

personnel can use a unique key fob to disable, remove, inspect the back of the bracelet, and then reset the bracelet once the band is secure. A visual inspection produces a "Restart" event for the transmitter, confirming that an authorized person has manually reset the device.

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

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The RF Patrol Personal Home Monitoring Unit (PHMU) is designed to receive, send, and monitor radio frequency signals from a paired RF Patrol PTX bracelet. The RF Patrol PHMU (base station / receiver) can be matched/paired to any RF Patrol transmitter in the Division's inventory by field staff without having to be sent back to the factory.

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

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The RF Patrol transmitter unit is shock resistant, unaffected by normal human environmental and atmospheric conditions, and does not pose a safety or health threat to the wearer or unduly restrict the activities of the participant. Independent testing was conducting and certified to function under the following conditions:

- + **Shock** - The RF Patrol transmitter passed all testing. The RF Patrol personal transmitter was tested to resist a shock load equivalent to dropping onto a steel plate at least 6 inches x 6 inches x 1 inch thick, from a height of three (3) feet.
- + **Vibration** - The RF Patrol transmitter passed all testing. The RF Patrol personal transmitter was tested to operate after being subjected to a sinusoidal vibration of 1.5 g at 15 Hz for 8 hours in each of three planes, (making a total of 24 hours test duration) followed by a sinusoidal vibration of 1.5 g at 400 Hz for 8 hours in each of three planes, (making a further total of 24 hours test duration). After testing the device was capable of continuous operating without obstruction or impact on its operation.

Additionally, the RF Patrol bracelet unit is manufactured as a completely sealed unit to provide to be water and infestation resistant. The RF Patrol transmitter (PTX2) unit is moisture and waterproof to withstand water depths of more than 15 feet and does not pose a safety or health threat to the wearer or unduly restrict the activities of the participant. The RF Patrol transmitter is moisture and water resistant for such normal activities as bathing, showering, swimming, and sweating. Independent testing was conducting and certified to function under the following conditions:

- + **Water Vapor** - The RF Patrol PTX2 passed all testing. The RF Patrol personal transmitter was tested and certified to withstand contact with water vapor at temperatures between 100oC and 150oC under 10 lbs per square inch of pressure, applied at a linear rate with a cycle time of 2 minutes and performed 1000 times. The RF Patrol personal transmitter was certified to function at the end of the test.

- + **Pressure** - The RF Patrol PTX2 passed all testing. The RF Patrol personal transmitter was tested and certified to withstand 5m of water pressure, applied at a linear rate with a cycle time of 2 minutes and performed 1000 times. The RF Patrol personal transmitter was certified to function at the end of the test and demonstrated to be free of any water ingress. The RF Patrol personal transmitter was tested and certified to withstand a partial pressure simulating altitude of 10,000 feet and performed 100 times.
- + **Water Ingress** - The RF Patrol PTX2 passed all testing. The RF Patrol personal transmitter was tested and certified to be resistant to water ingress when submerged in water between depths of 0 meters and 5 meters. This test was performed for a period of 10 x 10 hours. The RF Patrol personal transmitter was tested and certified to be functional at the end of this test and was demonstrated to be free of any water ingress.

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*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.*

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The RF Patrol transmitter (bracelet) emits a unique, constantly changing signal three (3) times per minute. Each time the bracelet transmits its signal, it reports the serial number of the transmitter associated to the participant, its power status, and tamper status. The RF Patrol receiver is designed for and capable of uniquely identifying the transmitter. Upon activation, the receiver automatically identifies the transmitter in range and synchronizes itself and the transmitter as a matched set. The transmitter and receiver are also interchangeable components, enabling easy replacement of either component without replacement of the entire system.

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

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The RF Patrol transmitter strap attaches to the ankle of the offender and can be easily replaced in the field by Division personnel.

The RF Patrol transmitter (bracelet) is attached to the ankle via a 14" hypoallergenic strap that is held in place with a tamper-evident clip and pins. The installer will need the RF Patrol transmitter, strap, Guillotine Cutting Tool, clip, and pins. Once the strap is measured and cut, the installer will:

- + slide the clip over the trimmed end of the strap until the holes on the clip are aligned with the holes on the strap;
- + apply the pin to the available side of the clip through the holes of the strap and press firmly until it locks into place and both the clip and pin are flush;
- + insert the end of the strap into one end of the transmitter housing; and
- + Listen for two clicks to ensure the strap is properly engaged.

Sentinel will provide reasonable quantities of all necessary tools, straps, kits and all other consumable or accessory items needed for installation, adjustment and removal of all proposed monitoring equipment at no cost to Division during the life of the contract.

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*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.*

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The RF Patrol PTX2 (transmitter) and strap are both made of hypoallergenic materials to reduce any discomfort in wear to the participant. The case is made of Acrylonitrile-Butadiene-Styrene (ABS) Plastic while the strap is made of Thermoplastic Polyurethane. There is no metal or steel that may cause injury to the field officer or offender.

The transmitter delivers the range of services specified within the operational requirement set out within the contract on which it is employed, and was tested by an independent third party testing house that conforms to ISO Certification and Quality Standards.

- + **High Electrical Resistance:** The RF Patrol PTX2 case and strap are nonconductive and highly resistant to electricity
- + **Ergonomics:** The RF Patrol PTX2 was tested and certified to not cause unnecessary discomfort or inconvenience to the wearer. This includes, but is not limited to, discomfort or inconvenience caused by:
  - **Sharp Edges** - The RF Patrol PTX2 was tested and certified to meet the general requirements for avoidance of sharp constructional edges, corners etc. The RF Patrol personal transmitter and strap configuration was physically checked on a sample of subjects consisting not less than 10 persons each wearing the device for a period not less than 7 days. Removal of the device was completed by the testing agency and included checks for physical signs of irritation, i.e. redness, chafing or rashes that could possibly result from prolonged wearing of the device. The RF Patrol PTX2 passed all testing.
  - **Chafing, Bruising** – The RF Patrol PTX2 passed all testing and showed no physical damage to the wearer, such as bruising caused by small protruding areas.
  - **Poor Air Circulation** - The RF Patrol PTX2 passed all testing. The device was tested to allow for sufficient movement to permit skin covered by the personal transmitter to be exposed from time to time by sliding of the RF Patrol PTX2 on the ankle or arm, without permitting unnecessary looseness of the strap.
  - **Noise** - The RF Patrol PTX2 passed all testing. The personal transmitter was tested to be made from materials, and of a design, which does not rattle when vibrated at a range of vibration frequencies, when shaken between 2 Hz and 10 Hz at amplitudes producing 1.5 g.

- **Odor** - The RF Patrol transmitter passed all testing. The transmitter was tested to not be manufactured from materials which emit a significant odor such as materials emitting plasticizer or inhibitors. This includes but is not limited to formaldehydes, acetic acid, and organic solvents.
- **Heat** - The RF Patrol PTX2 passed all testing. The operation of the personal transmitter was tested and does not at any time produce a significant increase in temperature.
- **Weight** - The RF Patrol PTX2 passed all testing. The personal transmitter unit was tested to be 1.57 X 2.72 X 0.77 inches and weighs 1.51 ounces.
- + **Allergic Reaction:** The RF Patrol PTX2 passed all testing. The personal transmitter was tested to be made of hypoallergenic materials.

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*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.*

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The RF Patrol PTX2 (transmitter) is powered by a lithium thionyl-chloride, 3.6V, 750 milliamp hours (mAh) battery pack that is designed for a continuous operating life of two (2) years, proactively replaced by Sentinel at an 18 month interval and has a four (4) year shelf life. The RF Patrol bracelet unit is manufactured as a completely sealed unit to provide a reliable battery life. The sealed unit ensures longer battery life by prohibiting leakage and eliminating the need for assembly during device installation. Sentinel will replace the battery upon return to our warehouse and provide the Division with a replacement unit at no expense to the Division.

Sentinel's transmitter is the only bracelet on the market that continuously reports the remaining battery life to the Personal Home Monitoring Unit (PHMU or "home unit") making it visible to installers on the Liquid Crystal Display (LCD) of the home unit. This unique feature enables Sentinel installers and/or Agency staff to best match bracelet remaining battery life with each participant's anticipated term on EM at the time of initial installation, thereby proactively mitigating service calls due to bracelet battery depletion during the participant's term. Under normal circumstances the PTX2 will communicate a low-battery message to the receiver and report it to the host server five (5) to seven (7) days prior to depletion.

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

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Sentinel will provide the LFUCG and Division staff with training in the use, installation, removal, and troubleshooting of our proposed equipment. Training will minimally include the following: installation and de-installation of equipment, procedures for enrollment and curfew changes, troubleshooting monitoring problems, use of monitoring software; and any additional training as needed to keep current on monitoring equipment and software. Additionally, Sentinel provides color handouts illustrating the

residential installation of the equipment (as applicable) for agency personnel to provide to each offender during the installation appointment.

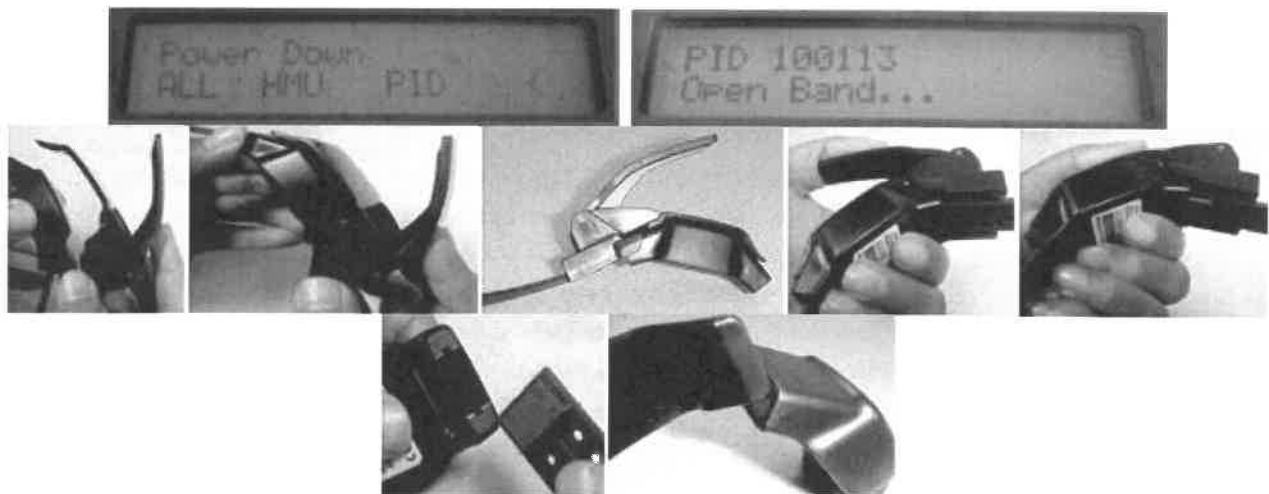
Below we have provided the basic installation instructions for our ankle-worn radio frequency transmitter illustrating the ease-of-use for the proposed equipment.

With only four (4) easy to install pieces, the PTX is one of the easiest RF bracelets and straps to install in the industry. The RF Patrol bracelet is easily installed by a trained officer in less than five (5) minutes. The images below depict the stages of PTX strap installation and removal and the associated PHMU display prompts.

### PTX STRAP INSTALLATION



### PTX STRAP REMOVAL



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

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Following initial activation, RF Patrol does not allow unattended, automatic resetting of tamper alarms. It does provide the capability for inspection of the band and clips and if determined necessary, agency personnel can use a unique key fob to disable, remove, inspect the back of the bracelet, and then reset the bracelet once the band is secure. A visual inspection produces a "Restart" event for the transmitter, confirming that an authorized person has manually reset the device.

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

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All of Sentinel's proposed equipment has been properly registered and certified under FCC rules and regulations. The ankle-worn RF Patrol transmitter has been approved by the FCC part 15. The RF Patrol transmitter was provided the following certification number by the FCC: NSNPTX08.

## **F. BASE STATION**

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**1. The base stations must be available with Cellular capabilities.**

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### **RF Patrol Electronic Monitoring Transmitter / Receiver**

Sentinel's RF Patrol home monitoring units (receivers) are available in both Landline and Cellular to accommodate all participants, even those without home phone lines and/or those that live in areas where cellular service may be limited. Sentinel warehouses adequate inventory of each type of equipment proposed to support its customers' needs. We will also store spare equipment locally at the program's location so equipment is always available for use.



