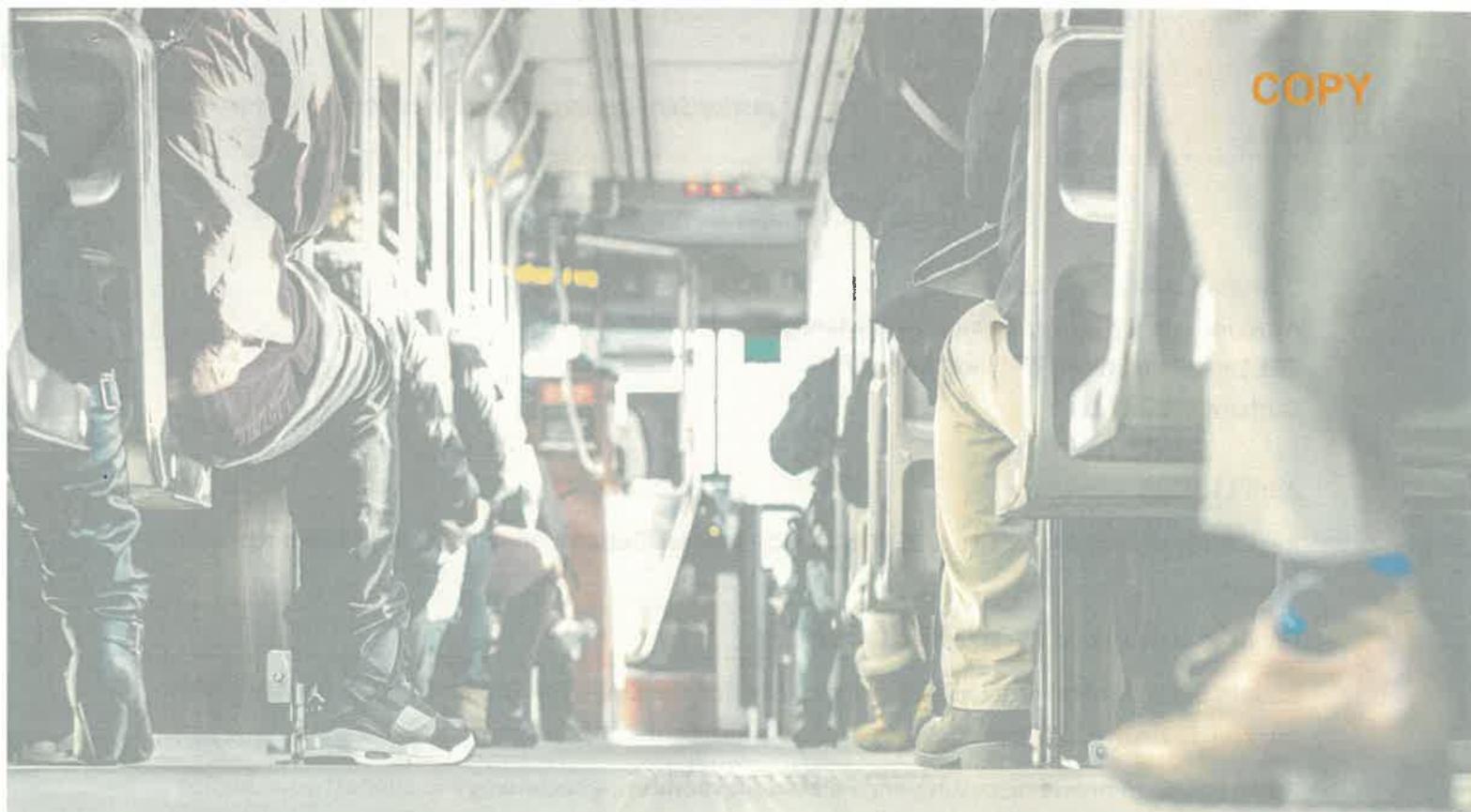


COPY



## PROPOSAL FOR



**DURHAM COUNTY NC**  
Live. Grow. Thrive.

Justice Services Department  
Electronic Monitoring Services

RFP No. 25-035



**Buddi US, LLC**

2536 Countryside Blvd., 4<sup>th</sup> Floor

Clearwater, FL 33763

**Kyle Chapin, President Buddi US**

P: 727.510.8022      E: [Kyle@buddi.us](mailto:Kyle@buddi.us)

**Kevin Yarboro, Business Development Manager**

P: 727.243.3569      E: [Kevin.Yarboro@buddi.us](mailto:Kevin.Yarboro@buddi.us)

**buddi**®



Durham County Purchasing Division  
Attn: Jonathan Hawley, Procurement Manager  
201 East Main Street, 7<sup>th</sup> Floor, Room 703  
Durham, NC 27701

April 11, 2025

Re: County of Durham's RFP no. 25-035 Justice Services Department Electronic Monitoring Services

Dear Mr. Hawley and the Selection Committee,

Buddi US, LLC is pleased to submit our proposal for the County of Durham's ("the County") RFP no. 25-035 Justice Services Department Electronic Monitoring Services.

Buddi has been providing cutting-edge electronic monitoring technology to support your Justice Services Department and Pretrial Services programs and values the partnership very much. We honor the opportunity to contribute to the important work being done in the County and are proud to deliver some of the latest advancements in electronic monitoring solutions.

Buddi remains committed to innovation, reliability, and service, and we hope to continue and expand this successful partnership through the current Request for Proposals.

Thank you for the opportunity to submit a proposal. We look forward to the possibility of continuing to serve the County.

Sincerely,  
Kyle Chapin

President – Buddi US  
Buddi US, LLC



Durham County Purchasing Division  
Attn: Jonathan Hawley, Procurement Manager  
201 East Main Street, 7<sup>th</sup> Floor, Room 703  
Durham, NC 27701

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Sincerely,  
Kyle Chapin

President – Buddi US  
Buddi US, LLC

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## **REQUEST FOR PROPOSALS**

### **Justice Services Department Electronic Monitoring Services** **RFP No. 25-035**

**ISSUE DATE:**

**02/27/2025**

**ISSUING DEPARTMENT:**

**County of Durham Purchasing Division of Finance  
201 East Main Street, 7th Floor, Room 703  
Durham, NC 27701**

Sealed proposals will be received until 2:00 P.M., Eastern Time on April 8, 2025. The purpose and intent of the Request for Proposals (RFP) is to solicit proposals from qualified firms to provide **Electronic Monitoring services for Justice Services Department Pretrial Services to meet the needs of the current Scope of Services.**

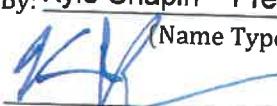
All inquiries concerning the Scope of Services, Proposal Submission Requirements or Procurement Procedures should be directed to:

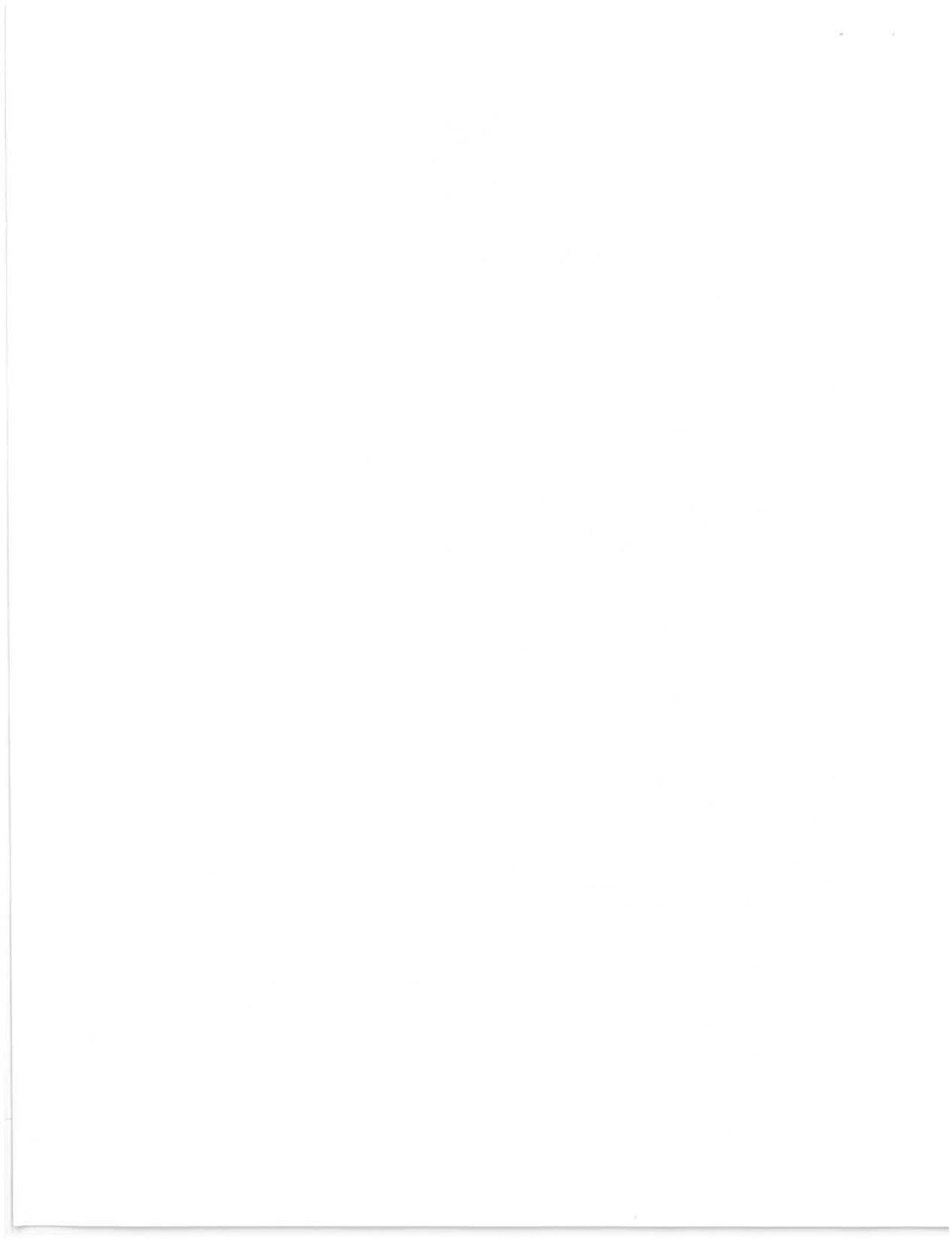
**Procurement Manager: Jonathan Hawley  
Purchasing Division  
Email: [purchasinggroup@dconc.gov](mailto:purchasinggroup@dconc.gov)  
Telephone: 919-560-0056**

Sealed proposals shall be mailed and/or hand delivered to the Issuing Department shown above, and the envelope shall bear the name and number of this Request for Proposals (RFP). It is the sole responsibility of the Proposer to ensure that his/her Proposal reaches the Purchasing Division by the designated date and hour indicated above.

**In compliance with this Request for Proposals and to all the terms and conditions imposed herein, the undersigned offers and agrees to furnish the goods and services described in accordance with the attached signed proposal.**

Firm Name: Buddi US  
Address: 2536 Countryside BLvd,  
4th Floor, Clearwater FL 33763  
Phone: 727.510.8022

Date: 4/11/25  
By: Kyle Chapin – President Buddi US  
(Name Typed/Printed)  
  
(Signature in Ink)



**Attachment A**



**PROPOSAL FORM**  
**Justice Services Department Electronic Monitoring Services**  
**RFP No. 25-035**

In accordance with the attached instructions, terms, conditions, and Scope of Services we submit the following proposal to the County of Durham.

**TOTAL PROPOSED COST**

\$ 5.80

FIVE DOLLARS AND EIGHTY CENTS (USD)

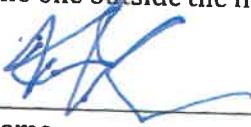
*(Total Proposed Cost in Writing)*

**The above Total Proposed Cost should be based on being awarded the entire project.**

I certify that the contents of this proposal are known to no one outside the firm, and to the best of my knowledge all requirements have been complied with.

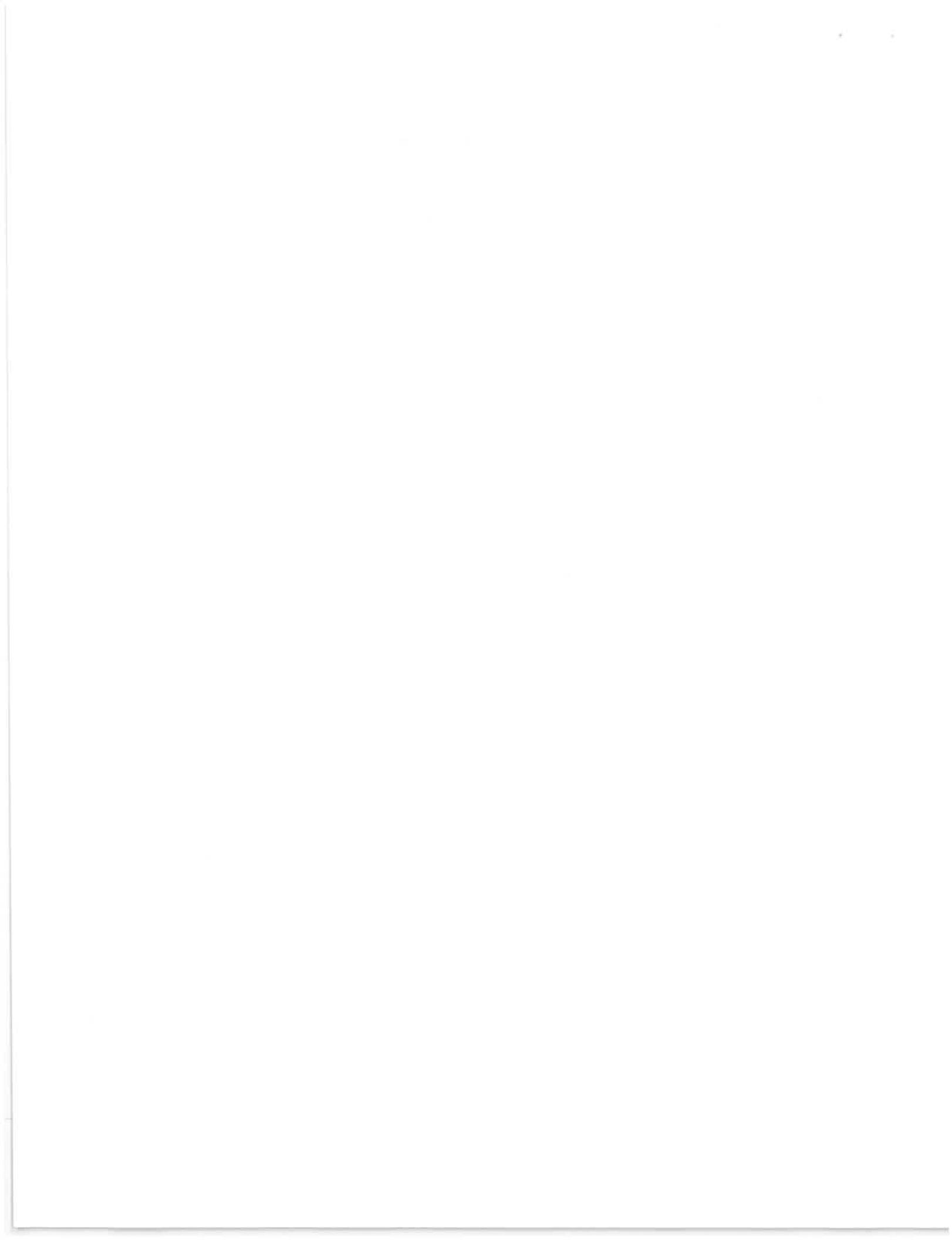
Date: 4/11/25

Authorized Signature:

