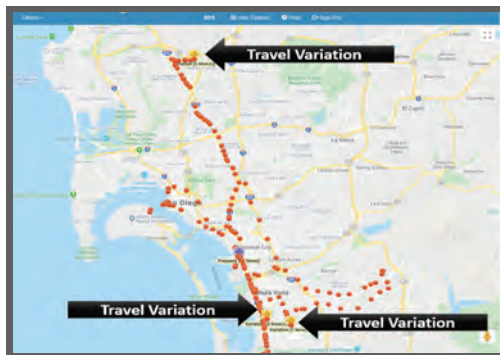
POINT PATTERN ANALYSIS WITH DATA ANALYTICS

Point Pattern Analysis (PPA) for SentinelDNA delivers a comprehensive view of participant travel patterns throughout the community.

With larger and larger caseloads, field officers don't have the time to sift through thousands of GPS data points every day.

PPA provides visual queues that enable officers to quickly identify variations in participant travel patterns. These variations help supervising officers zero in on travel exceptions and address potential violations before they happen.

The calendar view in SentinelDNA shows approved locations and any travel variations.



Locations a participant visited are analyzed and mapped. The number and duration of visits are displayed, enabling supervising officers to zero in on travel variations.



ESSENTIAL FEATURES

- Streamlines Data Review by reducing the time spent reviewing thousands of GPS data points and brings attention to travel exceptions
- Increases Field Officer Efficiency by reviewing a week of location information from single screen.
- Facilitates Early Intervention by recognizing changes in travel patterns for immediate officer response
- Consolidates Agency-wide Travel History, by combining all program data to calculate the total time spent in Court-approved activities
- Tracks the locations frequented by individual participants and analyzes all GPS location data while mapping routine travel Patterns
- Customized labels can be assigned to known and variation locations.
- Highlights variations from known and expected locations visited in the community by displaying all information in easy to understand color coded map and calendar
- Calculates the number of times visited and the total time spent at every location



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