The RF Patrol Cellular PHMU uses the GSM Network (AT&T or T-Mobile) to communicate and transmit monitoring data to the monitoring center. All communications between the RF Patrol PHMU (both landline and cellular receiver units) and the monitoring center are sent through Sentinel's 800 toll-free number so there is no additional charge to the agency or program participant. The RF Patrol Landline PHMU units have been proven functional on standard RJ-11 telephone lines without interruption and when other devices such as cable, satellite, or DSL service is working on or with the participant's landline.

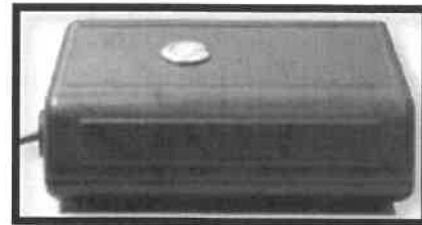
### **OM400 GPS Tracking Device / Beacon**

The OM400 RF Beacon is an *optional*, stationary, in-home monitoring device that can be paired with the OM400 GPS ankle bracelet to precisely verify home locations and extend valuable battery life. No active participation by the offender is required.

The OM400 RF Beacon uses radio frequency technology to provide the agency with an advanced solution to reliably monitor offenders in areas and environments where locations are problematic due to buildings or cellular coverage.

The OM400 RF Beacon offers the following features and benefits:

- + Accurately and reliably monitors curfews and reports all enters and leaves.
- + Monitors and reports A/C power disconnect, 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 lasts for up to 48 hours
- + Range of 150 feet



OM400™ RF BEACON

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

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#### **RF Patrol Electronic Monitoring Transmitter / Receiver**

The RF Patrol PHMU operates properly in households containing normal household goods and appliances. The RF Patrol Landline PHMU is installed in a central location, using a standard two-prong 110 volt AC power cord certified to UL standards and two (2) standard, universal RJ11C connectors that are common in participant homes. It is virtually impossible to connect the unit incorrectly, as installers can connect either RJ11C connector to the wall phone jack or the telephone. The PHMU also has internal surge protectors for the power supply and telephone line incorporated into the internal architecture. The RF Patrol Landline PHMU uses common telephone lines to transmit data to the monitoring center. The RF Patrol Landline PHMU is programmed remotely to report over toll-free telephone numbers using rotary, pulse or touch tone via common telephone lines.

If the participant does not have a residential telephone line, Sentinel offers optional RF Patrol Cellular at an additional cost. The RF Patrol Cellular units utilize the same bracelets and have all of the advanced features as the landline RF Patrol units. The RF Patrol Cellular PHMU incorporates a cellular modem for reporting information to the monitoring center in lieu of using a conventional land-based phone line.

Installers can enroll the home unit before or after the bracelet is on the participant. Installers can complete home unit enrollment through easy to follow prompts on the LCD screen in agency offices or at the participant's home. A telephone line is not required to complete the enrollment process. Additionally, the offender can easily install the RF Patrol PHMU in the offender's home (or applicable base monitoring location) in less than five (5) minutes.

#### **OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon is easily installed by the offender in a central location in the offender's home. The unit is powered using a standard two-prong 110 volt AC power cord certified to UL standards.

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

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**RF Patrol Electronic Monitoring Transmitter / Receiver**

The RF Patrol base station (PHUM) is equipped with LED lights that provide a clear indication of connection / receiving the signal from the RF Patrol transmitter (PTX2).

**OM400 GPS Tracking Device / Beacon**

The beacon's function is to send signals to the OM400 device. When the OM400 receives transmission from the beacon, users can be assured that the OM400 is at home and within range of the beacon. In traditional RF terms, the beacon functions like a transmitter and the OM400 like a receiver. The beacon does not communicate to the monitoring system or receive signals from the OM400.

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*4. The base station shall have a dual internal antenna.*

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**RF Patrol Electronic Monitoring Transmitter / Receiver**

The RF Patrol incorporates both a transmitter and receiver in the home monitoring unit (PHMU), as well as having both in the bracelet (PTX2). In fact, the RF Patrol receiver has two (2) constantly active internal antennas capable of both receiving from and transmitting signals to the transmitter to maximize the ability to detect the presence of bracelet signals. RF Patrol's signaling is robust, fast, and intelligent. The units can complete a closed loop signal confirmation up to three (3) times in one (1) minute, resulting in the most accurate and reliable signaling in the industry. This enables RF Patrol to provide the most accurate RF signaling and fastest notification on the market. (Emphasis: Other RF providers only have 1-way RF signaling that suffer from hit-or-miss signaling resulting in false leave signals and nuisance alarms.)

**OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon is equipped with one (1) antenna. In traditional RF terms, the beacon functions like a transmitter and the OM400 like a receiver. The beacon does not communicate to the monitoring system or receive signals from the OM400.

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*5. The base station shall have an adjustable range for receiving transmitter signals. The range shall be adjustable from a Maximum of 150 feet, and minimum of 50 feet. The Division shall be able to conduct a range test in the field to verify distance needed.*

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**RF Patrol Electronic Monitoring Transmitter / Receiver**

The RF Patrol transmitter emits a unique, constantly changing signal three (3) times per minute. Each time the bracelet transmits its signal, it reports the serial number of the transmitter associated to the participant, its power status, and tamper status.



The bracelet records and reports each tamper as a separate event alerting the agency of a participant's tamper frequency level. The RF Patrol monitoring system's signal range is agency programmable and variable with three (3) settings as follows:

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

**—IMPORTANT SENTINEL ADVANTAGE—**

Both the RF Patrol transmitter and the home unit indicate RF signal strength during range testing. This enables the Sentinel installers and/or Agency staff to perform accurate range testing at each installation and the officer/installer can also determine the distance of the range setting in one of multiple distance settings.

RF Patrol features a programmable leave window at the participation agency's direction either all units shipped to an agency or on a per unit/participant basis. The standard leave window is five (5) minutes, but can easily and remotely be adjusted.

**—IMPORTANT SENTINEL ADVANTAGE—**

Sentinel's unique dual transceiver approach incorporates both a transmitter and receiver in the home unit, as well as having both in the transmitter. In fact, the RF Patrol home unit has two (2) constantly active internal antennas capable of both receiving from and transmitting signals to the bracelet to maximize the ability to detect the presence of transmitter signals. RF Patrol's signaling is robust, fast and intelligent. The units can complete a closed loop signal confirmation up to three (3) times in one (1) second, resulting in the most sophisticated and reliable signaling in the industry. This enables RF Patrol to provide the most accurate RF signaling and fastest notification on the market.

**OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon has a set range of 150 feet.

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

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**RF Patrol Electronic Monitoring Transmitter / Receiver**

The RF Patrol PHMU (receiver) will report at least once every four (4) hours to the monitoring center to confirm proper operation and telephone connectivity. On average, an RF Patrol receiver will communicate with the monitoring center approximately 10 to 20 times a day. The Sentinel monitoring center does not need to call the PHMU receiver or ring the participant's home telephone to verify operation and location. Instead, the RF Patrol PHMU silently verifies proper operation by implementing regularly scheduled calls from the receiver to the central computer, using an internal timer unique for each receiver enrolled. If the PHMU receiver does not report to the monitoring center after four (4) hours, the monitoring software generates an HMU Overdue alert signifying that the RF Patrol PHMU receiver cannot (or has not) been able to report at its regular interval.

The duration of the reporting interval is programmable in one-hour increments and the AGENCY will have the ability to increase or decrease the frequency of random communication for individual participants or all participants.

**OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon communicates with the OM400 GPS tracking device via encrypted radio frequency signal when the OM400 GPS tracking device enters range of the optional beacon. The OM400 receives beacon signals and communicates those signals and status to the monitoring system. The OM400 call-in interval (rate plan) can be configured as needed. The beacon unit does not directly communicate with the monitoring system.

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*7. The base station shall call the central computer after it detects and logs a AC power failure within a specified time period.*

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**RF Patrol Electronic Monitoring Transmitter / Receiver**

The RF Patrol PHUM (base station) will communicate with the Sentinel monitoring system after an AC power failure immediately upon restoration of services.

The RF Patrol PHMU is designed with a built-in auto-recharging backup battery that functions for up to 48 continuous hours of full operation (including but not limited to detecting and reporting information) in the event of a commercial power failure at the participant's home or power cord disconnection. Additionally, the PHMU will produce a red front panel indicator light to encourage the participant or other person in the home to ensure the unit is properly plugged in and to reconnect the PHMU power cable if he or she discovers a problem. Despite the reason for power outage, the built-in back-up battery will provide full operation (including dialing and reporting) during continuous power outages for up to 48 hours.

**—IMPORTANT SENTINEL ADVANTAGE—**

In the unlikely event that a power outage exceeds the 48 hour battery back-up and is forced to shut down prior to reporting any event, the RF Patrol PHMU has an internal non-volatile memory capable of indefinitely storing approximately 90 days of monitoring events , including date and time stamps. The unit retains all stored events and reports them to the monitoring center upon power restoration and in cases were cellular units are being used restoration of cellular connectivity.

**OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon monitors and reports A/C power disconnect in addition to movement/relocation. The beacon will communicate an AC power failure to the OM400. The OM400 will communicate that information to the monitoring system as soon as it receives the transmission from the beacon. The unit is equipped with superior onboard memory in case of communication outage and its internal backup battery lasts for up to 48 hours.

The beacon communicates with the OM400 GPS tracking device via encrypted radio frequency signal when the OM400 GPS tracking device enters range of the optional beacon. The OM400 receives beacon

signals and communicates those signals and status to the monitoring system. The OM400 call-in interval (rate plan) can be configured as needed. The beacon unit does not directly communicate with the monitoring system.

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

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#### **RF Patrol Electronic Monitoring Transmitter / Receiver**

Each RF Patrol base station (PHMU) can be matched to any RF Patrol transmitter (PTX2) in the Division's inventory by field staff without having to be sent back to the factory.

Upon activation, the home unit automatically identifies the PTX2 transmitter serial number assigned to it and synchronizes itself and the bracelet as a matched set. The transmitter and home unit are also interchangeable components, enabling easy replacement of either component without replacement of the entire system. *In addition, any home unit can be programmed to recognize and report statuses from multiple bracelet units (up to 50 transmitters on one (1) home unit), including multiple participants in the same home and guest bracelets in the vicinity of the home unit.*

#### **OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon can be matched/paired to any OM400 GPS tracking device in the Division's inventory by field staff without having to be sent back to the factory.

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*9. The receiver/monitor shall be able to communicate with the Vendor's remote host computer on battery backup in the event of an AC power loss. The system must have internal battery backup of at least 24 hours and be equipped with a nonvolatile memory.*

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#### **RF Patrol Electronic Monitoring Transmitter / Receiver**

The RF Patrol PHMU (receiver) is able to communicate with the Sentinel monitoring system on the built-in backup battery in the event of an AC power loss. The unit is also equipped with a nonvolatile memory.

The RF Patrol PHMU is designed with a built-in auto-recharging backup battery that functions for up to 48 continuous hours of full operation (including but not limited to detecting and reporting information) in the event of a commercial power failure at the participant's home or power cord disconnection. Additionally, the PHMU will produce a red front panel indicator light to encourage the participant or other person in the home to ensure the unit is properly plugged in and to reconnect the PHMU power cable if he or she discovers a problem. Despite the reason for power outage, the built-in back-up battery will provide full operation (including dialing and reporting) during continuous power outages for up to 48 hours.

#### **—IMPORTANT SENTINEL ADVANTAGE—**

In the unlikely event that a power outage exceeds the 48 hour battery back-up and is forced to shut down prior to reporting any event, the RF Patrol PHMU has an internal non-volatile memory capable of

indefinitely storing approximately 90 days of monitoring events , including date and time stamps. The unit retains all stored events and reports them to the monitoring center upon power restoration and in cases were cellular units are being used restoration of cellular connectivity.

**OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon monitors and reports A/C power disconnect in addition to movement/relocation. The beacon will communicate an AC power failure to the OM400. The OM400 will communicate that information to the monitoring system as soon as it receives the transmission from the beacon. The unit is equipped with superior onboard memory in case of communication outage and its internal backup battery lasts for up to 48 hours.