  
Name

Kyle Chapin, President Buddi US  
Title

Buddi US, LLC  
Firm Name



**Attachment B**

**NO PROPOSAL REPLY FORM**

TO: Durham County  
Purchasing Division  
201 East Main Street, 7th Floor  
Durham, NC 27701

PROPOSAL #: **RFP NO. 25-035**

PROPOSAL TITLE: **JSD EM Services**

To assist us in obtaining good competition on our Request for Proposals, we ask that each firm that has received an invitation, but does not wish to submit a proposal, state their reason(s) below and return to this office. This information will not preclude receipt of future invitations unless you request removal from the Bidders' List by so indicating below, or do not return this form or bona fide proposal.

Unfortunately, we must offer a "No Proposal" at this time because:

- 1. We do not wish to participate in the proposal process.
- 2. We do not wish to submit a proposal under the terms and conditions of the Request for Proposal document. Our objections are:  
  
\_\_\_\_\_  
\_\_\_\_\_

- 3. We do not feel we can be competitive.
- 4. We cannot submit a Proposal because of the marketing or franchising policies of the manufacturing company.
- 5. We do not wish to sell to the Durham County. Our objections are:  
  
\_\_\_\_\_  
\_\_\_\_\_

- 6. We do not sell the items/services on which Proposals are requested.

- 7. Other: \_\_\_\_\_  
  
\_\_\_\_\_  
\_\_\_\_\_

**FIRM NAME**

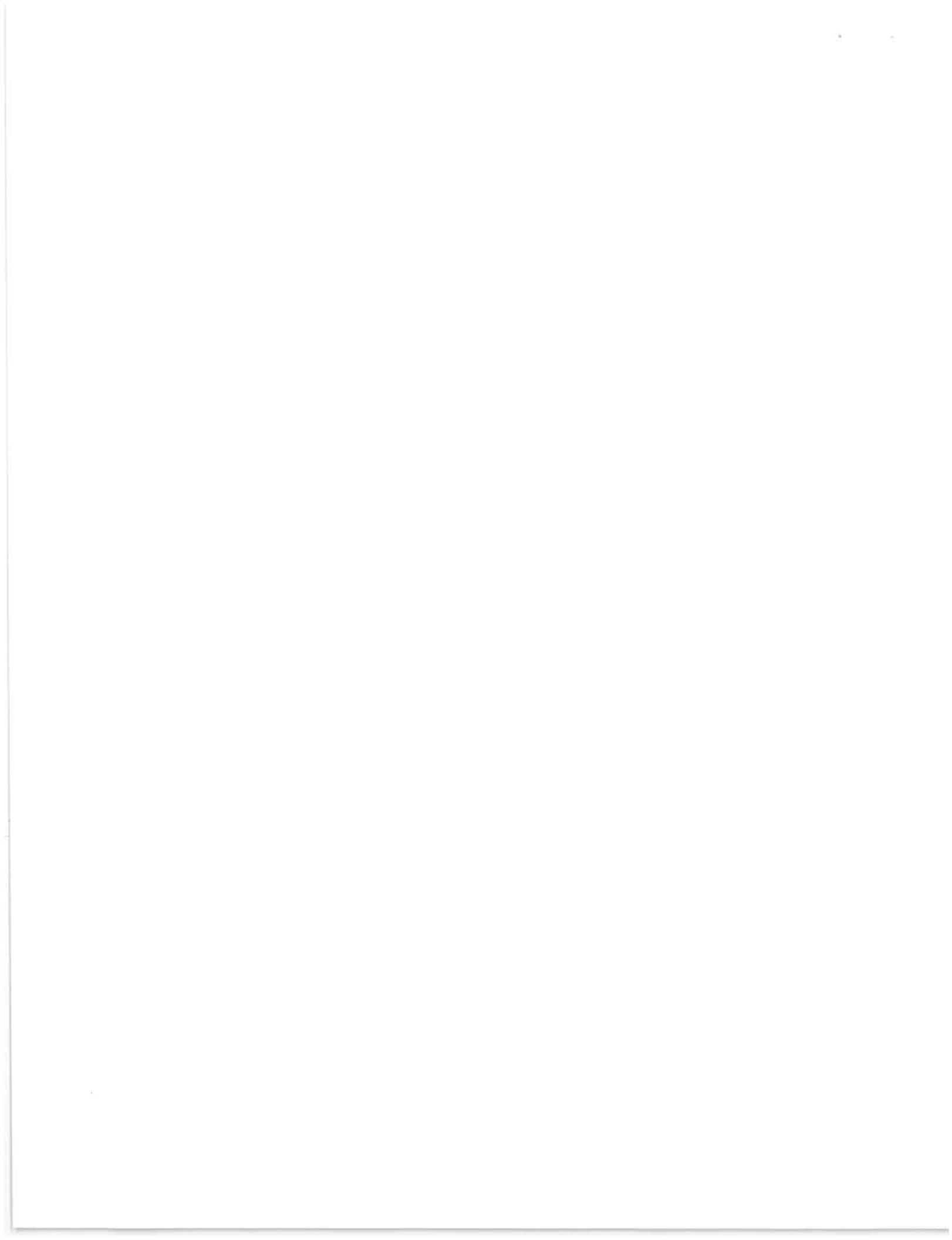
**DATE**

**SIGNATURE**

**PHONE**

We wish to remain on the Bidders' List.

We wish to be deleted from the Bidders' List.



**Attachment C**

**ADDENDUM ACKNOWLEDGEMENT**  
**Justice Services Department Electronic Monitoring Services:**  
**RFP No. 25-035**

Receipt of the following Addendum is acknowledged:

Addendum no. 1 Date March 11, 2025

Addendum no. 2 Date March 21, 2025

Addendum no. 3 Date March 21, 2025

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

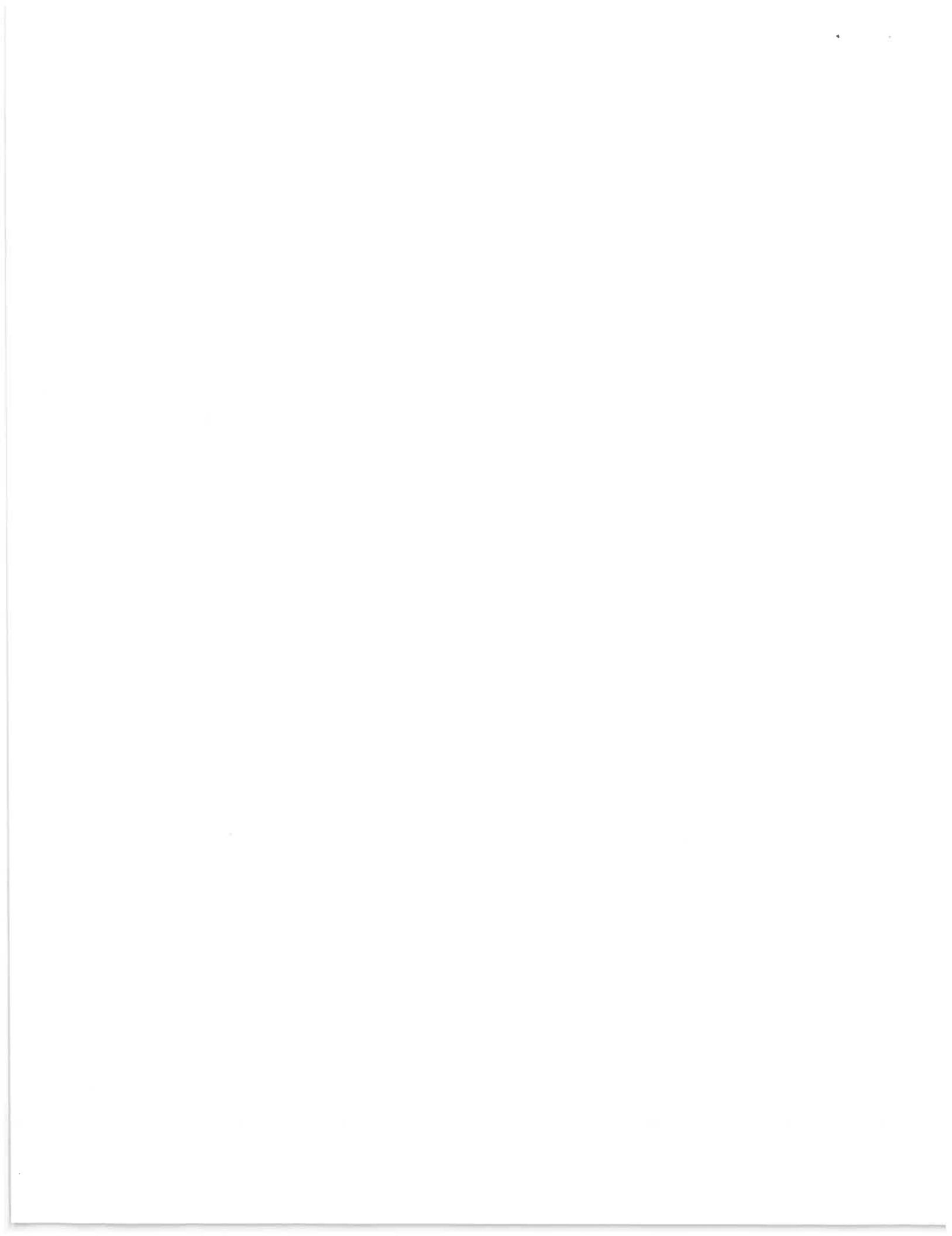
Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

  
\_\_\_\_\_  
Signature \_\_\_\_\_ Date: 4/11/25

Kyle Chapin  
(Print Name) \_\_\_\_\_

\_\_\_\_\_  
President Buddi US  
Title \_\_\_\_\_

Buddi US, LLC  
Name of Firm \_\_\_\_\_



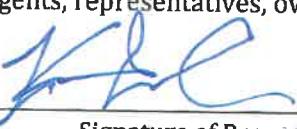
**Attachment D**

**NON-COLLUSION AFFIDAVIT**

State of North Carolina  
County of Durham

Kyle Chapin being first duly sworn, deposes and says that:

1. He/She is the President of Buddi US, LLC the Proposer that has submitted attached proposal;
2. He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
3. Such Proposal is genuine and is not a **collusive or sham** Proposal;
4. Neither the said Proposer nor any of its officers, partners, owners agents, representatives, employees or parties of interest, including this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer, firm or person to submit a **collusive or sham** Proposal in connection with the contract for which the attached Proposal has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached Proposal or of any other Proposer, or to fix any overhead, profit or cost element of the Proposal price of any other Proposer or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Durham or any person interested in the proposed contract; and
5. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.



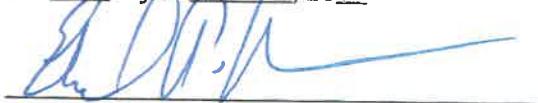
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Signature of Proposer

4/11/25

Date

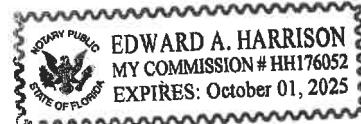
Subscribed and sworn before me,  
this 11 day of April, 2025



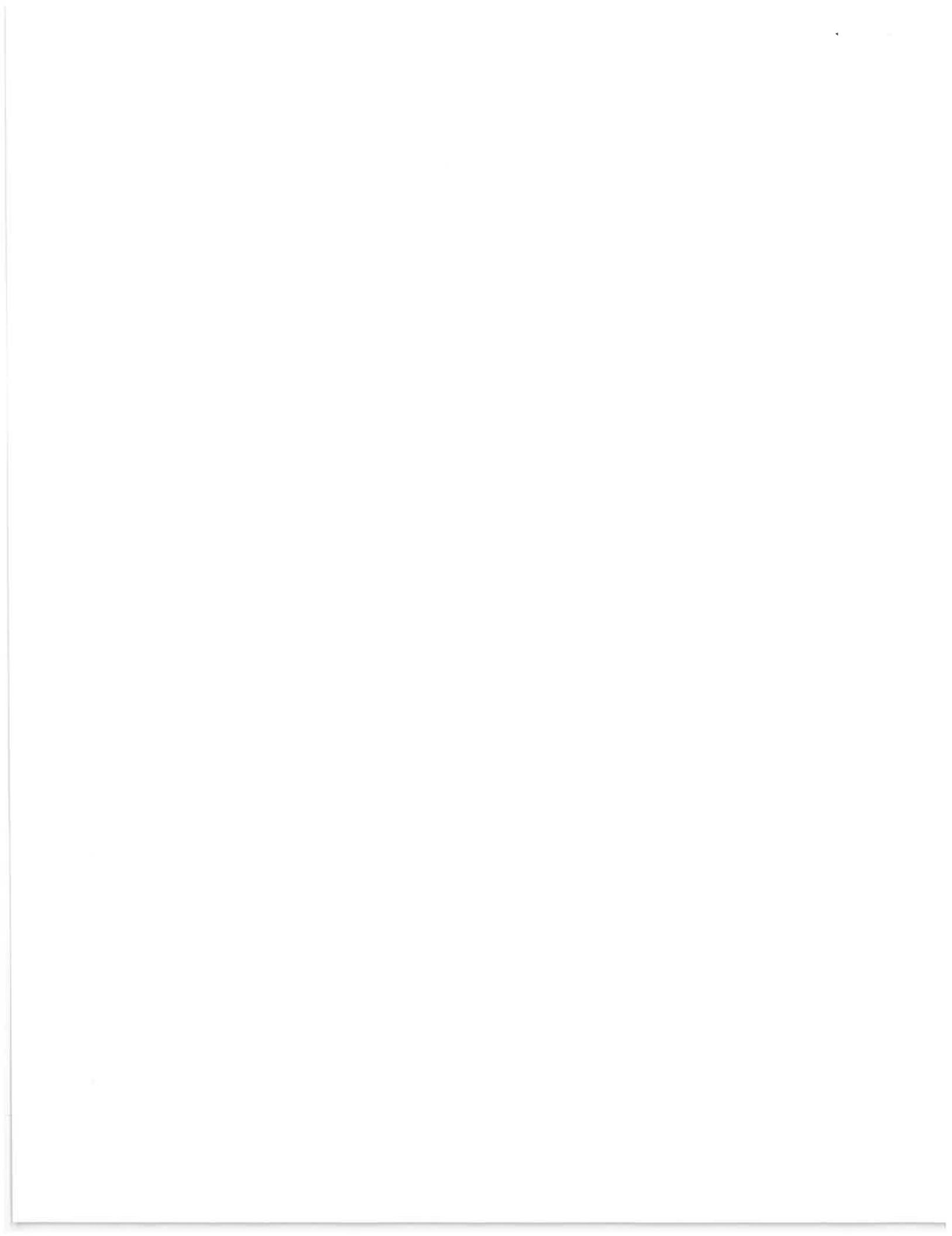
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Notary Public

(Seal)



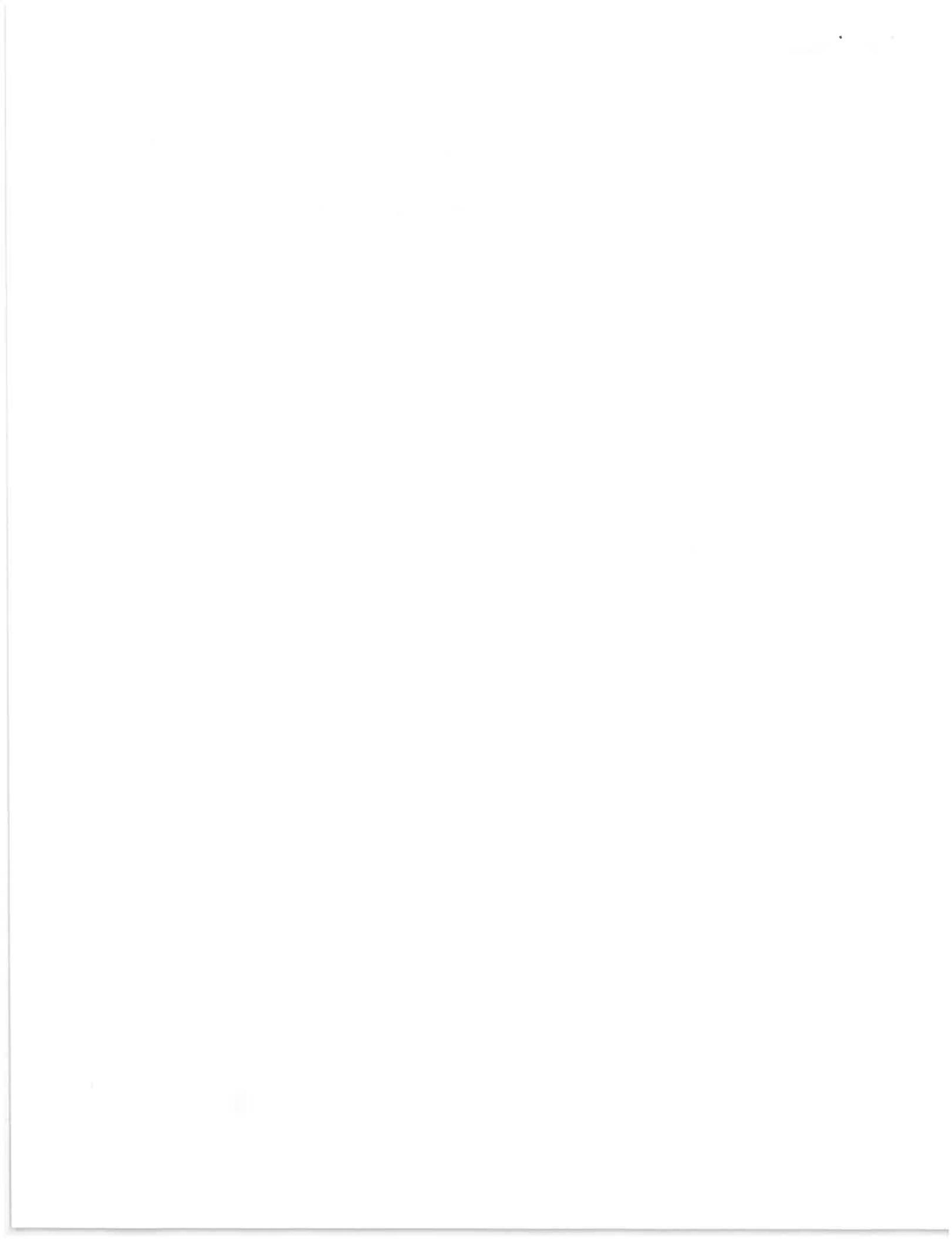
Notary Public  
My Commission Expires: 10/1/25



## **MWBE FORMS**

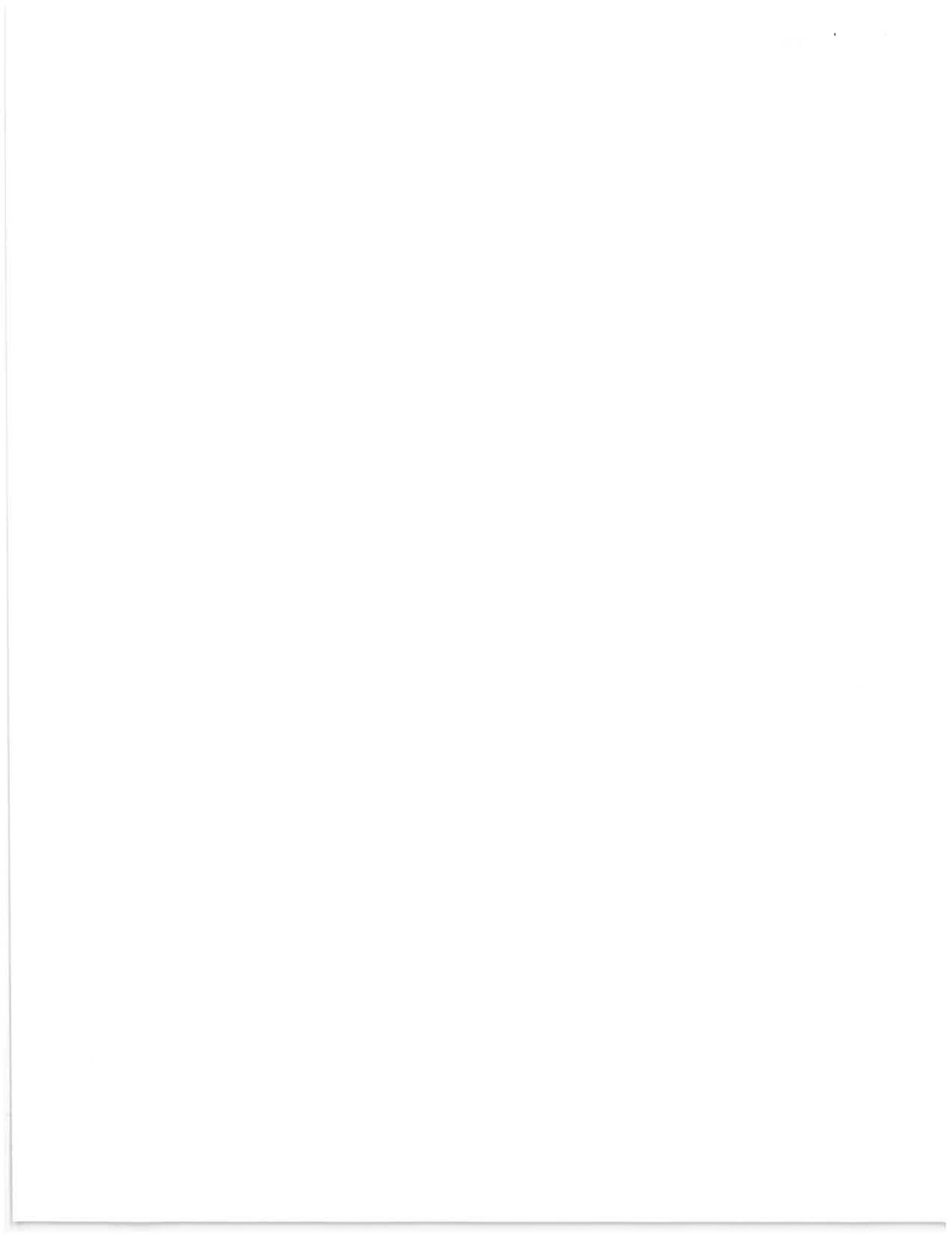
**(Affidavits A-D and Appendix E)**

**Please see Tab 7 – MWBE Participation in our proposal to understand the nature of our MWBE efforts as it pertains to doing work with the County.**



**VENDOR APPLICATION & W-9**

Buddi W-9 is on file.



## Affidavit A

### ATTACH TO BID

#### State of North Carolina AFFIDAVIT A - List of the Good Faith Effort

#### COUNTY OF DURHAM

Affidavit of Buddi US, LLC

(Name of Bidder)

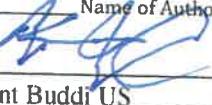
I have made a good faith effort to comply under the following areas checked:  
(A minimum of 5 areas must be checked in order to have achieved a "good faith effort")

- 1-Contacted minority businesses that reasonably could have expected to submit a quote and that were known to the contractor, or available on State or local government-maintained lists, at least 10 days before the bid date and notified them of the nature and scope of the work to be performed.
- 2-Made the construction plans, specifications and requirements available for review by prospective minority businesses or providing these documents to them at least 10 days before the bids are due.
- 3-Broken down or combined elements of work into economically feasible units to facilitate minority participation.
- 4-Worked with minority trade, community, or contractor organizations identified by the Office of Historically Underutilized Businesses and included in the bid documents that provide assistance in recruitment of minority business.
- 5-Attended pre-bid meetings scheduled by the public owner.
- 6-Provided assistance in getting required bonding or insurance or provided alternatives to bonding or insurance for subcontractors.
- 7-Negotiated in good faith with interested minority businesses and did not reject them as unqualified without sound reasons based on their capabilities. Any rejection of a minority business based on lack of qualification should have the reasons documented in writing.
- 8-Provided assistance to an otherwise qualified minority business in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letters of credit, including waiving credit that is ordinarily required. Assisted minority businesses in obtaining the same unit pricing with the Bidder's suppliers in order to help minority businesses in establishing credit.
- 9-Negotiated joint venture and partnership arrangements with minority businesses in order to increase opportunities for minority business participation on a public construction or repair project when possible.
- 10-Provided quick pay agreements and policies to enable minority contractors and suppliers to meet cashflow demands.

In accordance with GS 143-128.2(d) the undersigned will enter into a formal agreement with the firms listed in the Identification of Minority Business Participation schedule conditional upon execution of a contract with the Owner. Failure to abide by this statutory provision will constitute a breach of the contract.

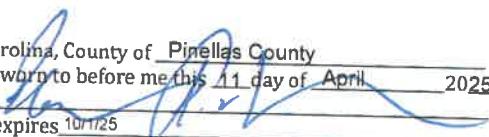
The undersigned hereby certifies that he or she has read the terms of the minority business commitment and is authorized to bind the bidder to the commitment herein set forth.