The beacon communicates with the OM400 GPS tracking device via encrypted radio frequency signal when the OM400 GPS tracking device enters range of the optional beacon. The OM400 receives beacon signals and communicates those signals and status to the monitoring system. The beacon unit does not directly communicate with the monitoring system.

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

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**RF Patrol Electronic Monitoring Transmitter / Receiver**

The RF Patrol radio frequency monitoring solution is equipped with an internal clock that will detect and store the date and time on all recorded events.

The RF Patrol transmitter will hold status information – tamper, no tamper, battery status – to be communicated upon entering the range of the paired RF Patrol receiver. The RF Patrol home-based receiver has an internal non-volatile memory capable of indefinitely storing approximately 90 days of monitoring events, including date and time stamps. The unit retains all stored events and reports them to the monitoring center upon power restoration and in cases were cellular units are being used restoration of cellular connectivity.

**OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon is equipped with superior onboard memory in case of communication outage and its internal backup battery lasts up to 48 hours. The unit will provide event data with date and time stamp upon restoration of services.

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

- a. Arrival of the transmitter within the range if the base station.*
  - b. Departure of the transmitter out of range of the base station after a present time interval not to exceed 6 minutes.*
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*c. Tampering by cutting or by severing the transmitter strap (while in range of the receiver) and removal of the transmitter without severing the strap. If a tamper occurs while out of range of the base station, then the tamper alert signal shall be reported when the offender enters the range of the base station.*

*d. Loss and/or restorations of the home's AC power.*

*e. Low battery condition of the transmitter.*

*f. Tampering with the base station by attempts to open the casing.*

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#### **RF Patrol Electronic Monitoring Transmitter / Receiver**

Upon entering the range of the receiver (PHMU), the associated transmitter (PTX) will send all event / alert data to the receiver. The Sentinel RF Patrol receiver is programmed to automatically call in / verify its status with the monitoring system every four (4) hours; however, the unit will automatically submit notice to the monitoring system in the event of an Alert. Additionally, authorized users can update the system manually to force the unit to call in / verify its status. Sentinel's proposed RF Patrol receiver can identify the report the following types of Events:

- + the receiver has been moved, tampered with, or has lost power;
- + the ankle bracelet transmitter has been removed or tampered with;
- + the battery status of the ankle bracelet transmitter;
- + the individual has left the home or required place of confinement in violation of the home confinement/curfew order;
- + the individual has returned home or within range of his home monitoring unit after violating the confinement / curfew requirements; and
- + the unit is unable to communicate with the Sentinel's monitoring software (e.g., there is a loss of A.C. power or cellular communication).

#### **OM400 GPS Tracking Device / Beacon**

The optional OM400 beacon communicates with the OM400 GPS tracking device via encrypted radio frequency signal when the OM400 GPS tracking device enters range of the optional beacon. The OM400 receives beacon signals, including the beacon's status, and communicates those signals and status to the monitoring system. The beacon unit does not directly communicate with the monitoring system.

Upon entering range of the unit, the beacon precisely verifies the participant's home location and extends the battery life of the OM400 GPS tracking unit. The OM400 RF Beacon offers the following features and benefits:

- + Accurately and reliably monitors curfews and reports all enters and leaves.
- + Monitors and reports A/C power disconnect, movement/relocation, and tampers.

## G. REMOTE ALCOHOL UNIT

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*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.*

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When agencies are looking for reliable alcohol monitoring technology, Sentinel provides our hand-held, remote breath alcohol testing device, BA/RT, which utilizes deep-lung fuel cell technology to test an offender for consumption of alcohol. BA/RT is equipped with an industry proven, deep lung fuel cell sensor that provides reliable Breath Alcohol Content (BAC) 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 offender's identity.

When it is time for a test, the device is prompted by our monitoring software and an audible signal is emitted from the unit to inform the offender. After each test 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. In addition to alerting offenders of when to test, BA/RT also has the capability to communicate with offenders via text message. Correctional Agencies can send messages directly to the offender, and BA/RT alerts the individual with an audible signal. The message appears on BA/RT's LED screen and, after review, the offender must acknowledge its receipt.

The BA/RT unit is designed to provide portable, officer accessible, real time, on demand, scheduled or random, location based, fuel cell driven, deep lung breath alcohol 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. BA/RT will remind you to test and test successfully even without cell coverage.
- + BA/RT has a better store and forward feature.
- + BA/RT has officer-to-participant text communication with acknowledgement via the device itself.
- + BA/RT records temperature and humidity readings, which are very important in unsupervised BrAC tests as this feature makes it less likely the test can be challenged by the participant and their attorney. It is our belief the BA/RT system is the only Breath Alcohol Testing device being proposed that is equipped with this state-of-the-art feature.
- + BA/RT completes 45 to 60 minute check-ins to download updates and provide an equipment status check.
- + BA/RT has greater schedule customization options.

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

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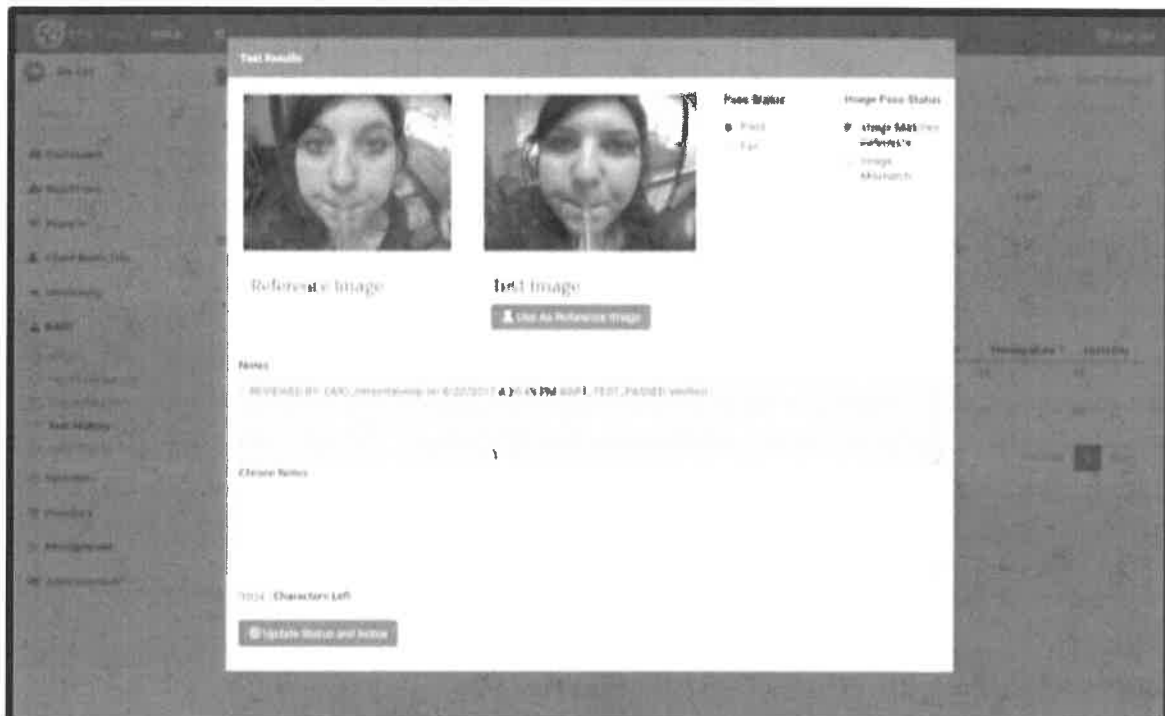
BA/RT uses cellular technology to communicate with Sentinel's monitoring system. BA/RT uses the Sprint cellular network as its primary carrier and can roam onto other CDMA cellular networks where available.

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**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.**

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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 as the test is being performed. Each test image is compared to the participant's master reference image to verify his or her identity. The following shows the reference picture taken at the time of enrollment versus the actual test image providing positive verification.



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**4. The system must 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.**

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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.

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*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.*

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BA/RT is non-invasive and equipped with a state-of-the-art deep lung fuel cell sensor that will provide the agency 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) to the supervising agency. 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.

Further, in order to determine the breath alcohol concentration (in a breath "per se" state) and thus the level of intoxication, it is imperative that the body temperature is known at the time of the participant test in order to guarantee that the breath sample is human. Therefore, during each participant test, BA/RT also incorporates a measurement of breath temperature at the time of the test and is reported along with the BrAC. The addition of the measurement of the breath temperature during each breath test makes the BA/RT system a highly accurate means of determining the level of intoxication and reduces the potential of a participant's attorney challenging the results; in addition to a photo taken during the time of the test, detecting temperature and humidity is an additional level of security to ensure the participant is the actual person taking the test and a valid breath sample is submitted.

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*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.*

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

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

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The BA/RT unit can be coupled with either the RF Patrol radio frequency house arrest monitoring or OM400 GPS tracking device or utilized as a stand-alone system.

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

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The BA/RT unit is equipped with multiple testing capabilities. A deep lung sample is tested through proven fuel cell technology to provide accurate numeric BrAC (example 0.123) to the supervising agency. Further, in order to determine the breath alcohol concentration (in a breath "per se" state) and thus the level of intoxication, it is imperative that the body temperature is known at the time of the participant test in order to guarantee that the breath sample is human. Therefore, during each



participant test, BA/RT also incorporates a measurement of breath temperature at the time of the test and is reported along with the BrAC. The addition of the measurement of the breath temperature during each breath test makes the BA/RT system a highly accurate means of determining the level of intoxication and reduces the potential of a participant's attorney challenging the results; in addition to a photo taken during the time of the test, detecting temperature and humidity is an additional level of security to ensure the participant is the actual person taking the test and a valid breath sample is submitted.

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

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The agency determines the alcohol testing frequency (intervals) for each program participant. BA/RT provides random, scheduled / fixed, and on-demand testing (24/7/365), which is available and configurable through our Sentinel DNA web-based monitoring platform.

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

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The BA/RT unit features a rechargeable 1800 MAH battery that will provide in excess of one day of continuous power to the unit while the participant is out in the community. The unit is easily recharged in approximately one hour through its USB charging port found on the bottom of the device with a standard portable wall charger (similar to a cell phone charger). The unit will check-in to the Sentinel monitoring center a minimum of once every 45 minutes to ensure the proper operation and adequate battery life of the device. When the battery condition reaches a pre-determined level of depletion, the unit will initiate an audible tone every minute, display "CHARGE BATTERY NOW" on the LCD display and the red LED will slowly blink. The audible beep is a progressive feature and will begin beeping more rapidly after one (1) hour and the unit will automatically report the low battery status to the monitoring center after two (2) hours for further resolution procedures.

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).

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

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The BA/RT unit is a portable, handheld unit that features a rechargeable 1800 MAH battery that will provide in excess of one day of continuous power to the unit while the participant is out in the community. 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).

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*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.*

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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. 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.

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*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.*

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All of Sentinel's proposed equipment has been properly registered and certified under 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).

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

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

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

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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**

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*1. Monitoring services are to 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.*

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Sentinel will provide 24 hours a day, seven days a week, 365 days a year monitoring services through the use of the RF Patrol electronic monitoring system, the OM400 GPS tracking solution, and the BA/RT 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 supervisors on duty at all times 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 of 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 of 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 available at all times 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.

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*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.*

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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.

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*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.*

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Sentinel understands and acknowledges the Division's right to conduct background checks on Sentinel's monitoring center operators. Upon request, we will provide Division with a roster of employees that includes name, DOB, and SSN. 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.

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*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.*

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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.

**Promotion:**

This performance-based program ensures that qualified candidates are promoted in a manner consistent with Sentinel’s goal of maintaining a knowledgeable and professional staff. A staff member will be promoted upon successful completion of the certification process. An employee that meets the length of service requirements for a grade promotion must be recommended for advancement by their supervisor. Supervisors are advised to consider the following items before recommending an employee for promotion.

- + Performance:
  - Attendance
  - Dependability
- + Measuring Tools:
  - Report
  - Charts

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*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.*

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

The monitoring center is the focal point of Sentinel's state-of-the-art headquarters facility, located in Irvine, 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 with is approximately 3,000 square feet 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 uses an industry standard data protection and recovery software package to ensure that the databases within the primary and back-up data servers are concurrently maintained, which ensures the following:

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

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

Should monitoring operations require additional space 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. There is no limit to the number of individual our current configuration can accommodate.

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 is increased as well to maintain an approximate usage level of fifty percent (50%) or less - well below our threshold.

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*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.*

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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.

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, the Irvine site does not conduct any business with the general public as it contains our corporate office and monitoring center. Program participants or monitored defendants have no access to this facility.

Our monitoring center is designed based on Underwriters Laboratory specifications and restricts access to authorized staff and our data by upholding the following security standards:

- + Enforces an electronic key card system for entryway access to both outside building and monitoring center
- + Uses multiple security systems including active video/audio systems, alarms system, and motion and fire detectors monitored by an outside security contractor for supervising the entryways
- + Archives data daily and stores it in a secure location to protect against memory loss in case of power failure (which we prevent through our previously described redundancy features)

The monitoring center is located on the second story of our Irvine corporate headquarters facility thereby eliminating access through any ground floor level window. There are only two (2) access ways into the monitoring center and each one of these doorways remains electronically locked at all times. For access through these steel-designed doors, authorized employees are issued electronic key cards that are the sole method of entry into the center. In addition, only authorized monitoring center personnel who are on duty for their shift are allowed to enter the center.

As added security, each of the two (2) access ways into the monitoring center are monitored via a closed-circuit television system that is supervised from inside the Irvine facility. All monitoring center personnel have continual direct access to a 911 emergency line in the event that an intruder attempted to gain access into the monitoring center. For outdoor perimeter security, the property management firm that owns that property provides random security patrols for the building.



The CCTV equipment is installed in and around the monitoring center. The cameras are monitored and recorded 24-hours per day and surveillance tapes are labelled and archived for a period of 60 days. Every entrance to the monitoring facility is under CCTV surveillance.

In addition to our CCTV and electronic access, an independent security provider monitors the monitoring center's alarm system. If the facility is compromised or the supervisor's panic button is depressed, the local authorities are immediately notified.

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*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.*

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To ensure that all data remains secure and is backed-up regularly, Sentinel has taken all of the required steps. Redundant web servers, application servers, and database servers utilized. RAID disk arrays are employed providing high data availability. This redundant system ensures that all services are continuously maintained should a major disruption occur to the primary system, providing a fully resilient and redundant, on-line failover solution to minimize dependence on backups. Should a period of failover occur, there will be no interruption in participant monitoring and no data lost from the monitoring units because data is stored until it is successfully transferred.

Sentinel has developed and documented System Maintenance Policy and Procedures that outlines procedures for scheduled monitoring system downtime due to maintenance. This system maintenance policy addresses purpose, scope, roles, responsibilities, management commitment, coordination among organizational entities, and compliance as well as procedures to facilitate the implementation of the system maintenance policy and associated system maintenance controls. The Sentinel System Maintenance Policy (SMP) is a component of the Sentinel System Security Plan (SSP). The SMP defines the Sentinel implementation of the NIST Special Publication 800-53 Revision 4 control family: Maintenance. The SMP layouts the framework and details for ensuring the Sentinel Information System (SIS) is managed by effective controls in the Maintenance category.

For all scheduled data system maintenance, several days prior to the scheduled period, our Product Manager provides agencies with a bulletin informing them of the timeframe, details, any affects to the system, etc. All data system maintenance is scheduled for after standard business hours and controlled in order to keep downtime as minimal as possible.

Sentinel reviews and updates the current System Maintenance Policy at least every three (3) years and the System Maintenance procedures at least annually.

In addition to the above-mentioned System Maintenance Policy and Procedures for schedule monitoring system downtime, Sentinel has a developed and tested comprehensive Risk Mitigation and Disaster Recovery Plan addressing the company's ability to continue meeting customer needs while coping with circumstances that might arise during a disaster; a copy of this "Confidential" document is available upon request. Sentinel believes disaster recovery is extremely important to our successful operations and the integrity of our programs within the corrections industry. Each key team member of Sentinel's staff involved in the operation of the monitoring software and facility is trained on the execution of the plan.



Our ultimate goal of the schedule is to prevent the loss of data by becoming able to restore our entire system quickly and efficiently. For this reason, Sentinel completes a full daily back up during “off-peak” hours, to ensure all databases are fully recoverable each and every day, as well as a multiple, differential backups throughout the day. A differential backup is used to copy files that have been created or changed since the last full backup, regardless of whether any other backups have occurred since then. An incremental backup refers only to a backup that includes just the changes made since the most recent full back up.

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*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.*

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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 uses an industry standard data protection and recovery software package to ensure that the databases within the primary and back-up data servers are concurrently maintained, which ensures the following:

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

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

Sentinel’s monitoring center has multiple disaster mitigation features, resides in an independently secured, climate-controlled facility with raised floors, has a fire suppression system, and written policies and procedures for access. The monitoring center meets all applicable federal, state and local regulations regarding safety including building codes regarding earthquake resistance and hurricane resistance.

Sentinel's proposed solution maintains physical security compliance with all applicable Federal, State and local regulations. Also, the proposed Monitoring Application runs on a secure, highly reliable, redundant, and scalable carrier-grade infrastructure. The proposed datacenter environment was designed with redundancy in mind at every layer. The platform is deployed at multiple datacenters to provide geographical redundancy. The infrastructure operates with high-availability storage area networks and database clustering. The datacenters are supervised by live hardware and software engineers 24/7/365 to ensure the best possible uptime, and are supported with five (5) local internet loop providers with redundancy for every switch and component. This infrastructure and system capability has manifested itself in the achievement of 99.999% uptime, as measured, graded, and reported by one of the top three (3) carriers in the United States. Also, the proposed Data Centers are certified by the following:

- + ISO9001
- + SAS-70 Audited
- + HIPPA certified

**Data Center Security:**

- + Four (4) physical layers of security
- + State-of-the-art access card system
- + Trained security personnel
- + Closed circuit television cameras (CCTV)
- + Biometric and Key Card secured facility
- + 24 hours a day, 7 days a week on-site staffing from dedicated security and storage engineers

The Data Center's electrical infrastructure consists of two (2) major components:

+ **A Distribution System**

The distribution system has dedicated power sources that are provided by APS. The system is based on a redundant diverse distributed system consisting of Demarcation Power, Power Distribution Units (PDU), Uninterruptible Power Supplies (UPS) and a Utility Service Bus (USB). There are two (2) independent Utility Power Feeds on different sub-stations.

UNINTERRUPTIBLE POWER SUPPLY (UPS)



+ **An Emergency Power Generation System**

The emergency power generation system consists of Automatic Transfer Switches (ATS), Emergency Service Bus (ESB), and redundant diesel generation. The primary system has a redundant backup system rated at 100% of the capacity of the primary system. In the event of a power failure, the emergency diesel generators will provide power in less than 10 seconds and contain 1,000 hours of fuel for superior backup performance. Once

ON-SITE DIESEL GENERATOR



started, the generator automatically ensures it is operating at sufficient capacity and then switches power from the grid to the generator. Data Center staff will conduct regular hourly inspections of the generator to ensure adequate fuel and proper operating parameters are maintained. The generator detects when the power grid resumes operation and within five (5) minutes restores power from the grid and shuts down the generator. This added redundancy virtually guarantees seamless and continuous power to the Data Center providing added confidence to the agency that public safety is ensured.

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*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:*

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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 supervisors on duty at all times 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.

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*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.*

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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.

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*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.*

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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 have the ability to 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. As we developed our monitoring software, we ensured that we retained the flexibility to generate a variety of detailed reports.

**Please note:** As the Sentinel monitoring software is an in-house concept and design, the system is regularly upgraded to meet changing program needs and the changing needs of Sentinel's program partners. Sentinel is not reliant on an outside vendor for new editions or support. Sentinel will work with each agency to enable the features that the agency wants and disable those that it does not want.

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

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Sentinel will monitor offender activity data when it is transmitted from the electronic monitoring, GPS tracking, or 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, agencies have the ability to customize the notification and reporting requirements allow the agency to design a notification matrix to meet their needs.

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*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.*

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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. 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.

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 offers notification through various methods based on levels of urgency. The methods Sentinel uses for notification include the following:

- + Cellular and landline phone
- + Alpha Pagers
- + Email notifications
- + Direct phone calls to designated agency staff

Our monitoring system allows for authorized personnel to determine alarm and notification protocols. Prior to deployment, Sentinel's operations team can meet with LFUCG and Division personnel to establish group level alarm and notification protocols. Once these groups, such as "high risk", are established, the Division can place individuals within the specific group and receive alarms and notifications as dictated by the pre-determined protocols for that group. All event notifications can be sent to various parties, including case workers, field agents, local law enforcement personnel, and third-party systems. Depending on the notification requirements, Sentinel can provide notifications to responsible parties according to notification type, participant type and agency-specific rules. Sentinel offers notification through various methods based on levels of urgency.

The notifications capability of the 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
- + Failure to return to residence from a scheduled absence
- + Late arrivals, early departures from residence
- + Tampering with equipment
- + Loss of electrical power or telephone service
- + Restoration of electrical power or telephone service
- + Missed calls from receiver/dialer
- + Low Battery alerts from any component

Through our DNA monitoring platform, Sentinel provides alert notifications to its customers for a wide array of violations and events. The DNA system supports different methods of alerting proper personnel of violations or events including an immediate email message, a pager message, or a text message.

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 by type, by officer, and by participant to alert immediately or hold for a grace period.* Additionally, notification procedures can also be customized by violation type, by participant, by risk or priority level, or by officer. The DNA profile manager also allows for automated or manual escalation and sequencing, as well as differentiating protocol changes within a single alert by day and time.

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*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.*

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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.

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

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Our monitoring system will be available to authorized Division users (username and password protected) at all times in real-time via any internet-enabled computer or device. Division staff will have access to review and print case file activity and monitoring reports as needed.

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*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.*

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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 offers notification through various methods based on levels of urgency. The methods Sentinel uses for notification include the following:

- + Cellular and landline phone
- + Alpha Pagers
- + Email notifications
- + Direct phone calls to designated agency staff

The notifications capability of the Sentinel monitoring software includes but is not limited to:

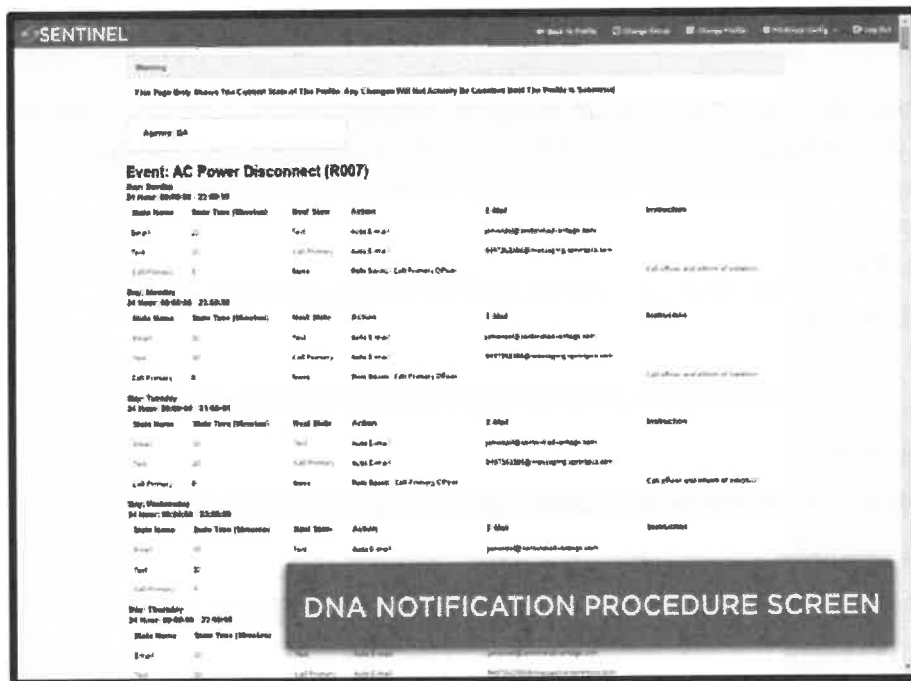
- + Violations of inclusion and exclusion zones
- + Unauthorized absences from the residence
- + Authorized exits and enters from the residence
- + Failure to return to residence from a scheduled absence
- + Late arrivals, early departures from residence
- + Tampering with equipment
- + Loss of electrical power or telephone service
- + Restoration of electrical power or telephone service
- + Missed calls from receiver/dialer
- + 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. In addition, agencies have the ability to customize the notification and reporting requirements allow the agency to design a notification matrix to meet their needs.