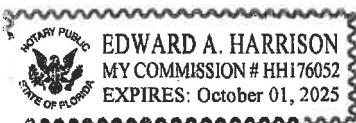
Date: 4/11/25 Name of Authorized Officer: Kyle Chapin

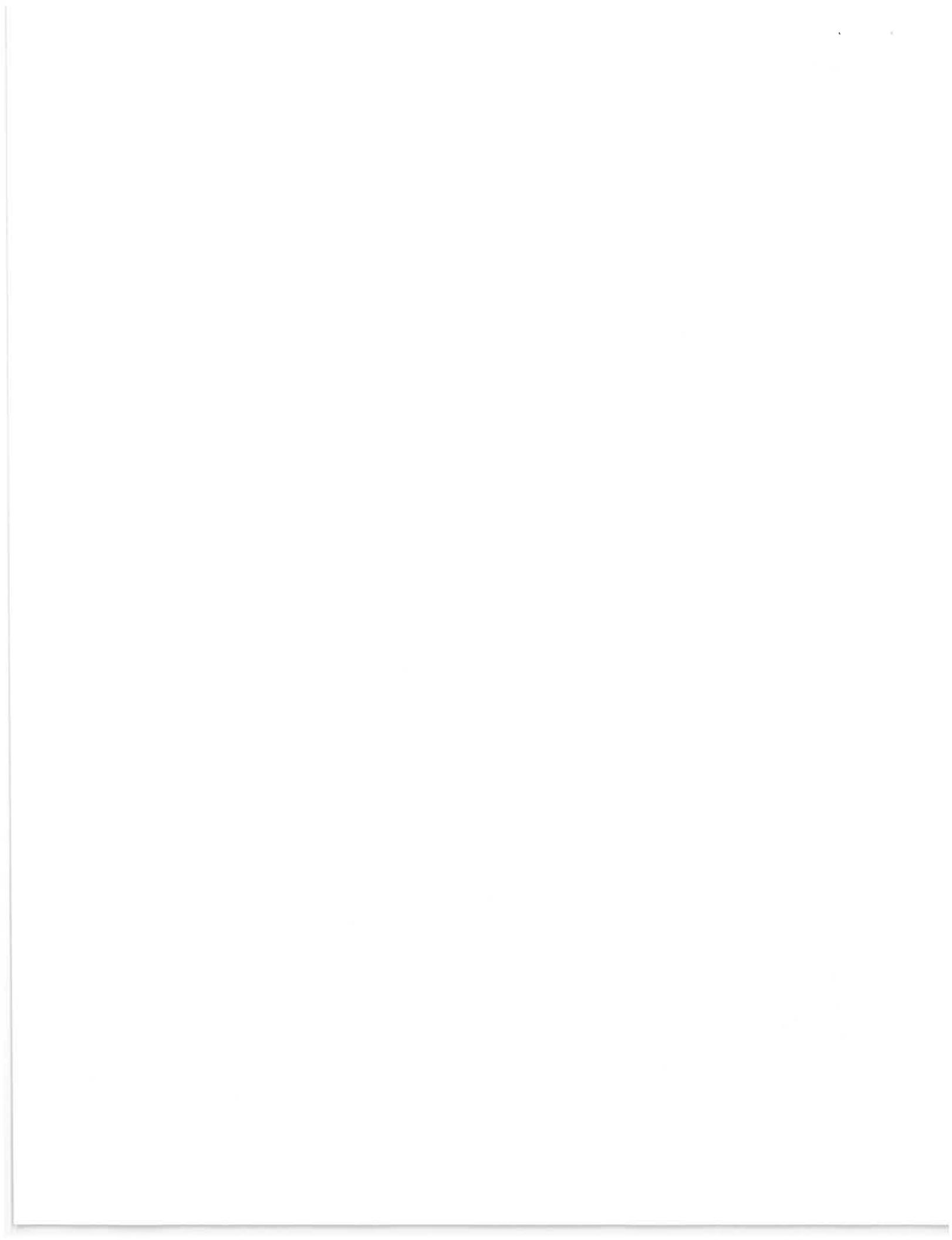
Signature: 

Title: President Buddi US

SEAL

State of Florida  
State of North Carolina, County of Pinellas County  
Subscribed and sworn to before me this 11 day of April 2025  
Notary Public   
My commission expires 10/17/25





**Affidavit B**

**ATTACH TO BID - IF YOU ARE NOT UTILIZING SUBCONTRACTORS**

**State of North Carolina AFFIDAVIT B - Intent to Perform Contract with Own Workforce**

**COUNTY OF DURHAM**

Affidavit of Buddi US, LLC

(Name of Bidder)

I hereby certify that it is our intent to perform 100% of the work required for  
he REQUEST FOR PROPOSALS: Justice Services Department Electronic Monitoring Services contract.  
RFP No. 25-035  
(Name of Project)

In making this certification, the Bidder states that the Bidder does not customarily subcontract elements of this type project, and normally performs and has the capability to perform and will perform all elements of the work on this project with his/her own current work forces; and agrees to provide any additional information or documentation requested by the owner in support of the above statement.

The undersigned hereby certifies that he or she has read this certification and is authorized to bind the Bidder to the commitments herein contained.

Date: 4/1/25

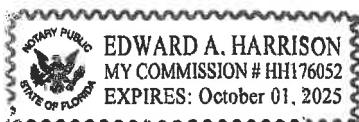
Name of Authorized Officer: Kyle Chapin

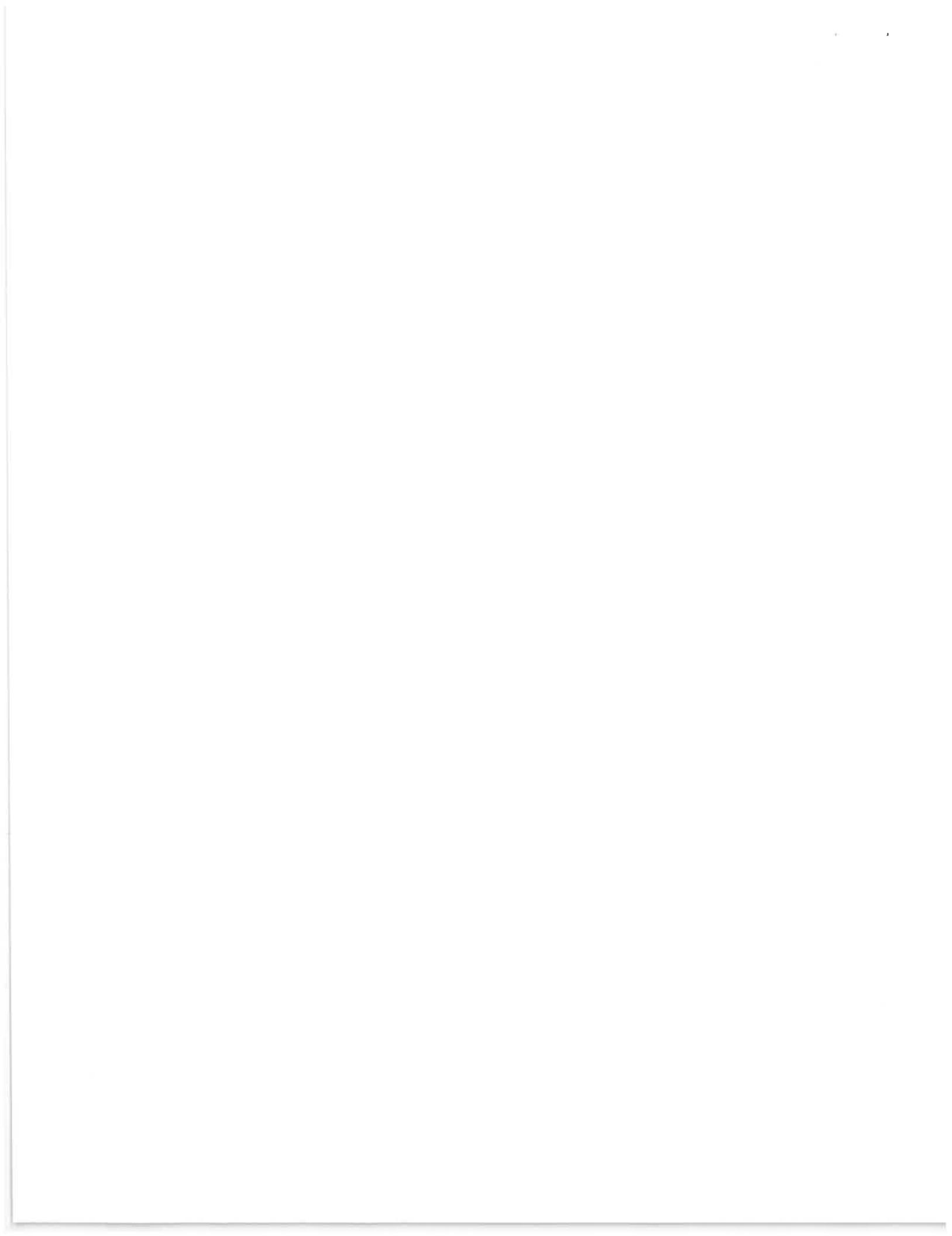
Signature: 

Title: President Buddi US

SEAL

FLORIDA  
State of North Carolina, County of PINELLAS  
Subscribed and sworn to before me this 11<sup>th</sup> day of APRIL 2025  
Notary Public EDWARD A. HARRISON  
My commission expires 10/1/25





**Affidavit C****ATTACH TO BID - IF YOU HAVE MWBE PARTICIPATION****State of North Carolina AFFIDAVIT C - Portion of the Work to be Performed by Minority Firms****COUNTY OF DURHAM**

Durham County Goals for MWBE Participation in the Procurement of Goods, Services and Construction

Categories	Construction	Architect/ Engineer	Services	Goods	MWBE Availability % (Median Availability)
Black American	14.6	9.8	10.9	2.8	10.4%
Asian American	1.3	3.0	1.1	.43	1.3%
Hispanic American	4.2	1.8	1.1	.43	1.5%
American Indian	.65	.75	1.0	.5	.70%
White Female	13.8	11.0	9.5	7.1	10.3%
<b>Overall MWBE Participation Goal =</b>					<b>25.0%</b>

Affidavit of Buddi US, LLC I do hereby certify that on the  
(Name of Bidder)

REQUEST FOR PROPOSALS: Justice Services Department Electronic Monitoring Services  
RFP No. 25-035 (Project Name)

Project ID No. 25-035 Amount of Bid \$ 135,720.00

I will expend a minimum of \_\_\_\_\_ % of the total dollar amount of the contract with minority businesses enterprises. Work will be subcontracted to the following firms listed below. Attach additional sheets if needed.

Firm Name (Street Address/Zip/Telephone)	*Minority Category	Work Description	Dollar Value	Percentage of Goal

\*Minority categories: Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

Pursuant to GS 143-128.2(d), the undersigned will enter into a formal agreement with Minority Firms for work listed in this schedule conditional upon execution of a contract with the Owner. Failure to fulfill this commitment may constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: 4/11/25 Name of Authorized Officer: Kyle Chapin

Signature: 

Title: President Buddi US

State of Florida

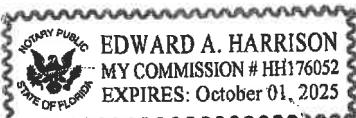
State of North Carolina, County of Pinellas

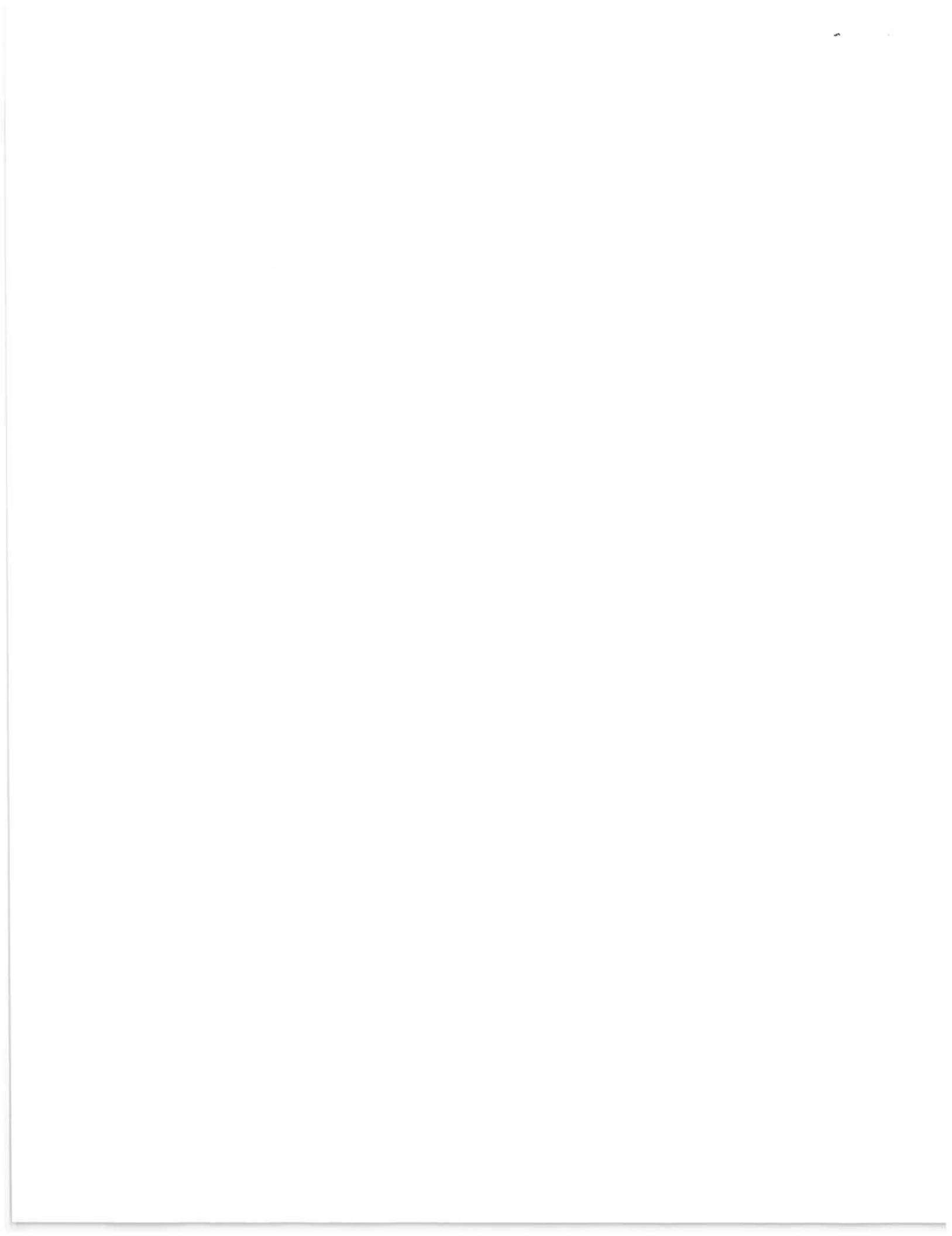
Subscribed and sworn to before me this 11 day of April 2025

Notary Public

My commission expires 10/1/25

SEAL





**DO NOT SUBMIT WITH THE BID**

**DO NOT SUBMIT WITH THE BID**

**DO NOT SUBMIT WITH THE BID**

**(NOTE: This form is to be submitted only by the apparent lowest responsible, responsive bidder.)**

If you do not meet the MWBE Goal, the Bidder shall provide the following documentation of his Good Faith Efforts within 72 hours after notification of being the low bidder.

**State of North Carolina AFFIDAVIT D - Good Faith Efforts  
COUNTY OF DURHAM**

Durham County Goals for MWBE Participation in the Procurement of goods, Services, and Construction

Categories	Construction	Architect/ Engineer	Services	Goods	MWBE Availability % (Median Availability)
Black American	14.6	9.8	10.9	2.8	10.4%
Asian American	1.3	3.0	1.1	.43	1.3%
Hispanic American	4.2	1.8	1.1	.43	1.5%
American Indian	.65	.75	1.0	.5	.70%
White Female	13.8	11.0	9.5	7.1	10.3%
<b>Overall MWBE Participation Goal =</b>					<b>25.0%</b>

Affidavit of \_\_\_\_\_

(Name of Bidder)

I do certify the attached documentation as true and accurate representation of my good faith efforts.