Through our DNA monitoring platform, Sentinel provides alert notifications to its customers for a wide array of violations and events. The DNA system supports different methods of alerting proper personnel of violations or events including an immediate email message, a pager message, or a text message.

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 by type, by officer, and by participant to alert immediately or hold for a grace period.* Additionally, notification procedures can also be customized by violation type, by participant, by risk or priority level, or by officer. The DNA profile manager also allows for automated or manual escalation and sequencing, as well as differentiating protocol changes within a single alert by day and time.



**Please note:** As the Sentinel monitoring software is an in-house concept and design, the system is regularly upgraded to meet changing program needs and the changing needs of Sentinel’s program partners. Sentinel is not reliant on an outside vendor for new editions or support. Sentinel will work with each agency to enable the features that the agency wants and disable those that it does not want.



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*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.*

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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 is available at all times 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, and
- + No Communication

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*12. The Vendor shall have the capability of transmitting reports of violations by ~~FAX~~, telephone, direct mail, electronic mail, or pager as the violations occur. [Struck per Addendum # 1]*

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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. 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.

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 offers notification through various methods based on levels of urgency. The methods Sentinel uses for notification include the following:

- + Cellular and landline phone
- + Alpha Pagers
- + Email notifications
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Our monitoring system allows for authorized personnel to determine alarm and notification protocols. Prior to deployment, Sentinel's operations team can meet with LFUCG and Division personnel to establish group level alarm and notification protocols. Once these groups, such as "high risk", are established, the Division can place individuals within the specific group and receive alarms and



notifications as dictated by the pre-determined protocols for that group. All event notifications can be sent to various parties, including case workers, field agents, local law enforcement personnel, and third-party systems. Depending on the notification requirements, Sentinel can provide notifications to responsible parties according to notification type, participant type and agency-specific rules. Sentinel offers notification through various methods based on levels of urgency.

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*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.*

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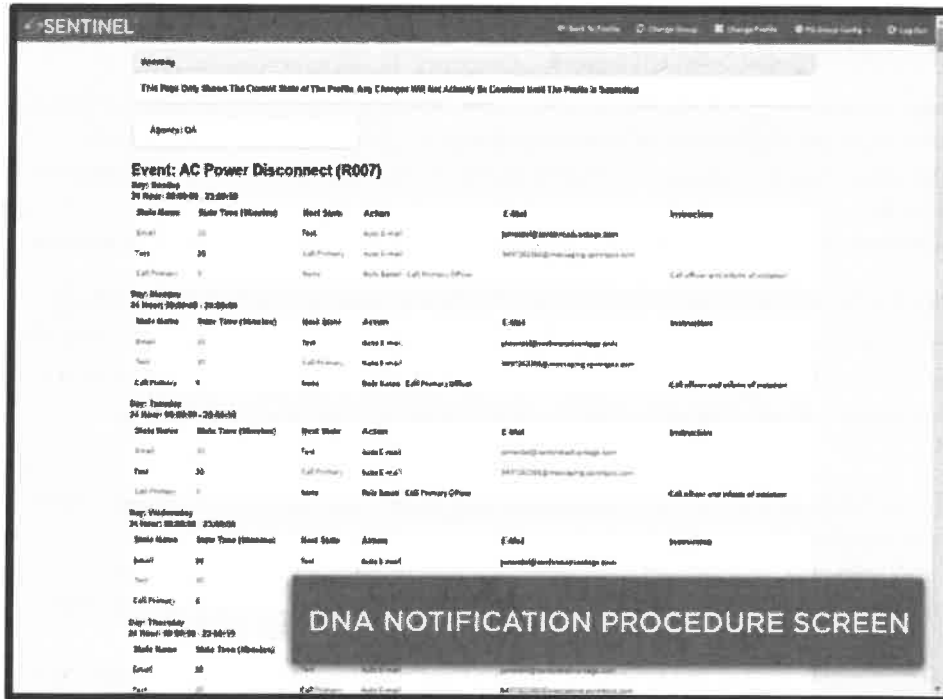
Sentinel’s monitoring system will provide reports that include offenders registered (both historical and current), offender activity, curfew violations, and other alert conditions, such as “disconnects”, “tamper”, and “power loss”. The notifications capability of the Sentinel monitoring software includes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

- + Violations of inclusion and exclusion zones
- + Unauthorized absences from the residence
- + Authorized exits and enters from the residence
- + Failure to return to residence from a scheduled absence
- + Late arrivals, early departures from residence
- + Tampering with equipment
- + Loss of electrical power or telephone service
- + Restoration of electrical power or telephone service
- + Missed calls from receiver/dialer
- + 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. In addition, agencies have the ability to customize the notification and reporting requirements allow the agency to design a notification matrix to meet their needs.

Through our DNA monitoring platform, Sentinel provides alert notifications to its customers for a wide array of violations and events. The DNA system supports different methods of alerting proper personnel of violations or events including an immediate email message, a pager message, or a text message.

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 by type, by officer, and by participant to alert immediately or hold for a grace period.* Additionally, notification procedures can also be customized by violation type, by participant, by risk or priority level, or by officer. The DNA profile manager also allows for automated or manual escalation and sequencing, as well as differentiating protocol changes within a single alert by day and time.



**Please note:** As the Sentinel monitoring software is an in-house concept and design, the system is regularly upgraded to meet changing program needs and the changing needs of Sentinel’s program partners. Sentinel is not reliant on an outside vendor for new editions or support. Sentinel will work with each agency to enable the features that the agency wants and disable those that it does not want.

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**14. The Vendor will supply as requested data generated by the Division’s electronic monitoring program in an ODBC compliant format for research and statistical analyses purposes.**

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Sentinel will provide all requested data in an ODBC-compliance format upon request.

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**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.**

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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 continue to allow the Division to specify which events are violations. In addition, agencies have the ability to customize the notification and reporting requirements allow the agency to design a notification matrix to meet their needs.

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*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.*

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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. Our staff is exclusively devoted to providing electronic monitoring services for home detention programs.

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*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. This would be for cases including, but not limited to, the following: family emergencies; being called in to work on a nonscheduled day/time.*

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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.

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*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, the Irvine site does not conduct any business with the general public as it contains our corporate office and monitoring center. Program participants or monitored defendants have no access to this facility.

Our monitoring center is designed based on Underwriters Laboratory specifications and restricts access to authorized staff and our data by upholding the following security standards:

- + Enforces an electronic key card system for entryway access to both outside building and monitoring center
- + Uses multiple security systems including active video/audio systems, alarms system, and motion and fire detectors monitored by an outside security contractor for supervising the entryways

- + Archives data daily and stores it in a secure location to protect against memory loss in case of power failure (which we prevent through our previously described redundancy features)

The monitoring center is located on the second story of our Irvine corporate headquarters facility thereby eliminating access through any ground floor level window. There are only two (2) access ways into the monitoring center and each one of these doorways remains electronically locked at all times. For access through these steel-designed doors, authorized employees are issued electronic key cards that are the sole method of entry into the center. In addition, only authorized monitoring center personnel who are on duty for their shift are allowed to enter the center.

As added security, each of the two (2) access ways into the monitoring center are monitored via a closed-circuit television system that is supervised from inside the Irvine facility. All monitoring center personnel have continual direct access to a 911 emergency line in the event that an intruder attempted to gain access into the monitoring center. For outdoor perimeter security, the property management firm that owns that property provides random security patrols for the building.

The CCTV equipment is installed in and around the monitoring center. The cameras are monitored and recorded 24-hours per day and surveillance tapes are labelled and archived for a period of 60 days. Every entrance to the monitoring facility is under CCTV surveillance.

In addition to our CCTV and electronic access, an independent security provider monitors the monitoring center's alarm system. If the facility is compromised or the supervisor's panic button is depressed, the local authorities are immediately notified.

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*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.*

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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 of the computer systems in our monitoring center are designed to perform the same monitoring functions. They are all "ghosted" or duplicate 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. In the event that 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.

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*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.*

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Sentinel maintains a contingency plan for movement of a backup monitoring system/monitoring center within five (5) hours following a system malfunction. Sentinel's proposed system will be inclusive of both a primary and backup system to ensure services are provided uninterrupted. Sentinel's proposed solution maintains physical security compliance with all applicable Federal, State and local regulations. Also, the proposed Monitoring Application runs on a secure, highly reliable, redundant, and scalable carrier-grade infrastructure.

The proposed datacenter environment was designed with redundancy in mind at every layer. The platform is deployed at multiple data centers to provide geographical redundancy. The infrastructure in a hyper-converged cluster with redundant, highly available resources. The datacenters are supervised by live hardware and software engineers 24/7/365 to ensure the best possible uptime. This infrastructure and system capability has manifested itself in the achievement of 99.999% uptime, as measured, graded, and reported by one of the top three (3) carriers in the United States. For data security and back-up, redundant web servers, application servers, and database servers are utilized. RAID disk arrays are employed providing high data availability. This redundant system ensures that all services are continuously maintained should a major disruption occur to the primary system, providing a fully resilient and redundant, on-line failover solution to minimize dependence on backups. Should a period of failover occur, there will be no interruption in participant monitoring and no data lost from the monitoring units because data is stored until it is successfully transferred.

The Data Center's electrical infrastructure consists of two (2) major components:

+ **A Distribution System**

The distribution system has dedicated power sources that are provided by APS. The system is based on a redundant diverse distributed system consisting of Demarcation Power, Power Distribution Units (PDU), Uninterruptible Power Supplies (UPS) and a Utility Service Bus (USB). There are two (2) independent Utility Power Feeds on different sub-stations.

+ **An Emergency Power Generation System**

The emergency power generation system consists of Automatic Transfer Switches (ATS), Emergency Service Bus (ESB), and redundant diesel generation. The primary system has a redundant backup system rated at 100% of the capacity of the primary system. In the event of a power failure, the emergency diesel generators will provide power in less than 10 seconds and contain 1,000 hours of fuel for superior backup performance. Once started, the generator automatically ensures it is operating at sufficient capacity and then switches power from the grid to the generator. Data Center staff will conduct regular hourly inspections of the generator to ensure adequate fuel

UNINTERRUPTIBLE POWER  
SUPPLY (UPS)



and proper operating parameters are maintained. The generator detects when the power grid resumes operation and within five (5) minutes restores power from the grid and shuts down the generator. This added redundancy virtually guarantees seamless and continuous power to the Data Center providing added confidence to the agency that public safety is ensured.

ON-SITE DIESEL GENERATOR



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

In addition to the above data centers, Sentinel has a developed and tested comprehensive Risk Mitigation and Disaster Recovery Plan addressing the company's ability to continue meeting customer needs while coping with circumstances that might arise during a disaster; a copy of this "Confidential" document is available upon request. Sentinel believes disaster recovery is extremely important to our successful operations and the integrity of our programs within the corrections industry. Each member of Sentinel's staff is trained on the execution.

Following an emergency at the data center, the operational personnel on site will take the appropriate initial action and then contact a member of the Emergency Management Team starting with the first name on the list. When a member is located, that member will contact the remaining members of the Emergency Management Team. The members will meet at or near the disaster to make a firsthand assessment of the damage.

They will determine the action to take and will notify senior management. If a determination is made to notify all other teams, the Emergency Management Team will phone the other teams using a predefined pyramid contact system. A brief message will be dictated over the phone and the called person will write down the message. At the end of the message, the called person will read back the message to verify that all critical information is stated. This same procedure will be used for all calls in the pyramid. It will ensure that all contacts have the same information.

The captain of the Disaster Recovery Team will document the team's activity by posting it on the Disaster Recovery Log. This will be used by the Management Team to prepare status reports for both management and customer notification and will become a historical document for Sentinel. The Management Team will also use the log to coordinate the concurrent activities of the various teams.

All planned software, hardware, and resources in place at backup site, have been tested and the team will conduct a complete series of tests to ensure full recovery of the communication network capabilities. Provide for full restoration of service at the original or new alternate facility depending on the severity of the incident.

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*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.*

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Our staff is available at all times 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 / alarm and provide detailed "Status Notes" to Division officers via automated report.

## **K. CUSTOMER SUPPORT AND TECHNICAL SERVICES**

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*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.*

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Our monitoring center is staffed 24 hours a day, seven (7) days a week with a supervisor on duty at all times and live operators cross-trained to support our suite of supervision services and products. We currently employ more than 70 staff members to staff our continuous operations (24/7) facility. This staffing allows Sentinel field staff and 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 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.

Our monitoring center operators are capable of resolving the majority of technical problems over the telephone or through remote diagnostics. As an additional enhancement to Sentinel's 24 hour a day support services, Sentinel provides an additional team of support staff delivering specialized services. This specialized Help Desk services department includes tier 2 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 software 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 Division as needed.






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*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.*

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Sentinel provides toll-free telephone access to technicians and customer service representatives, available to officers 24 hours a day, 7 days a week, who are capable of resolving the majority of technical problems over the telephone or through remote diagnostics. Our monitoring center is staffed with a supervisor on duty at all times and live operators cross-trained to support our suite of supervision services and products. We currently employ more than 70 staff members to staff our continuous operations (24/7) facility. This staffing allows agency field staff to call and speak with one of our monitoring experts at all times of the day or night.

As an additional enhancement to Sentinel’s 24 hour a day support services, Sentinel provides an additional team of support staff delivering specialized services. This specialized Help Desk services department includes tier 2 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 software 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 Division as needed.

In addition, this specialized support services department performs testing of critical or on-going 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 for the Regional Account Manager and local program staff for customer enhancement requests, suggestions and ideas.

## **L. MONITORING EQUIPMENT-FCC APPROVAL**

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*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.*

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

EQUIPMENT TYPE	FCC CERTIFICATION
RF Patrol Ankle-Worn Transceiver – Domestic	NSNPTX08
RF Patrol Receiver / Home Monitoring Unit – Landline	NSNPHMUL08
RF Patrol Receiver / Home Monitoring Unit –	NSNPHMUC08



Cellular	
RF Patrol Receiver / Home Monitoring Unit Lock	NSNOPID08
OM400 Tracking Device (transceiver)	AB3-OM400
OM400 Beacon	0A3MRF24J40MA
BA/RT Breath Alcohol / Real-Time (handheld)	<p>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.</p> <p>Sentinel Offender Services                      Breath Alcohol / Real Time                      Contains FCC ID: RI7CC864-DUAL</p>

## M. TRAINING

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*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.*

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Sentinel will provide five (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. Sentinel’s training will provide a thorough review of the entire operation of the system.

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. Sentinel agrees to provide the initial training session and ongoing training, including all manuals and documentation, concerning the implementation and management of the monitoring program as determined by the contract. Sentinel is committed to establishing a partnership over the term of the contract to make sure that all staff members are fully and properly trained. Training will minimally include the following: installation and de-installation of equipment, procedures for enrollment and curfew changes, troubleshooting monitoring problems, use of monitoring software; and any additional training as needed to keep current on monitoring equipment and software. Training is offered for the life of the program as outlined in the monitoring services agreement.

**—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 including those proposed herein. These webinars are offered 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. The request is received and assigned to a Training Specialist. The Training Specialist will communicate



with the Regional 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, system changes, and/or updates. Training is offered for the life of the program as outlined in the monitoring services agreement.

Once Sentinel management and LFUCG management agree upon program guidelines, notifications, and parameters, Sentinel will arrange for a mutually beneficial initial training session at a time and location to be determined by the LFUCG. In Sentinel’s experience, training should be conducted in near-proximity to intended program start date and be conducted to ensure that all Division personnel are completely comfortable and knowledgeable in using the proposed equipment and systems.

Sentinel’s implementation team will train all Division personnel assigned to the program prior to deployment and as needed for changes to the system, equipment, or personnel, for the duration of the program as directed by the contract. The training includes demonstration, discussion, and hands-on sessions on the following topics:

- + All RF, GPS, and alcohol equipment / system (use, installation, removal, and troubleshooting)
- + Enrollment (enrollment, dis-enrollment and the setting of all monitoring parameters including curfew schedules and GPS zones)
- + Tracking and monitoring of offenders
- + Alarm processes and resolution procedures (agency-specific protocols)
- + Notification processes and reports (agency-specific protocols)
- + Monitoring System (complete instruction on the use of the monitoring software system including, but not limited to, offender enrollment, modifications, reports, schedules, and terminations)

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 as part of our per diem cost. Sentinel will supply all materials, including written instructions, training materials and equipment for training, to be used by Division personnel at no additional cost. Sentinel places emphasis on practical experiential learning, as it has shown this provides the greatest opportunity for the development of practical skills. In addition, as directed by contractual procedures, Sentinel will provide additional training for officers working more directly with the electronic monitoring program, if needed.

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

SENTINEL TRAINING ELEMENTS – GPS / RF EQUIPMENT		
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)



		<b>Program Types</b> <b>How to Search for a Participant in the System (handout)</b> <b>Navigating in the System</b>
10:00 AM	10:15 AM	BREAK
10:15 AM	12:30 AM	<b>GPS Tracking</b> <ul style="list-style-type: none"> <li>+ Introduction to GPS Tracking Devices</li> <li>+ Parts of the GPS Tracking Devices</li> <li>+ Power Point Presentation</li> <li>+ Demo Installation of Devices</li> <li>+ Hands On Training with the Devices</li> <li>+ Setting up Participant Profile</li> <li>+ Program Configuration (Zones)</li> <li>+ Unit configuration</li> <li>+ Schedule</li> <li>+ GPS Tracking Devices Shutdown</li> <li>+ Cleaning the GPS Tracking Devices</li> </ul>
12:30 AM	01:30 PM	LUNCH
01:30 PM	03:00 PM	<b>RF Monitoring</b> <ul style="list-style-type: none"> <li>+ Introduction to RF Monitoring</li> <li>+ Parts of the RF Units</li> <li>+ Power Point Presentation</li> <li>+ LED Indicators</li> <li>+ Demo Installation of Device</li> <li>+ Installation of Equipment)</li> <li>+ Verify Participant Profile Setup in Application</li> <li>+ Unit Configuration</li> <li>+ Schedules</li> <li>+ Hands On Training with the Device</li> <li>+ Placement of Equipment</li> <li>+ Status Alerts</li> <li>+ End of Servicing Equipment</li> <li>+ Removing Equipment</li> <li>+ Cleaning Equipment</li> </ul>
03:00 PM	03:15 PM	BREAK



03:15 PM	04:30 PM	Software & Equipment Review and Q&A
04:30 PM	05:00 PM	Software & Equipment Exam
<b>SENTINEL TRAINING ELEMENTS – GPS / RF EQUIPMENT (CONTINUED)</b>		
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 + What do Events Mean? + How to read the location screens + How to use the tools on the mapping screens How to Properly End of Service (EOS) equipment / remove from system
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 AM	01:30 PM	LUNCH
01:30 PM	02:00 PM	RF Schedule Tab + Entering RF Schedules + Entering Out Time + How to Make Schedule Permanent
02:00 PM	02:15 PM	BREAK



02:15 PM	03:45 PM	<p><b>Case Management</b></p> <ul style="list-style-type: none"> <li>+ Track Schedule Changes</li> </ul> <p><b>Additional Data</b></p> <ul style="list-style-type: none"> <li>+ Entering Picture</li> <li>+ Entering Additional Addresses and Phone Numbers</li> <li>+ Entering Additional Personal Details</li> </ul> <p><b>Report System</b></p> <ul style="list-style-type: none"> <li>+ System Reports</li> <li>+ Web Reports</li> </ul>
03:45 PM	04:15 PM	Software & Equipment Review and Q&A
04:15 PM	04:45 PM	Software & Equipment Exam
04:45 PM	05:00 PM	Sentinel Evaluations
<b>SENTINEL TRAINING ELEMENTS – ALCOHOL EQUIPMENT</b>		
08:00 AM	08:15 AM	Introductions
08:15 AM	10:00 AM	<p>How to Access the Monitoring System (handout)</p> <p>How to Add a Participant to the System (handout)</p> <ul style="list-style-type: none"> <li>+ Program Types</li> </ul> <p>How to Search for a Participant in the System (handout)</p> <p>Navigating in the System</p>
10:00 AM	10:15 AM	<i>BREAK</i>
10:15 AM	12:30 AM	<p><b>Alcohol Monitoring</b></p> <ul style="list-style-type: none"> <li>+ Introduction to Alcohol Monitoring Devices</li> <li>+ Parts of the Alcohol Monitoring Devices</li> <li>+ Power Point Presentation</li> <li>+ Demo Installation of Devices</li> <li>+ Hands On Training with the Devices</li> </ul>
12:30 AM	01:30 PM	<i>LUNCH</i>
01:30 PM	03:00 PM	<p><b>Alcohol Monitoring (continued)</b></p> <ul style="list-style-type: none"> <li>+ Setting up Participant Profile</li> <li>+ Program Configuration</li> <li>+ Unit configuration</li> <li>+ Schedule Status Alerts</li> <li>+ Removing Participant from program</li> </ul>



03:00 PM	03:15 PM	BREAK
03:15 PM	04:30 PM	Software & Equipment Review and Q&A
04:30 PM	05:00 PM	Software & Equipment Exam
<b>SENTINEL TRAINING ELEMENTS – ALCOHOL EQUIPMENT (CONTINUED)</b>		
08:00 AM	09:00 AM	Review from DAY 3 + 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 + What do Events Mean? + How to read the location screens + How to use the tools on the mapping screens How to Properly End of Service (EOS) equipment / remove from system
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 – Accessing the System + Accessing the system to view test results
11:45 AM	12:30 PM	Review – Capturing the Participants Enrollment Image + Capturing the participant’s image for visual verification during tests
12:30 AM	01:30 PM	LUNCH
01:30 PM	02:00 PM	Scheduling + Entering Schedules + Entering Out Time + How to Make Schedule Permanent
02:00 PM	02:15 PM	BREAK
02:15 PM	03:45 PM	Case Management + Track Schedule Changes Additional Data



		<ul style="list-style-type: none"> <li>+ Entering Picture</li> <li>+ Entering Additional Addresses and Phone Numbers</li> <li>+ Entering Additional Personal Details</li> </ul> Report System <ul style="list-style-type: none"> <li>+ System Reports</li> <li>+ Web Reports</li> </ul>
03:45 PM	04:15 PM	Software & Equipment Review and Q&A
04:15 PM	04:45 PM	Software & Equipment Exam
04:45 PM	05:00 PM	Sentinel Evaluations

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

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Sentinel will provide all training manuals to the Division.

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*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.*

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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**

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*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 3 units per year of 20% or 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 the vendor 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 the vendor will provide the Division with a Loss Allowance of three (3) 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.



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*2. The vendor shall provide at least 7 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 the vendor will provide at least seven (7) 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 fail 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 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., and we also have staff available on weekends if needed for unexpected shipment needs.

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*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.*

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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.

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*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.*

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Sentinel understands and acknowledges that the vendor 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 2<sup>nd</sup> day ground transportation.

## **P. MAINTENANCE AND REPAIRS-FIELD EQUIPMENT**

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

Sentinel understands and acknowledges that the selected contractor must maintain the equipment 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 on-site staff to ensure operational status. The equipment is then completely sanitized and returned to shelf status. 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.

## Q. REFERENCES

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*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.*

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Sentinel has provided six (6) references for programs that are currently operational and of comparable contractual services to those specified in this bid. Please refer to our response below under **Q.2: References** for contact details for our references.

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*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.*

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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 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 references that are fully operational programs using similar solutions to those presented in this proposal and of similar size to the LFUCG's Electronic Monitoring program.



<b>AGENCY NAME:</b>	Miami-Dade County Department of Corrections and Rehabilitation
<b>CONTACT PERSON:</b>	Lieutenant Anthony Yeber
<b>ADDRESS:</b>	2525 NW 62nd Street, Miami, FL 33147
<b>PHONE:</b>	786.263.4826
<b>EMAIL:</b>	<a href="mailto:MMYEYEBER@miamidade.gov">MMYEYEBER@miamidade.gov</a>
<b>PROJECT DESCRIPTION:</b>	Sentinel currently provides Miami-Dade County Department of Corrections and Rehabilitation with over 700 active GPS units and secure web-based information exchange software for the monitoring of participants placed on the program. After five years of contract service, Miami-Dade Purchasing in conjunction with Corrections just completed an extensive review of all providers offering a comprehensive continuum of technology and services and concluded that Sentinel continues to provide overall "Best Value." Based on their review and overall evaluation, Miami-Dade County subsequently signed a Participating Addendum with Sentinel via a pre-competed RFP and the adoptable Sentinel's National Cooperative Purchasing Agreement with NASPO ValuePoint, contract #00212.