I will expend a minimum of \_\_\_\_% of the total dollar amount of the contract with minority businesses enterprises. Work will be subcontracted to the following firms listed below. Attach additional sheets if needed.

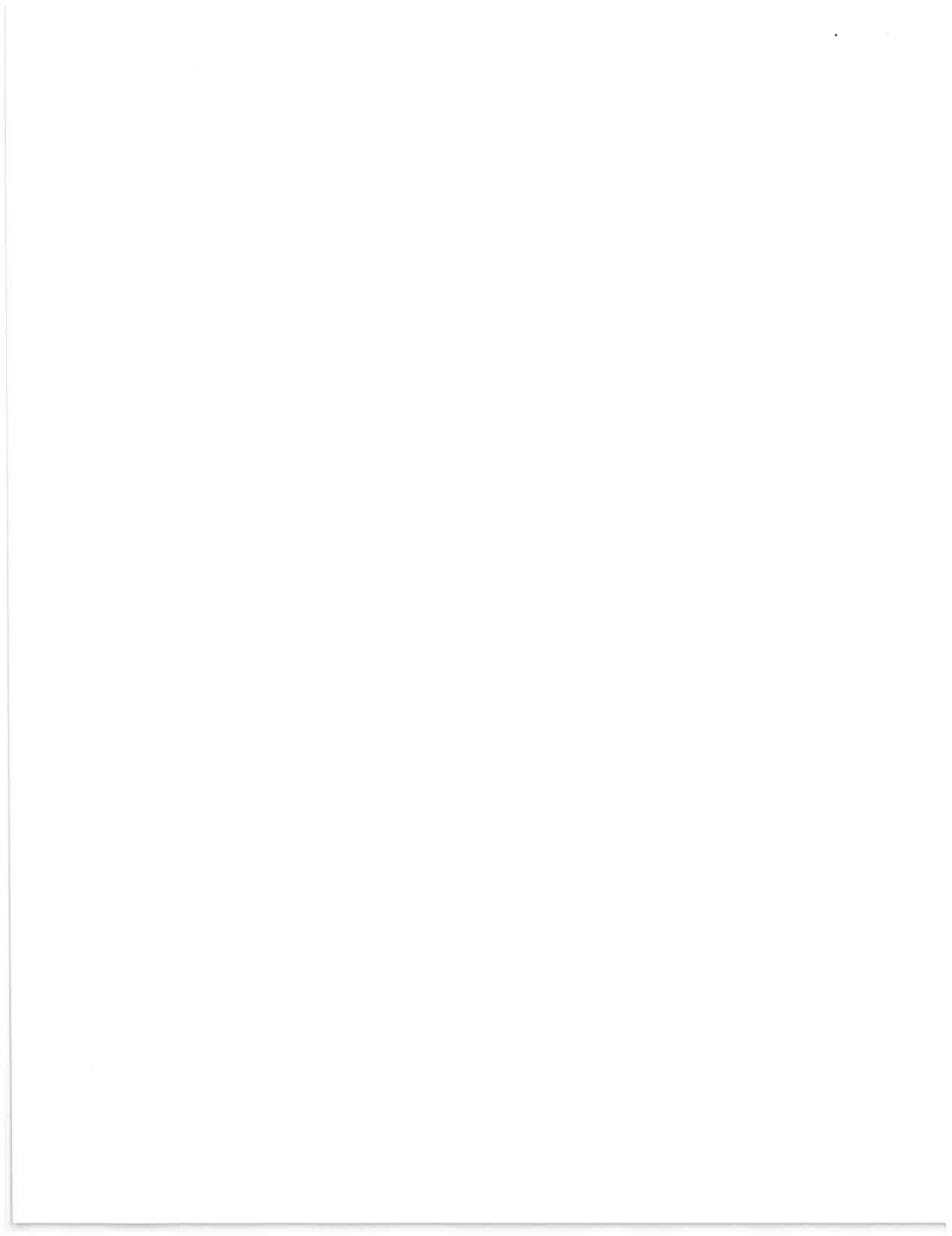
Name and Phone Number	*Minority Category	Work description	Dollar Value	Percentage of Goal

**\*Minority categories:** Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

Documentation of the Bidder's good faith efforts to meet the goals set forth in the provisions. Examples of documentation include, but are not limited to, the following evidence:

- A. Copies of solicitation for quotes to at least three (3) minority business firms from the source list provided by the State for each subcontract to be let under this contract (if 3 or more firms are shown on the source list). Each solicitation shall contain a specific description of the work to be subcontracted, location where bid documents can be reviewed, representative of the Prime Bidder to contact, and location, date and time when quotes must be received
- B. Copies of quotes or responses received from each firm responding to the solicitation.
- C. A telephone log of follow-up calls to each firm sent a solicitation.
- D. For subcontracts where a minority business firm is not considered the lowest responsible sub-bidder, copies of quotes received from all firms submitting quotes for that particular subcontract.
- E. Documentation of any contacts or correspondence to minority business, community, or contractor organizations in an attempt to meet the goal.
- F. Copy of pre-bid roster.
- G. Letter documenting efforts to provide assistance in obtaining required bonding or insurance for minority business.
- H. Letter detailing reasons for rejection of minority business due to lack of qualification.
- I. Letter documenting proposed assistance offered to minority business in need to equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letter of credit, including waiving credit that is ordinarily required.

Failure to provide the documentation as listed in these provisions may result in rejection of the bid and award to the next lowest responsible and responsive bidder.



Pursuant to GS143-128.2(d), the undersigned will enter into a formal agreement with Minority firms for work listed in this schedule conditional upon execution of a contract with the Owner. Failure to fulfill this commitment may constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: 4/11/25 Name of Authorized Officer: Kyle Chapin

Signature: 

Title: President Buddi US

State of Florida

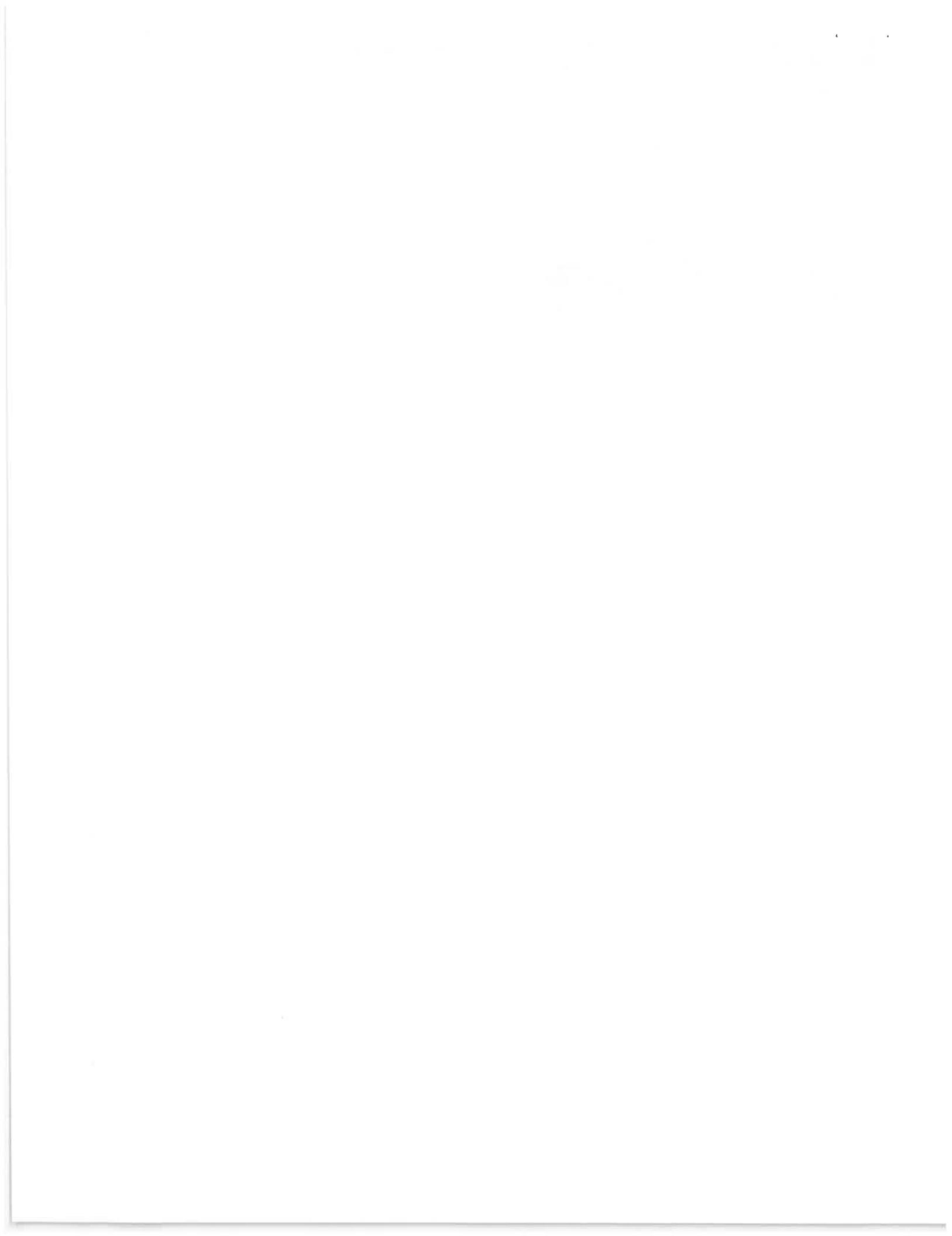
State of North Carolina, County of Pinellas

Subscribed and sworn to before me this 11 day of April 2025

Notary Public 

My commission expires 10/1/25

SEAL



## Appendix E

MWBE DOCUMENTATION EOB CONTRACT PAYMENTS

Prime Contractor/Architect: Buddi US LLC

Address & Phone: 2536 Countryside Blvd. 4th Floor Clearwater, FL 33763. 873-7222. 873-7223. 873-7224.

Project Name: REQUEST FOR PROPOSALS: Justice Services Department Electronic Monitoring Services DED NO. 25-025

Pay Application #:

The following is a list of payments to be made to minority business contractors on this project for the above-mentioned period.

\*Minority categories: Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

Date: 4/11/25

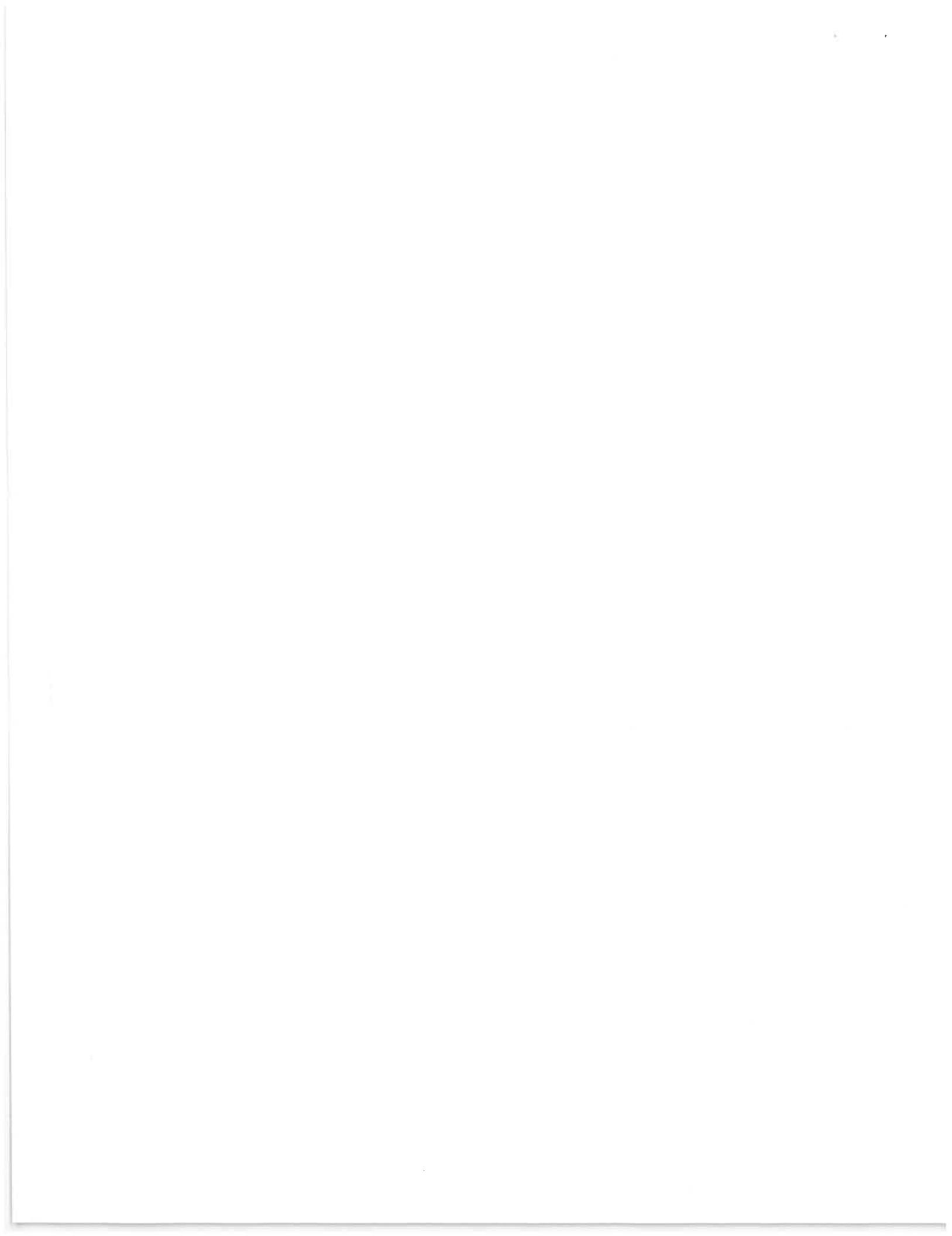
Approved/Certified By: Kyle Chapin Name

President Buddi US

111

**Signature**

**\*THIS DOCUMENT MUST BE SUBMITTED WITH EACH PAY REQUEST & FINAL PAYMENT\***



**Attachment F**

STATE OF NORTH CAROLINA  
COUNTY OF DURHAM

**AFFIDAVIT OF COMPLIANCE**

**AFFIDAVIT OF COMPLIANCE**  
with N.C. E-Verify Statutes

I, Kyle Chapin (hereinafter the "Affiant"), being duly authorized by and on behalf of Buddi US LLC (hereinafter "Contractor") after first being duly sworn hereby swears or affirms as follows:

1. Contractor understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with Article 2 of Chapter 64 of the North Carolina General Statutes; and
2. Contractor understands that an "Employer", as defined in NCGS§64-25(4), is required by law to use E-Verify to verify the work authorization of its employees through E-Verify in accordance with NCGS§64-26(a). The term "Employer" does not include State agencies, counties, municipalities, or other governmental bodies.
3. Contractor is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in the state of North Carolina. (mark Yes or No)
  - a. YES
  - b. NO  X
4. Contractor will ensure compliance with E-Verify to the extent applicable and will ensure compliance by any subcontractors subsequently hired by Contractor to perform work under Contractor's contract with Durham County.

This 11th day of April, 2025.

  
Signature of Affiant

Print or Type Name: Kyle Chapin, President Buddi US

State of Florida

County of Pinellas

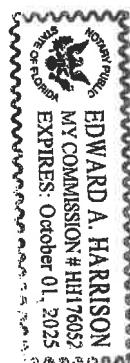
Signed and sworn to (or affirmed) before me, this the 11th day of April, 2025.

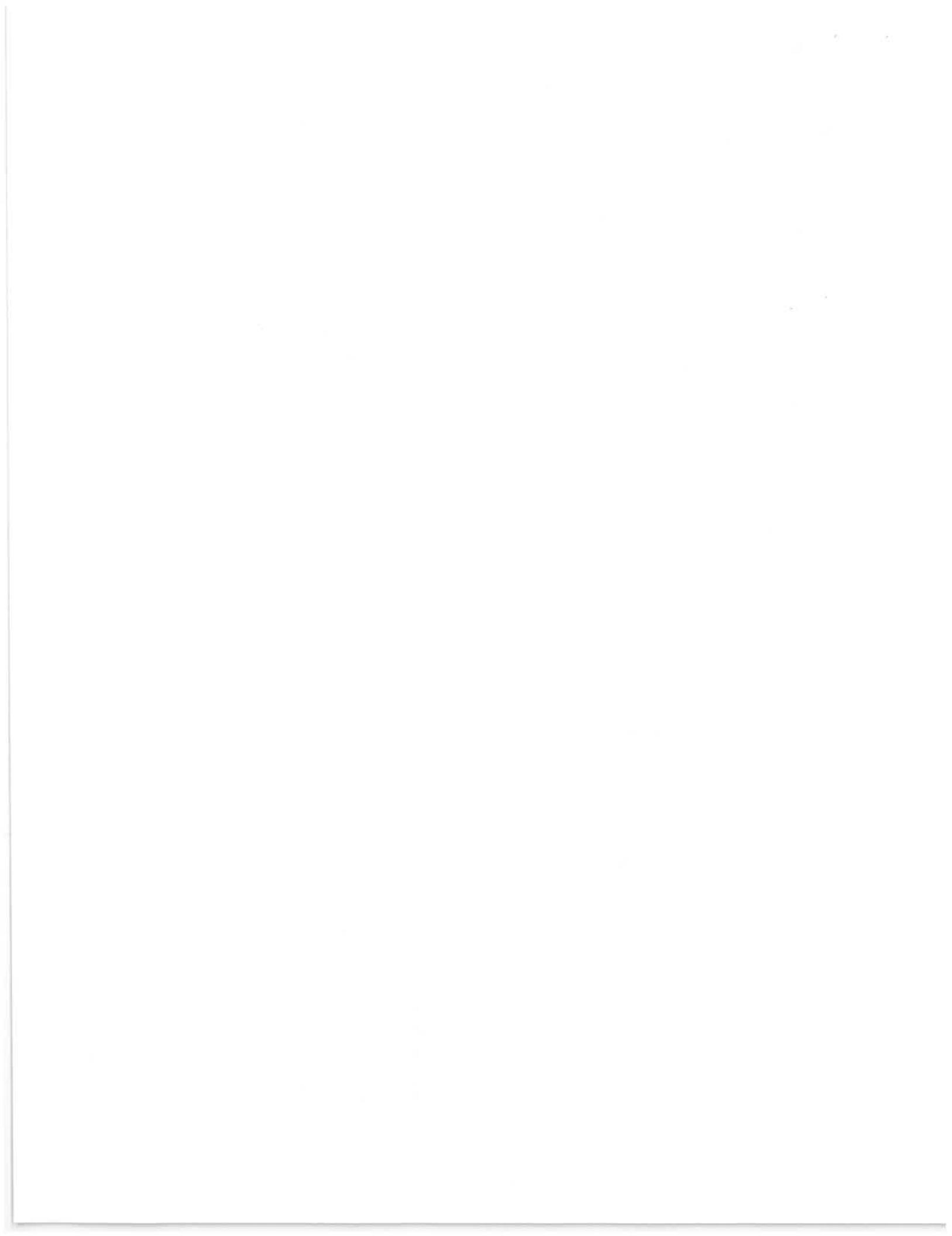
My Commission Expires:

10/1/25

  
Notary Public

(Affix Official/Notarial Seal)





## Appendix E

## MWBE DOCUMENTATION FOR CONTRACT PAYMENTS

Prime Contractor/Architect: Buddi US, LLC

Address & Phone: 2536 Countryside Blvd., 4th Floor, Clearwater, FL 33763; (727) 510-8022

Project Name: REQUEST FOR PROPOSALS: Justice Services Department Electronic Monitoring Services DED No. 25 022

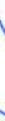
Pay Application #:

The following is a list of payments to be made to minority business contractors on this project for the above-mentioned period.

\*Minority categories: Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

Date: 4/11/25 Approved/Certified By: Kyle Chapin Name

President Buddi IIS

 \_\_\_\_\_  
Signature

**\*THIS DOCUMENT MUST BE SUBMITTED WITH EACH PAY REQUEST & FINAL PAYMENT\***



Attachment F

**AFFIDAVIT OF COMPLIANCE**

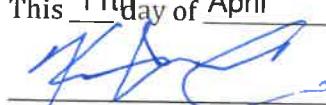
**STATE OF NORTH CAROLINA  
COUNTY OF DURHAM**

**AFFIDAVIT OF COMPLIANCE  
with N.C. E-Verify Statutes**

I, Kyle Chapin (hereinafter the "Affiant"), being duly authorized by and on behalf of Buddi US LLC (hereinafter "Contractor") after first being duly sworn hereby swears or affirms as follows:

1. Contractor understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with Article 2 of Chapter 64 of the North Carolina General Statutes; and
2. Contractor understands that an "Employer", as defined in NCGS§64-25(4), is required by law to use E-Verify to verify the work authorization of its employees through E-Verify in accordance with NCGS§64-26(a). The term "Employer" does not include State agencies, counties, municipalities, or other governmental bodies.
3. Contractor is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in the state of North Carolina. (mark Yes or No)
  - a. YES
  - b. NO  X
4. Contractor will ensure compliance with E-Verify to the extent applicable and will ensure compliance by any subcontractors subsequently hired by Contractor to perform work under Contractor's contract with Durham County.

This 11th day of April, 2025.

  
Signature of Affiant

Print or Type Name: Kyle Chapin, President Buddi US

State of Florida

County of Pinellas

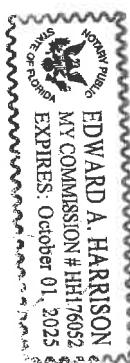
Signed and sworn to (or affirmed) before me, this the 11th  
day of April, 2025.

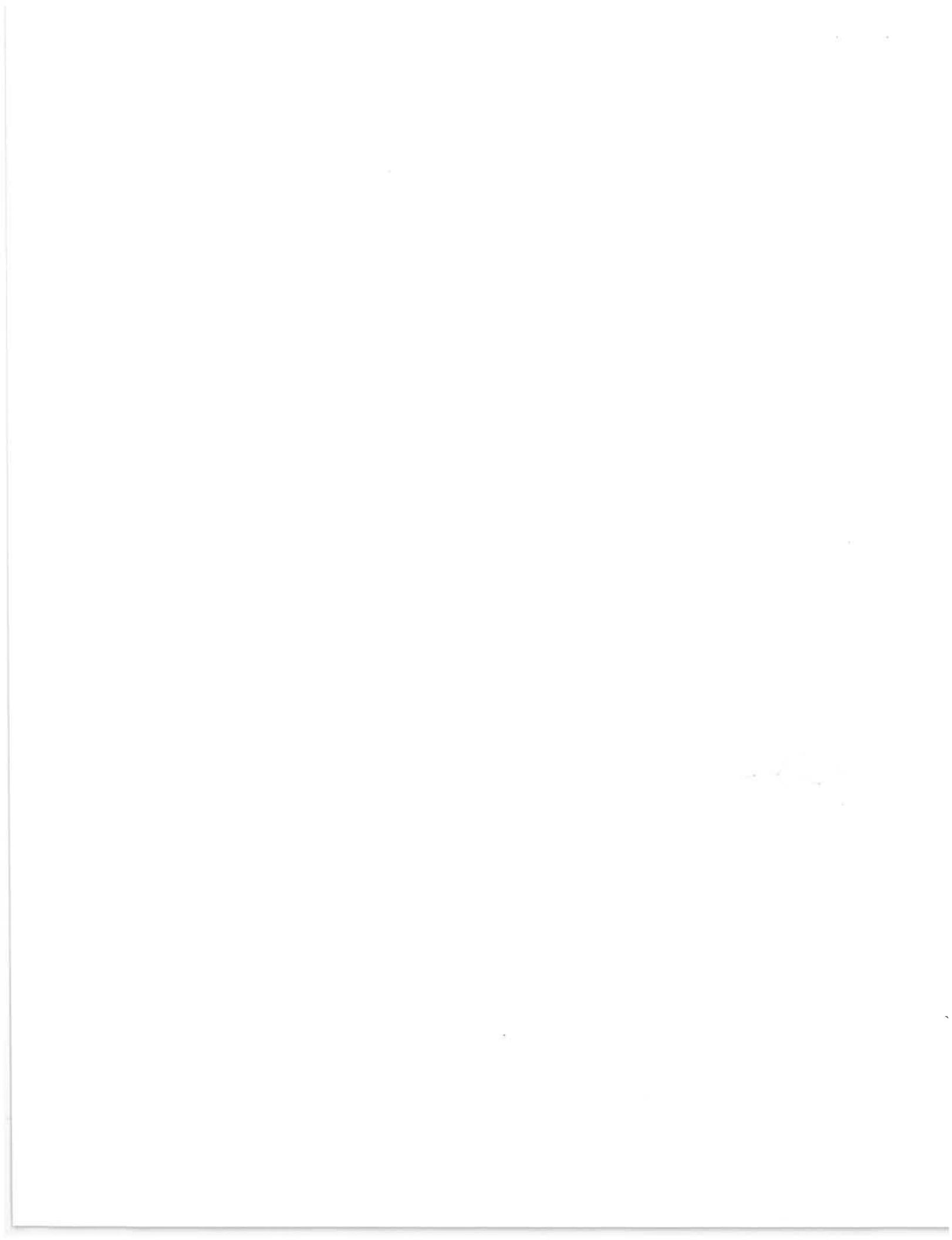
My Commission Expires:

10/1/25

  
Notary Public

(Affix Official/Notarial Seal)





## Tab 2 – Executive Summary

Buddi proposes the following products—some of which are already in use by the County—by showcasing advanced, tamper-resistant technology, real-time reporting, and seamless case management integration, ensuring continued compliance, public safety, and program efficiency.

### Buddi Smart Tag®

The Buddi Smart Tag® is the world's smallest and lightest ankle-worn location tracker, uniquely providing a long battery life. At 2.8 ounces, it is about 1/3 of the size and weight of other one-piece devices on the market. The easy-to-use locking mechanism eliminates false strap tamper alerts. The Buddi Smart Tag® is comfortable, discreet, and supremely accurate.



The Buddi Smart Tag® configures over-the-air, allowing a variety of settings. The settings run from curfew monitoring to frequent mode for intensive active location tracking. The Smart Tag® provides locations 24/7 via Global Navigation Satellite Systems (GNSS), including GPS and GLONASS. Buddi utilizes proprietary indoor location technology, RF for home monitoring, and GSM & CDMA (AT&T, T-Mobile, Verizon).

Lightweight and 100% water submersible (IP68 certified), the Smart Tag® recognizes and provides instant alerts, for example, tamper alert, strap alert, low battery, and inclusion and exclusion zone alerts. The Smart Tag® also includes convergent location technologies which is full indoor tracking, even in locations where GPS is not available, such as shopping centers.



The Smart Tag® SIM is internationally enabled and will roam across multiple GSM and (AT&T and T-Mobile) and CDMA (Verizon) networks to provide the best possible connectivity. The device also contains a second SIM to provide redundancy in the event of a network outage.

The Buddi Smart Tag® is extremely easy to fit with Buddi proprietary cut-resistant reusable straps. Anyone with basic training can fit a tag securely. The Smart Tag® works all the time, out of the box. The only requirement prior to fitting is a charge.

### RF Beacon

Buddi's RF Beacon offers a reliable solution for curfew compliance and appointment attendance monitoring. Designed to work seamlessly with the Smart Tag® or AlcoTag™, this simple-to-use home unit provides a powerful way to track wearers' locations. Powered by a standard wall outlet, the RF Beacon transmits a periodic RF signal that, when detected by a paired Smart Tag® or AlcoTag™, initiates a recognition 'handshake.'

What sets the RF Beacon apart is its ability to confirm the wearer's presence at the designated location, ensuring that curfew and appointments are adhered to. The system also offers advanced proximity detection, monitoring both inclusion and exclusion zones.



*No RF Beacon assigned versus RF Beacon assigned*

By automatically switching to RF mode, Buddi's Smart Tag® and AlcoTag™ conserve battery life while reliably tracking the wearer's arrival and departure from the Beacon's range. Installation is incredibly straightforward—simply plug in the RF Beacon, and it is ready to use with no maintenance required. This easy-to-deploy, low-maintenance solution ensures continuous monitoring, offering peace of mind for both wearers and monitoring authorities.