<b>AGENCY NAME:</b>	Elkhart County Community Corrections
<b>CONTACT PERSON:</b>	Ms. Lauren Duesler, Executive Director
<b>ADDRESS:</b>	201 North Cottage Avenue, Goshen, IN 46528
<b>PHONE:</b>	574.534.2210
<b>EMAIL:</b>	<a href="mailto:lduesler@elkhartcounty.com">lduesler@elkhartcounty.com</a>
<b>PROJECT DESCRIPTION:</b>	Since 2008, Sentinel has proudly provided radio frequency electronic monitoring, GPS tracking services, and breath alcohol monitoring under an agency-funded program for Elkhart County Community Corrections for approximately offenders. All monitoring is conducted by our 24/7 National Monitoring Center that supports our network of field offices. We also provide local on-site staff for the installation and removal of equipment and for on-site technical support and troubleshooting of equipment. In addition to electronic monitoring, we provide drug testing services for the department utilizing our local Sentinel staff to perform the screens.

<b>AGENCY NAME:</b>	Ingham County Tether Program
<b>CONTACT PERSON:</b>	Ms. Mary Sabaj, Director of Community Corrections
<b>ADDRESS:</b>	Hilliard Building, 121 E. Maple Street, Mason, MI 48854
<b>PHONE:</b>	517.676.7232
<b>EMAIL:</b>	<a href="mailto:msabaj@ingham.org">msabaj@ingham.org</a>
<b>PROJECT DESCRIPTION:</b>	Since December of 2008, we have provided full-service case management under an offender-funded electronic monitoring program for



the Ingham County Sheriff's Department. The Ingham County Tether Program is a volunteer program for those inmates currently housed in the County's jail. In addition to direct referrals from the Court, our staff meet with inmates who qualify for the program to discuss the option of serving the remainder of the inmate's sentence on home detention under the Tether Program. Our case management staff are responsible for verifying the participants' daily compliance with / adherence to the regulations and monitoring rules of the program as well as collecting the fees owed by the participants for their supervision services. We provide radio frequency monitoring equipment, global positioning satellite tracking equipment, and the breath alcohol testing equipment for approximately 150 offenders. In addition to the Sheriff's Department, we also provide these same services to the Probation Departments and Specialty Courts within Ingham County.

<b>AGENCY NAME:</b>	Lake County Sheriff's Department
<b>CONTACT PERSON:</b>	Lieutenant Gerald Alter
<b>ADDRESS:</b>	15 South Martin Luther King Jr. Avenue, Waukegan, IL 60085
<b>PHONE:</b>	847.377.4059
<b>FACSIMILE:</b>	847.984.5625
<b>EMAIL:</b>	<a href="mailto:galter@lakecounty.gov">galter@lakecounty.gov</a>
<b>PROJECT DESCRIPTION:</b>	The Lake County Sheriff's Department, located in Waukegan, Illinois, has been a Sentinel customer since November of 2004. We provide services to Lake County in the form of Radio Frequency (RF) and Global Positioning Satellite (GPS) – Passive, Intermediate, and Active – to approximately 100 offenders. We also have an on-site Technician who works forty (40) hours per week. Our on-site Technician is responsible for all installation and removal of equipment, troubleshooting, inventory control, maintenance, and all shipping duties (ordering, shipping, receiving) in addition to assisting the Department as needed to ensure a successful working relationship between Sentinel and the Department. Recently added to the program is the addition of collections services; Sentinel's on-site Technician directly collects payments from program participants during regularly scheduled meetings.

<b>AGENCY NAME:</b>	Dallas County Pre-Trail Diversion Program and Electronic Monitoring Services
<b>CONTACT PERSON:</b>	Ms. Rebekah G. "Gwen" Truxal, Director
<b>ADDRESS:</b>	Frank Crowley Courts Building, 133 N. Riverfront Boulevard., LB49, 1st Floor, Room A9, Dallas, TX 75207
<b>PHONE:</b>	214.875.2281
<b>EMAIL:</b>	<a href="mailto:rebekah.truxal@dallascounty.org">rebekah.truxal@dallascounty.org</a>
<b>PROJECT DESCRIPTION:</b>	For the Dallas County electronic monitoring program, Sentinel provides services under both our offender-paid model as well as our agency-paid



model. Sentinel's full-service case management staff are responsible for installation, maintenance and removal of all electronic monitoring equipment. They also provide verification of each participant's daily compliance with/adherence to all monitoring rules and regulations associated with the program. They provide collection of fees for those participants who are self-pay and generate monthly billing to the County for those participants funded through County dollars. Sentinel provides radio frequency monitoring, one and two-piece GPS tracking, breath alcohol monitoring and voice monitoring and reporting system (VMRS) services. We monitor approximately 120 participants via RF, GPS, and alcohol monitoring equipment, and we have approximately 250 additional participants being monitored through VMRS services.

<b>AGENCY NAME:</b>	Dauphin County Probation Services
<b>CONTACT PERSON:</b>	Mr. Christopher Hakel, Assistant Director
<b>ADDRESS:</b>	919 Gibson Blvd, Harrisburg, PA 17113
<b>PHONE:</b>	717.780.7105
<b>EMAIL:</b>	<a href="mailto:CHakel@dauphinc.org">CHakel@dauphinc.org</a> ;
<b>PROJECT DESCRIPTION:</b>	The Dauphin County Probation Services EM unit currently manages 300 active Global Positioning System (GPS) devices that utilize satellites and cell towers to monitor offender's whereabouts 24/7. These devices can pinpoint the exact location of an offender on the program anywhere on the earth in real time. Through the use of this program we can track offender movements and set "inclusion" and "exclusion" zones. EM officers are able to determine if an offender is at home, school, or work as scheduled. Further, units deter probationers from going into areas that should be off limits. These areas include homes of victims and witnesses and high crime areas where the offender has been arrested previously. GPS is mainly targeted towards high risk offenders with such offenses including but not limited to robbery, drug selling, and sex offenses. Through the use of this technology we can safely maintain offenders in the community when previously there would be no alternative but prison or secure detention. GPS tracking has also proven successful in assisting police in investigations by providing names of potential witnesses or perpetrators that were near a crime at the time of the offense.

## 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:*

Daily RF Cellular Lease Rate	\$
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Daily Remote Alcohol Unit Lease Rate	\$
Daily GPS Equipment Lease Rate:	
Active (1 minute GPS / 1 Hour Transmit / 15 Minute impaired)	\$
Passive (1 minute GPS / 3 Hour Transmit / 30 Minute impaired)	\$
Participant Cell Phone	\$
Daily Shelf Rate over Maximum Allowed	\$

Please refer to proposal section **Equipment Lease Cost** (page 135) for Sentinel's proposed pricing.

## 5 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:*

Daily RF Cellular Lease Rate	\$2.91
Daily Remote Alcohol Unit Lease Rate	\$5.65
Daily GPS Equipment Lease Rate:	
Active (1 minute GPS / 1 Hour Transmit / 15 Minute impaired)	\$3.68
Passive (1 minute GPS / 3 Hour Transmit / 30 Minute impaired)	\$3.54
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 2-2018:

- **Affidavit (page 137)**
- **Equal Opportunity Agreement (page 140)**
- **Work Force Analysis Form (page 142)**
- **Notice Of Requirement For Affirmative Action To Ensure Equal Employment Opportunities And DBE Contract Participation (page 143)**
- **LFUCG MWDBE Participation Form (page 145)**
- **MWDBE Quote Summary Form (page 146)**
- **LFUCG Statement of Good Faith Efforts (page 147)**
- **General Provisions Form (page 150)**
- **Addendum 1 (page 154)**



## 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*

STATE OF California

COUNTY OF Orange

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

by Dennis Fuller on this the 6th day

of February, 2018.

My Commission expires: \_\_\_\_\_

*jurat attached*  
*[Signature]*

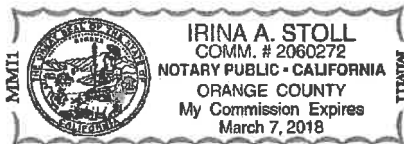
\_\_\_\_\_  
NOTARY PUBLIC, STATE AT LARGE

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

Subscribed and sworn to (or affirmed) before me on this 6th  
day of February, 2018, by Dennis Fuller

proved to me on the basis of satisfactory evidence to be the  
person(s) who appeared before me.



(Seal)

Signature WAwey

This certificate is attached to a 2 page document, dated 02/06/2018, and regarding/titled  
Affidavit, Lexington - Fayette Urban County Government.

## 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	4	3				1											
Professionals																	
Superintendents																	
Supervisors	34	11	12	1	4	2	3				1						
Foremen																	
Technicians																	
Protective Service																	
Para-																	
Office/Clerical	157	26	31	4	37	5	8		1	5	2					1	
Skilled Craft	7									4	3						
Service/Maintenan	29	4	2	7	2	12	2										
<b>Total:</b>	<b>231</b>	<b>44</b>	<b>45</b>	<b>49</b>	<b>43</b>	<b>20</b>	<b>13</b>		<b>1</b>	<b>9</b>	<b>6</b>				<b>1</b>		

Prepared by: Julie Hunt, Director HR Date: 2, 5, 2018

(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](mailto:smiller@lexingtonky.gov)

Firm Submitting Proposal: Sentinel Offender Services, LLC

Complete Address: 201 Technology Drive, Irvine, CA 92618  
**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 # RFP # 2-2018

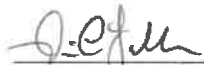
The MWDBE and/or veteran subcontractors listed have agreed to participate on this Bid/RFP/Quote. If any substitution is made or the total value of the work is changed prior to or after the job is in progress, it is understood that those substitutions must be submitted to Central Purchasing for approval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

February 6, 2018  
**Date**

 Dennis Fuller  
**Company Representative**

Chief Financial Officer  
**Title**



**MWDBE QUOTE SUMMARY FORM**  
 Bid/RFP/Quote Reference # RFP # 2-2018

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.

<b>Company Name</b> Sentinel Offender Services, LLC	<b>Contact Person</b> Ms. D.J. Williamson, Regional Sales Executive
<b>Address/Phone/Email</b> 201 Technology Drive Irvine, CA 92618 765.247.9101   dwilliamson@sentineladvantage.com	<b>Bid Package / Bid Date</b> RFP # 2-2018   Electronic Monitoring for Community Corrections   February 8, 2018

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

*D. Fuller*  
 Company Representative

February 6, 2018  
 Date

Dennis Fuller, Chief Financial Officer  
 Title

**LFUCG STATEMENT OF GOOD FAITH EFFORTS**

**Bid/RFP/Quote # RFP # 2-2018**

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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 MWDBE 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 MWDBE 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.**

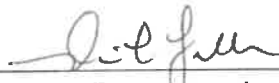
\* = Please see attached explanation of MBE/WBE Enterprise efforts.

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  
February 6, 2018

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, and Sentinel's Employee Healthcare broker, Burnham Benefits, a woman-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 \$175,000.00 office supply budget for fiscal year 2017, four percent (4%) of Sentinel's office supply budget was spent with Minority-Owned Business while six percent (6%) of our budget was spent with Women-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 Web Site 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 system, monitoring software, 24/7 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 to a delivery schedule fixed by the contract;
- (c) Late payment or nonpayment of bills for labor, materials, supplies, or equipment furnished in connection with a contract for construction services as evidenced by mechanics' liens filed pursuant to the provisions of KRS Chapter 376, or letters of indebtedness received from creditors by the purchasing agency;
- (d) Failure to diligently advance the work under a contract for construction services;
- (e) The filing of a bankruptcy petition by or against the contractor; or
- (f) Actions that endanger the health, safety or welfare of the LFUCG or its citizens.

#### B. At Will Termination


Notwithstanding the above provisions, the LFUCG may terminate this contract at will in accordance with the law upon providing thirty (30) days written notice of that intent, Payment for services or goods received prior to termination shall be made by the LFUCG provided these goods or services were provided in a manner acceptable to the LFUCG. Payment for those goods and services shall not be unreasonably withheld.