## Eagle Interface Platform

Buddi's Eagle platform is a powerful, web-based interface designed for 24/7/365 operation, accessible from desktops, laptops, tablets, and mobile devices. It seamlessly integrates with Buddi's full range of electronic monitoring products and services, providing a centralized system for real-time monitoring and management.

Eagle allows users to customize access and functionalities to align with specific program goals, enhancing overall efficiency and responsiveness. Working collaboratively with the County, Buddi's dedicated development team can quickly implement new fields, functions, features, and reports within Eagle to meet evolving program needs.

*Buddi Eagle offers users the significant advantage of managing their entire caseloads from a single interface for all Buddi monitoring equipment used.*

## Introducing Buddi AlcoTag™

Although not using today, Buddi wants to provide the Buddi AlcoTag™, an advanced addition to our suite of location tracking devices with built-in transdermal alcohol detection. Based on the industry-leading Smart Tag® platform, the AlcoTag™ combines GPS location tracking with Buddi's breakthrough **transdermal alcohol detection technology**. It uses the same cut-resistant reusable strap as the Smart Tag® and is more compact than other transdermal devices on the market, measuring just 3.5" x 4" x 1" and weighing 5.2 ounces.



The AlcoTag™ leverages proven alcohol detection technology, enhanced to minimize false negatives. It also features automatic calibration and a method to reduce false positives caused by environmental alcohol exposure. Unlike many devices, the AlcoTag™ is water-resistant and water submersible, allowing wearers to shower or bathe without disrupting alcohol monitoring. Tests are conducted automatically at configurable intervals, with a default of every 20 minutes, and results are uploaded to the server immediately upon completion.

In addition to standard GPS/RF tracking functions, such as curfew and exclusion zone monitoring, strap/case tamper alerts, and low battery warnings, the AlcoTag™ provides alcohol-specific alerts, including Alcohol Detected, Alcohol Reading Failure, Alcohol Reading Tamper, and Alcohol Reading Missed. This all-in-one device enables simultaneous location and alcohol monitoring, eliminating the need for wearers to use separate GPS and alcohol monitoring devices.

The AlcoTag™ includes all compliance features of the Buddi Smart Tag®, offering instant alerts for curfew violations, exclusion zone breaches, shielding attempts, and tamper events. It can also be used in RF-only curfew environments with the Buddi Smart Beacon™. In RF-only mode, the Smart Beacon™ relays updates to the server, extending the AlcoTag's battery life.

*Buddi's AlcoTag™ is the only tracking tool that combines GPS and continuous alcohol monitoring in one ankle-worn device.*

Like the Smart Tag®, the AlcoTag™ supports international roaming, with dual SIM cards that switch seamlessly between multiple GSM (AT&T and T-Mobile) and CDMA (Verizon) networks to maintain optimal connectivity. A secondary SIM provides network redundancy, ensuring reliable operation even during outages.

## Tab 3 – Corporate Overview

Buddi US LLC, a leading electronic monitoring hardware and software manufacturer established in 2004, is headquartered in Clearwater, Florida. Recognized as one of the world's largest and most respected OEMs in the field, Buddi is committed to providing innovative and effective solutions that enhance the criminal justice system globally. Our specialized team of experts delivers high-quality electronic monitoring solutions tailored to the unique needs of our justice system partners and the populations they serve.

### Service Offerings

As a manufacturer of monitoring solutions, Buddi is devoted to the timely supply of anklet and handheld devices, accessories, and services.

Our monitoring software (development, operation, and support) under ISO 27001 quality assurance, provides customers with 99% availability and rapid support for customer requests.

Local certified account managers, software engineers, subject matter experts (SMEs), and field support technicians guarantee the compliance of service level agreements (SLAs) led by ISO 9001 guidelines.

### Core Competences

- Government contracting profile (Buddi serves government agencies directly)
- Innovative GPS, RF, and alcohol monitoring solutions that are secure, accurate, and reliable
- 24/7/365 redundant customer support and monitoring centers
- 99.999% TIER IV cloud data centers
- Engineering services including design, development, manufacturing, and support
- Logistic services including program and account management, implementation, officer training, technical support, offender pay services, and distribution
- In-state and on-site Buddi field technician network

### Unique Value Proposition

Buddi is recognized for innovation and quality state-of-the-art technology, timely delivery, and commitment to customer satisfaction.



### Awards

- 2019 Investor All Star Award
- 2020 Queen's Awards for Enterprise for Innovation
- 2021 Sunday Times – Tech Track 100
- 2023 Supplier Excellence Award

### Certifications

- ISO 27001 | ISO 9001-2015
- Cyber Essentials Plus
- IPC-68 | IPC-A-610
- UKAS Testing Environmental
- NIH and SOC-II compliance

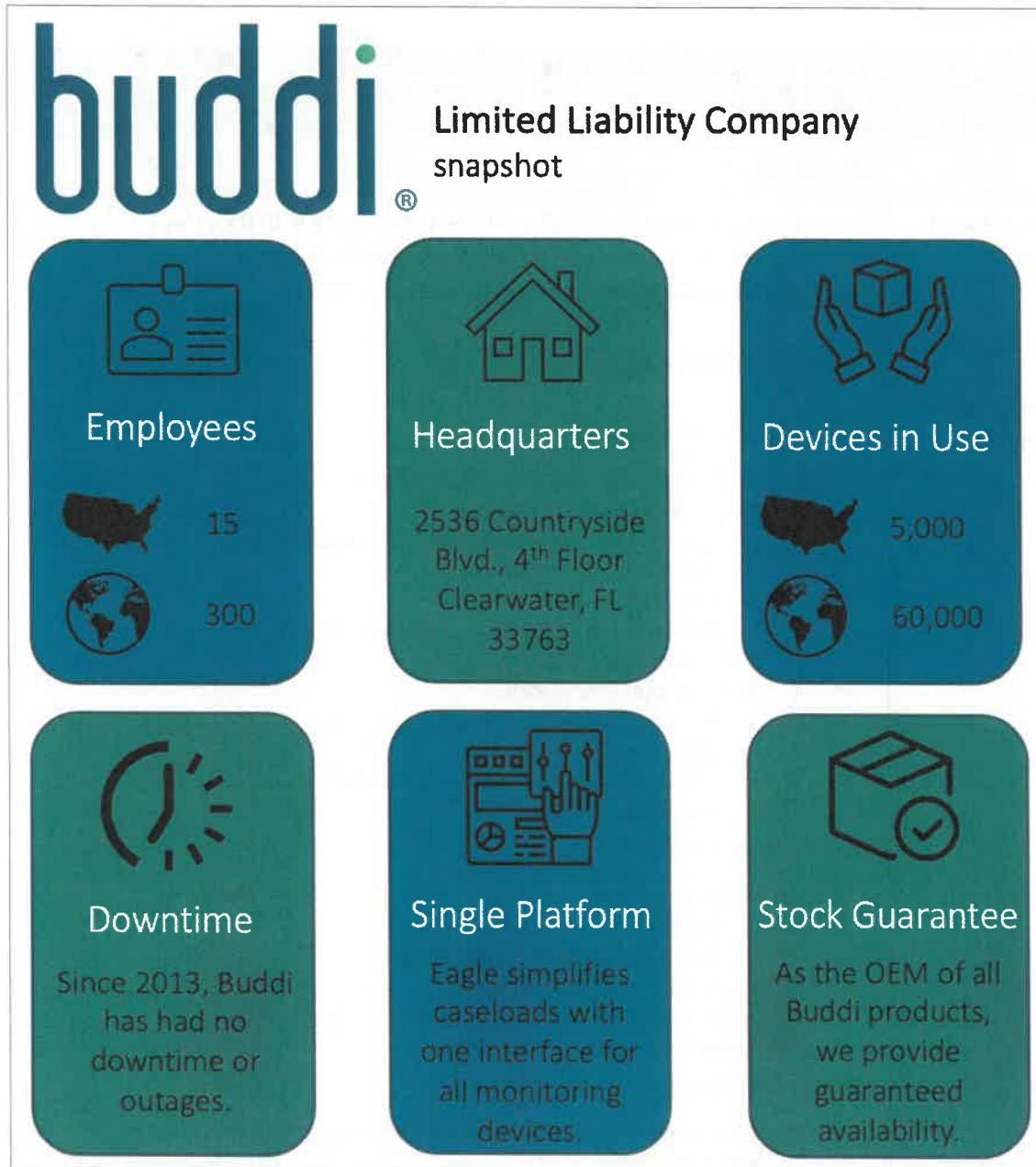
## Required Information

Firm Name: Buddi US, LLC

- Phone: 844.283.3499
- Fax: N/A

Proposal Representative: Kyle Chapin, Director of Account Management

- Phone: 727.510.8022
- Email: [Kyle@buddi.us](mailto:Kyle@buddi.us)



## Tab 4 – Approach

### Proposed Methodology and Timeline

As the incumbent, Buddi will assist the County in any implementation plan refreshing by leveraging our deep understanding of current operations, stakeholder needs, and system integration. We will collaborate closely with County representatives to review existing processes, identify areas for improvement, and update workflows efficiently with minimal disruption. Our team will provide expert guidance, training, and support to ensure a smooth transition and sustained success.

Proposed Project Plan		
Phase	Description	Time
Contract Award	Upon contract renewal, Buddi will continue coordinating with the County to meet with all relevant stakeholders and schedule an in-person pre-implementation meeting at the County's office.	Day 1
Pre-Implementation Meeting	<p><b>Post-Award Implementation Steps:</b></p> <p><b>Data Acquisition &amp; Formatting</b></p> <ul style="list-style-type: none"><li>• Obtain data in CSV, XML, or Excel format.</li><li>• Required offender information:<ul style="list-style-type: none"><li>◦ Name, ID (if applicable), DOB, demographics</li><li>◦ Home &amp; work addresses</li><li>◦ Picture (if available)</li><li>◦ Restriction zones, curfew schedules, risk level</li><li>◦ Supervising officer</li></ul></li><li>• Required user information:<ul style="list-style-type: none"><li>◦ Full name, email, cell phone, and direct supervisor</li><li>◦ Cell phone numbers are mandatory for mobile app access &amp; SMS alerts</li></ul></li></ul> <p><b>User Permissions &amp; Access</b></p> <ul style="list-style-type: none"><li>• Define user roles:<ul style="list-style-type: none"><li>◦ Standard User—Low-level access</li><li>◦ Manager—Basic or limited access</li><li>◦ Admin—Full system access</li></ul></li><li>• Determine offender groups each user can access for device inventory</li></ul> <p><b>Rules, Alerts, Reporting</b></p> <ul style="list-style-type: none"><li>• Review and establish rule types &amp; alert protocols with the County</li></ul>	Days 2- 3 1-2 days in length

Proposed Project Plan		
Phase	Description	Time
	<ul style="list-style-type: none"> <li>• Set KPIs and reporting standards based on County requirements</li> </ul> <p><b>Device Profiles &amp; Configuration</b></p> <ul style="list-style-type: none"> <li>• Define tracking &amp; data transmission intervals for Smart Tag®/AlcoTag™</li> <li>• Establish device profiles if needed (adjustable during the contract)</li> <li>• Assess current offender count for equipment volume &amp; spare needs</li> </ul> <p><b>Officer Trainings</b></p> <ul style="list-style-type: none"> <li>• Discuss training schedule, location, and timeline</li> <li>• Confirm the number of officers requiring training</li> <li>• Conduct regional training to prevent implementation delays</li> </ul>	
Finalize Plan	<ul style="list-style-type: none"> <li>• Begin to implement customizations.</li> <li>• Order and provide equipment based on numbers from implementation meeting and currently in use.</li> <li>• Review alert protocols that the County will follow.</li> </ul>	Days 3-5
Officer Training	<p>Buddi will coordinate with the County to establish a training schedule during the pre-implementation phase. The proposed training structure includes:</p> <ul style="list-style-type: none"> <li>• Initial virtual/live session as refresher and share new functionality</li> <li>• Follow-up session</li> <li>• Ongoing training: Unlimited follow-up sessions as needed</li> </ul> <p>Advanced user training will be available upon request after the initial implementation training.</p>	Days 5-7
Username and Password Distribution	<p>Any new usernames and passwords for new County officers will be distributed via email at or shortly before their training sessions.</p>	Day 8 or sooner

Proposed Project Plan		
Phase	Description	Time
Go Live   Additional Training	<ul style="list-style-type: none"><li>The account manager will visit designated office to conduct follow-up training.</li><li>The account manager and County Admin will maintain constant communication to promptly address any issues.</li><li>Buddi will provide the necessary personnel to ensure County officers are confident in using the Eagle software and hardware.</li></ul>	Days 9-11

## Work Requirements

*1. The Contractor will provide turnkey electronic monitoring services by tracking and monitoring offender movement to ensure compliance with court-ordered requirements. A turnkey service proposal is preferred but not required. Program capacity is anticipated at a varying daily population of approximately seventy-five (75) adult participants.*

Buddi's response: Buddi US, LLC is the incumbent provider of electronic monitoring services, offering a proven, fully managed turnkey solution that meets the specified requirements. Buddi's comprehensive approach ensures the continuous tracking and monitoring of offender movement to enforce compliance with court-ordered requirements

## Scalability and Program Capacity

Buddi's technology and service infrastructure are fully capable of managing a fluctuating participant population, including the anticipated daily average of 75 adult participants. The system is designed to scale efficiently based on program needs, ensuring uninterrupted service and compliance tracking.

As the incumbent provider, Buddi has already demonstrated the ability to deliver effective, reliable monitoring services, making it the best-equipped contractor to continue meeting these critical requirements.

*2. The Contractor shall use an electronic monitoring system which utilizes the most current available equipment and technology. The system must verify the participants' presence at the location directed by the Court and/or community supervisor and be equipped with tamper-resistant technology.*

**Buddi's response:** Buddi utilizes the most advanced electronic monitoring technology to ensure compliance with court-ordered supervision. With a global deployment exceeding 60,000 devices, Buddi's scalable and efficient solutions provide superior tracking through enhanced dual technology (GPS/Cellular/RF/WIFI), ensuring reliable coverage in diverse environments.