13. **Assignment of Contract:** The contractor shall not assign or subcontract any portion of the Contract without the express written consent of LFUCG. Any purported assignment or subcontract in violation hereof shall be void. It is expressly acknowledged that LFUCG shall never be required or obligated to consent to any request for assignment or subcontract; and further that such refusal to consent can be for any or no reason, fully within the sole discretion of LFUCG.
14. **No Waiver:** No failure or delay by LFUCG in exercising any right, remedy, power or privilege hereunder, nor any single or partial exercise thereof, nor the exercise of any other right, remedy, power or privilege shall operate as a waiver hereof or thereof. No failure or delay by LFUCG in exercising any right, remedy, power or privilege under or in respect of this Contract shall affect the rights, remedies, powers or privileges of LFUCG hereunder or shall operate as a waiver thereof.
15. **Authority to do Business:** The Respondent must be a duly organized and authorized to do business under the laws of Kentucky. Respondent must be in good standing and have full legal capacity to provide the services specified under this Contract. The Respondent must have all necessary right and lawful authority to enter into this Contract for the full term hereof and that proper corporate or



other action has been duly taken authorizing the Respondent to enter into this Contract. The Respondent will provide LFUCG with a copy of a corporate resolution authorizing this action and a letter from an attorney confirming that the proposer is authorized to do business in the State of Kentucky if requested. All proposals must 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  
Sentinel Offender Services, LLC

February 6, 2018  
\_\_\_\_\_  
**Date**

MAYOR JIM GRAY



**LEXINGTON**

TODD SLATIN  
DIRECTOR  
CENTRAL PURCHASING

**ADDENDUM #1**

RFP Number: #2-2018

Date: January 26, 2018

Subject: Electronic Monitoring for Community Corrections

Address inquiries to:  
Sondra Stone  
(859) 258-3320

**TO ALL PROSPECTIVE SUBMITTERS:**

**Please be advised of the following clarifications to the above referenced RFP:**

1. Q: Answers and amendments in response to questions are essential to proposers. As such, to allow ample time for integration of amendments/answers, will you please extend the proposal due date a minimum of two (2) weeks from the distribution of the final amendment/answers? **RFP opening is extended to February 8, 2018, 2:00 pm.**
2. Q: Who is the incumbent vendor for each of the specified technology/service types?
  - a. Radio Frequency Monitoring? **Not used**
  - b. Alcohol Monitoring? **STOP (Satellite Tracking Of People)**
  - c. GPS Tracking, One Piece? **STOP**
  - d. GPS Tracking, Two Piece? **Not used**
3. Q: Can you please provide the current manufacturer/model used for each of the specified technology/service types?
  - a. Radio Frequency Monitoring? **Not used**
  - b. Alcohol Monitoring? **We have yet to use one**
  - c. GPS Tracking, One Piece? **STOP BLUtag**
  - d. GPS Tracking, Two Piece? **Not used**



4. Q: What are the current number of units in use on participants for each of the specified technology/service types?
- Radio Frequency Landline =   0   units currently in use on participants
  - Radio Frequency Cellular =   0   units currently in use on participants
  - Alcohol Monitoring =   0   units currently in use on participants
  - Passive GPS Monitoring, One Piece =   0   units currently in use on participants
  - Passive GPS Monitoring, Two Piece =   0   units currently in use on participants
  - Active GPS Monitoring, One Piece =  57  units currently in use on participants
  - Active GPS Monitoring, Two Piece =   0   units currently in use on participants
5. Q: The Selection Criteria indicates in #6 that a maximum of 5 points will be awarded for the degree of local employment. This RFP does not require local staffing and is designated as the leasing of equipment and monitoring services thus not requiring the utilization of local employees. How can and will the Selection Committee determine if a contractor should be awarded the points designated as a part of this particular item? Would the Division please consider removing this from the Evaluation Criteria? **The criteria will not be removed. Points will be awarded if the vendor has local offices and/or employees.**
6. Q: MWDBE Participation Goals, Section A. General, items #3 and #5 call for a request of each bidder to include in its bid a 10% participation goal for MWDBE and a 3% participation goal for Veteran-Owned Businesses. Section D. Obligation of Bidder for Good Faith Efforts, provides that each bidder shall make a Good Faith Effort to achieve the Participation Goals for MWDBE and Veteran-Owned subcontractors/suppliers.
- Does the incumbent contractor utilize MBE/WBE as part of the incumbent contract and, if so, for what specific services? We have no knowledge of the current providers MBE/WBE participation. **Yes, the awarded contractor must make the Good Faith Effort to subcontract services to minority, women and veteran-owned businesses. The awarded contractor will need to identify the scope of work that can be subcontracted to minority, women and veteran-owned businesses. Please contact Sherita Miller, MBE Liaison, [smiller@lexingtonky.gov](mailto:smiller@lexingtonky.gov) or 859-258-3323 for a list of MBE/WBE/VOSB for a particular commodity and/or service.**
  - Since this RFP does not require local staffing and is designated as the leasing of equipment and monitoring services thus not requiring the utilization of any subcontractors/suppliers, how will this information be used in determining satisfactory compliance with the requirements? **See response to question 5**
7. Section B. General Terms and Provisions, item #7 Conditions of Materials & Packaging, states that items offered shall be new and in first class condition. Will the current vendor be held to this same standard and required to provide new equipment if re-awarded? **Yes**
8. Section C. Minimum Vendor Qualifications, item #2 references an on-site host computer. However, Section D. General System Requirements, Item #9 references a web-based interface. Can you please confirm if the County is seeking proposals to include an on-site host computer or if the County is seeking a web-based interface for access to the monitoring software/application? **Section C refers**



to the Vendor having an on-site host computer. We must, at minimum, have access to a web-based interface to access participant information.

9. Section D. General System Requirements, item #10 references providing expert testimony if needed in Court proceedings. Can you please provide the number of times in the last 12 months that on-site expert testimony was required by the Courts? **None**
10. Section E. GPS System Specifications, item #1 references the availability of a single piece GPS unit as well as 2-piece unit. Section I. GPS Tracking Unit Specifications, item #3, indicates that the GPS tracking unit device should be a one-piece unit and fit on the offender's ankle. Can you please clarify if the County is seeking just a one-piece GPS tracking unit or if the County is seeking both a one-piece GPS unit and a 2-piece tracking unit? **We currently use a one-piece unit and would prefer to stay with that.**
11. Section E. GPS System Specifications, item #2 requires the vendor to provide the option of cell phones for use by the program participants in order for the division to make contact with them.
  - a. Does the Division currently utilize this service with the incumbent vendor? **It is an option but is not currently in use.**
  - b. If yes, approximately how many cell phones are in use with participants on a daily basis?
  - c. What is the current carrier and model used by the incumbent vendor?
12. Section I. GPS Tracking Unit Specification, item #8 requests that the vendor indicate if the battery is replaceable in the field or if it needs to be returned to the vendor for replacement. Item #16 indicates that the battery should have a field replaceable battery. Since field replaceable batteries for GPS tracking units is not available with all manufacturers, would the County please consider removing Item #16 and utilize item #8 with the vendor indicating the replacement requirements for the battery in their GPS tracking device? **We would prefer to have a non-field replaceable battery and would prefer to send the unit back to the vendor for battery replacement.**
13. Section E. Ankle Transmitter RF, item #9 states that the transmitter "shall" have a field replaceable battery and not require replacement of the strap. Could the County please consider modifying this requirement from "shall" to read as the County's preference would be to have a field replaceable battery that would not require replacement of the strap? **We would prefer not to use RF equipment at all.**
14. Section E. Ankle Transmitter RF, item #11 states that the transmitter "shall" allow for automatic reset of tamper status. Could the County please consider modifying this requirement from "shall" to read as the County's preference would be to have an automatic reset of tamper status? **We would prefer not to use RF equipment at all.**
15. Section J. Monitoring Center Services, item #11 states that the Monitoring Center will be responsible for addressing alerts. Can you please clarify what is meant by "addressing" an alert? Can you please provide a copy of the current alert protocols in order to better understand the needs of the Division? The Monitoring Center would address the minor alerts (Inclusion Zone alert, No GPS, No



Communication, etc.) by first checking the validity of the alert. For an Inclusion Zone alert, checking to see if it is a drift or if the participant has a schedule in the system but left a few minutes early or returned a few minutes late BEFORE notifying the on-call officer in an attempt to reduce the workload during non-business hours. **The current alert protocols are the internal policy of the vendor..**

16. In Section R. Equipment Lease Cost, there is nowhere to enter pricing for Daily RF Landline Lease Rate. Does the Division wish to receive pricing for RF Landline equipment? **We do not wish to use RF equipment.**
17. In the Evaluation Criteria Section, item #6 indicates that a maximum of 5 points will be awarded for the Degree of Local Employment. This RFP does not require local staffing and is designated as the leasing of equipment and monitoring services thus not requiring the utilization of local employees. How can and will the Selection Committee determine if a contractor should be awarded the points designated as a part of this particular item? Would the Division please consider removing this from the Evaluation Criteria? **This has been asked and answered in question #5**
18. Section E -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." With newer technologies available for notification, including email, pager, cell phone, and mobile application notification solutions, facsimile notification is out-of-date, older technology and generally not required. Would the County consider removing the fax notification requirement? **Yes, we will remove the fax notification requirement. We currently do not use any fax notifications.**
19. Section I – Item 1. "Vendor may offer GPS tracking units, which can be tracked utilizing a smart phone. One (1) smart phone for alert notification, tracking, and contact with participants may be made available to the Division at no additional cost." Would the County please specify whether there is a specific type of phone required, i.e. Android or ios? **There is no specific phone or operating system required, however it would be nice to be able to have a larger screen to be able to use the features of tracking a participate, or looking up the information on them rather than say the screen size of a iPhone 5.**
20. Item 15. "Each GPS tracking unit must be able to be electronically matched to any base station in the field-by-field personnel." This requirement seems specific to two-piece GPS devices. Would the County consider removing this specification or accept alternate responses for one-piece GPS devices? **We currently use a one-piece GPS unit.**
21. Item 16. "The GPS tracking unit should have a field replaceable battery. The battery should last for one year. Replacement batteries are at the expense of the Vendor." In this section, the division is requiring a field replaceable battery; however, in Item 8 in the same section, the vendor is asked to indicate whether or not the battery is field replaceable and just requires that the battery be able to hold a charge for at least 24 hours. In order to provide clarification and consider competitive



options, would the County please remove the requirement for a field-replaceable battery or modify the specification to allow for optional solutions that still meet the County's needs? **We could remove the requirement based on what other solutions were given to assist with Battery Replacement. We would be open to idea to see other options available to meet the needs.**

- 22. Section D - 6. "The Vendor shall appoint a project manager who will also act as a contact and liaison for the Division." Does the County require a full-time, physical employee to be located in an office on-site? **We do not expect them to be on site. However, we do expect them to have a designated person for the contract who is familiar with the contract and the facility and can respond to issues in a timely fashion.**

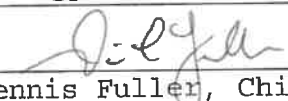


Todd Slatin, Director  
Division of Central Purchasing

All other terms and conditions of the RFP and specifications are unchanged. This letter should be signed, attached to and become a part of your submittal.

COMPANY NAME: Sentinel Offender Services, LLC

ADDRESS: 201 Technology Drive, Irvine, CA 92618

SIGNATURE OF BIDDER:   
Dennis Fuller, Chief Financial Officer



## **7 SUPPORTING DOCUMENTATION**

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

- **Sentinel ISO 9001:2008 Certification (page 160)**
- **Dunn And Bradstreet Credit Rating (page 161)**
- **Audited Financial Report – CONFIDENTIAL (page 165)**
- **Product and Service Brochures (page 200)**



**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-ASQ National Accreditation Board attests that:

**SENTINEL OFFENDER SERVICES, LLC**  
**201 TECHNOLOGY DRIVE**  
**IRVINE, CA 92618**

with a scope of:

**PROVISION OF ELECTRONIC MONITORING SERVICES**

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

**ISO 9001:2015**

ASR Certificate Number: **4234**  
Date of Certification: **August 17, 2017**  
Date of Certification Expiration: **September 1, 2019**  
Date of Initial Registration: **September 19, 2010**  
Revision:  
Re-Issue Date:

*Richelle Kuntzi*  
\_\_\_\_\_  
President

**CERTIFICATE OF REGISTRATION**