*As one of the largest original equipment manufacturers and vendors of electronic monitoring products and services worldwide, Buddi is constantly innovating its products and services line.*

The Buddi AlcoTag™ features real-time alcohol monitoring with instant reporting, seamlessly integrating with government case management systems for accurate data transfer. Buddi's monitoring devices, including the Buddi Clip for domestic violence cases, incorporate tamper-resistant technology and verify participant presence as required by courts and community supervisors.

Ongoing investments in research and development continue to enhance battery life, data security, and user experience, solidifying Buddi's leadership in electronic monitoring. With proven reliability and innovation, Buddi ensures compliance and public safety through cutting-edge GPS and alcohol monitoring solutions.

*3. The Contractor shall maintain replacement parts adequate for the proper provision of on call service on a 24 hour, 7 days per week basis. All equipment and services provided under the contract must be serviced and maintained by the contractor for the term of the contract. Any alterations in product manufacturing, fabrication, or delivery of substitute equipment will require prior written authorization from a designated County official.*

**Buddi's response:** Thanks to ongoing improvements driven by ISO 9001 certification, Buddi's processes and policies ensure that out-of-box failure rates for monitoring equipment are less than 1%. This guarantees that devices received and assigned are fully functional. If a device is found not to meet the manufacturer's specifications, it is removed from usable inventory in the Eagle interface. Once flagged for return, the device is shipped for analysis and repair.

*4. The Contractor is responsible for all equipment installed, utilized, and monitored as a part of this contract. This includes lost, stolen, damaged, or otherwise misplaced transmitters, receiving units, drive-by units, bands, and supplies. The County will not pay for or maintain any equipment under any circumstances related to this contract.*

**Buddi's response:** Buddi will remain responsible for all lost, damaged, and stolen equipment associated with this contract. Buddi replaces any product returned due to a manufacturing defect or malfunction at no cost to the County. To minimize the impact on customer inventory,



replacements are typically processed as soon as the returned item is received. After the replacement is issued, our team inspects and diagnoses the returned equipment.

*5. The electronic supervision equipment is to be placed on the offender and in the offender's home if applicable. The equipment should be technology currently in use by the manufacturer and must be identified by name. A copy of the manufacturer's specifications and literature must be attached to the proposal. All equipment must be of the same type and model and from the same manufacturer.*

**Buddi's response:** Buddi is the manufacturer of its own products, including the Smart Tag® and RF Beacon, which are designed to meet the requirements for electronic supervision of offenders. The Smart Tag® is worn by the offender, providing continuous location tracking and real-time monitoring. The RF Beacon is placed in the offender's home to establish an adjustable designated perimeter, ensuring compliance with the prescribed zones. Both devices are of the same type and model, ensuring uniformity in the equipment used. Buddi's manufacturer specifications and literature will be attached to the proposal to confirm their capabilities and compliance with the requirements.

*6. The monitoring system shall provide a means of electronically monitoring a person's presence or absence at a specific location. The monitoring equipment shall be the most current and up to date technology available to communicate between the individual base stations and the monitoring center. The monitoring equipment shall have unique frequencies and identifiers to identify the offender assigned to each individual unit. Any alteration in the utilization of substitute electronic monitoring equipment requires prior approval from the County.*

**Buddi's response:** Buddi's Sure Tag™ and AlcoTag™ are designed with advanced security features to prevent tracing and signal duplication. Each device transmits a unique, encrypted signal assigned to the individual, ensuring that it cannot be cloned or replicated. Additionally, the system continuously monitors for unauthorized interference or signal tampering, providing alerts if any anomalies are detected. These safeguards ensure the integrity and reliability of the Smart Tag® for secure monitoring. The Smart Tag® has dual SIM cards and one SIM card roams between one of the three major cellular carriers AT&T, T-Mobile, or Verizon. Any alteration of equipment will be first County-approved.

*7. The Contractor shall designate a Contract Contact Person who will respond to County requests within one business day. The Contract Contact Person will be the initial point of contact and should coordinate all matters under the contract. The Contractor shall also designate a back-up person to the Contract Contact Person to whom inquiries and requests can be made in the absence of the Contract Contact Person. Failure by the Contractor to provide a reliable point of contact will be cause to consider the Contractor in violation of the terms of the contract, which can be grounds for the County to terminate this contract.*

**Buddi's response:** Buddi's designated contract manager, Kevin Yarboro, will continue to assist the County with every need and question. Kevin is assisted by a back-up team member who helps with can assist in enrollments, investigations and any further assistance that Kevin and the County deem appropriate.

*8. The Contractor shall receive and file copies of computer-generated reports of personal demographic data, monitoring utilization data, or follow-up reports on monitoring incidents by daily electronic communication on all participants being supervised by electronic monitoring.*

**Buddi's response:** Eagle provides numerous reports that can be tailored to the County's program. Below is a list of standard reports that can be run periodically or ad hoc.

Buddi Standard Reports		
Name	Use	Details
Customer Device	Admin	A list of all devices by device group that can be filtered
Basic User List		Lists all the Users for the customer by user group with their status
User Activity Report		Lists the user account login and logout attempts over a given time
Customer Alert		Lists all the alerts/breaches generated for all wearers between two dates.
Device Location Report		Complete location report for a single device, regardless of assignment
Latest Wearer Information		Displays the latest communication information for each wearer
Wearer Days Fitted		Shows the active duration for all Wearers on a customer's account
Location Analysis		Details the results of the crime scene correlation tool in advanced tools
Events Summary Report		List of all arrivals and departures from a Smart Beacon between dates
Daily Alerts	Daily	Lists all the alerts/breaches for all wearers for a given day
Daily Operational Summary		Designed to give an overview of the compliance of all monitored wearers
Significant Movements		Lists significant movements recorded for a wearer on a given day
Wearer Daily Report		Summary of locations and alerts/breaches for a wearer for a given day
Installation/Deinstallatio n		List of all installs and deinstalls conducted for a single date range of dates

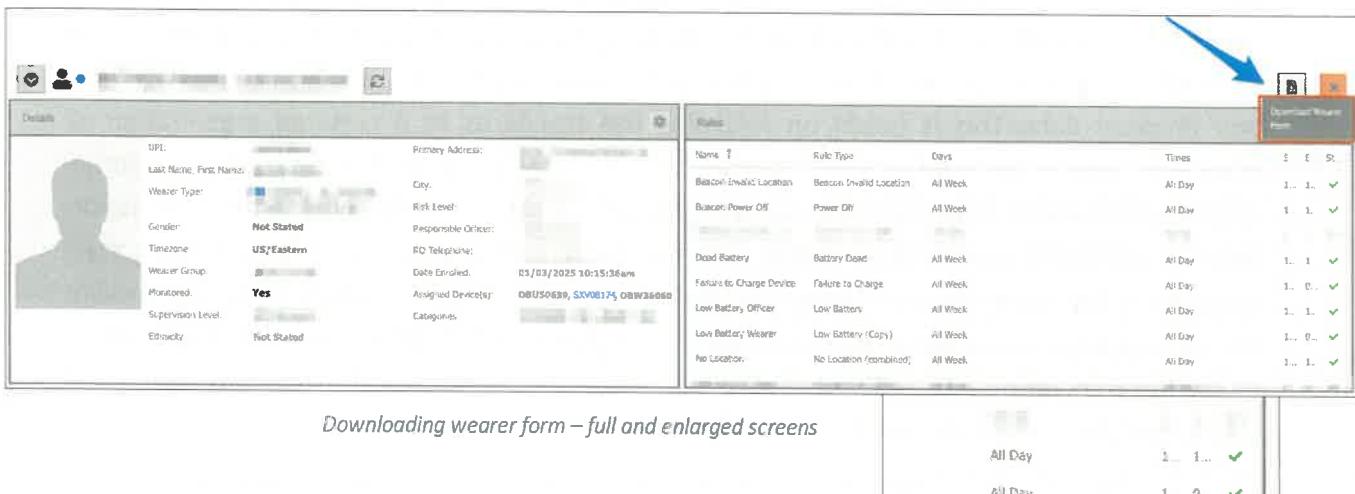
Battery Report	Other	Plots battery level and charging times on a graph for a particular wearer
Charging Periods/History		Provides date, time, length of charge, and battery percentage at end of charge
Zone List		Lists the zones configured on the customer's account
Alert Response	Wearer	Full summary of actions taken for a single alert/breach
Compliance Status Report		Compliance overview for all wearers monitored by the customer's account
Violation List Report		Lists all the alerts/breaches recorded for the selected wearer.
Wearer Alerts		Lists alerts/breaches recorded for the selected Wearer between two dates
Wearer Details		Full wearer details report
Wearer Equipment History		Historic list of equipment and dates assigned to the selected wearer
Wearer List		Lists all the wearers and status monitored by the customer
Wearer Locations		Lists all locations recorded for a wearer between two dates
Significant Locations		List where a wearer stopped for X minutes or more (1-14 days)
Wearer Locations		Lists all locations for all wearers for the customer
Transdermal Test Results		Lists all dates and times of positive alcohol testing periods

9. *The Contractor will work with the assigned Pretrial Staff to ensure all schedule change requests and emergency contact information are kept up to date for all active units. The contractor will also maintain a file for each defendant with the updated demographics, a current schedule and/pertinent schedule changes and all signed documents.*

**Buddi's response:** Buddi understands and will meet the requirement. Eagle has an attachments tab where all County and defendant documents can be organized and stored. Eagle thus works as a central storage unit for all data, backed up and ready for use by authorized users.

A new feature that the County may want to use is the ability to add an icon to the Setup module that will allow our installer to complete the enrollment and autofill the participation agreement

that can be accessed from the icon in the upper right-hand corner of the Setup dashboard. Once printed and signed, it can be saved in the “Attachments” tab under Personal Details section.



*10. The Contractor shall maintain for inspection and examination by authorized County personnel, all offenders' records that are associated with the contract. This information shall be stored on a computer readable medium and provided to designated County staff upon request. At the end of the contract term, all offenders' records will become the exclusive property of the County, and the Contractor shall present all records to the County in a readable format.*

**Buddi's response:** Buddi ensures compliance with record-keeping requirements and understands that we are stewards of the County data. Through its Eagle Reports Module, which securely stores all offender records on a computer-readable medium. Authorized County personnel can access a variety of standard and customized reports that organize statistical, graphical, and analytical data. Reports can be exported in multiple formats, including Word, Excel, and PDF, and can be generated on-demand at the program, group, or individual levels. Additionally, Buddi can create new reports upon request, typically within 2–3 days, to meet the County's specific needs. At the end of the contract term, all offender records will be transferred to the County in a readable format, ensuring seamless data handover.

*11. Tracking history will only be released to Pretrial Services Staff. Any tracking requests from law enforcement or other court personnel will go through the Pretrial Supervisor or the Justice Services Department Director and will require a court ordered subpoena.*

**Buddi's response:** Buddi understands and will fulfill the requirement.

*12. The Contractor shall prevent unauthorized access to the data contained in the computer system by unauthorized staff or other parties. Staff who monitor the computer system and have contact with participants must not be able to modify monitoring data or programming.*

Buddi's response: Buddi complies with North Carolina's data protection standards by implementing robust data protection measures to prevent unauthorized access to data contained in its computer systems. Buddi's systems are designed to ensure the security, confidentiality, and integrity of all stored data, preventing unauthorized staff or other parties from accessing sensitive information, such as social security numbers, driver's license numbers, and financial data. This is based on following the standards as a certified organization of ISO27001. This is an international standard for information security management systems providing framework to establish, implement, maintain, and continually improve the information security practices. Additionally, Buddi enforces strict access controls to ensure that staff responsible for monitoring the computer system and participant interactions cannot modify monitoring data or programming. In the event of a data breach, Buddi has established protocols to immediately notify affected individuals upon discovery, ensuring full compliance with legal requirements and demonstrating its commitment to data security.

*13. The Contractor shall have at least three years recent experience of active and/or passive offender tracking/monitoring services.*

Buddi's response: Established in 2004, Buddi is a leading electronic monitoring hardware and software manufacturer with over 20 years of experience in active and passive offender tracking and monitoring services. As one of the world's largest and most respected OEMs in the field, Buddi has a proven track record of delivering reliable electronic monitoring solutions. Additionally, we have five years of experience service the Durham County Pretrial program along with many other pretrial, probation, Sheriff's, and Juvenile programs.

*14. The Contractor shall have a formal Quality Control Program in place that will detect errors in monitoring, prevent future errors, and provide quality assurance for the services provided under this contract to the County. The Quality Control Program will include a routine review process that addresses all areas of the Contractor's performance, and each mandatory service described above.*

Buddi's response: Buddi has a formal Quality Control Program that guides or product and software development, manufacturing, as well as other operations being a certified ISO9001 provider. ISO9001 is instrumental on developing processes to detect and prevent errors while ensuring service quality under this contract. This program includes a structured review process covering all performance areas and mandatory services. Buddi's Business Continuity Disaster Recovery Plan (BCDRP) ensures continuous service delivery through proactive risk evaluation, mitigation strategies, and structured response plans. Senior management oversees the BCDRP, ensuring governance, resource allocation, and ongoing quality assurance. The plan includes impact assessments, continuity measures for critical services, threat mitigation, recovery strategies, and regular audits. Testing, training, and structured incident response further strengthen reliability and operational resilience.

*15. The Contractor shall be competent to attest to its methodology and performance in any legal proceedings if called upon or subpoenaed. If required to provide testimony, the Contractor shall have the person or persons with direct responsibility for the information requested, appear and testify on behalf of the County. The costs of travel and any witness fees will be paid by the County as provided for by law and are outside the Scope of this contract.*

**Buddi's response:** Buddi will provide qualified experts to testify in person, virtually, or in writing (via certified affidavit) on the methodology, operation, performance, and definitions of GPS, RF, and alcohol monitoring technologies and systems in legal proceedings. If subpoenaed, Buddi will ensure that the appropriate personnel responsible for the requested information appear and testify on behalf of the government. The County will cover all costs associated with this testimony, as required by law, and these costs are not included in this contract.

*16. The Contractor shall notify the County immediately upon receipt of any legal process requiring disclosure of records of offenders.*

**Buddi's response:** Buddi acknowledges that any data generated by our devices or systems is the property of the County, and we act as stewards of this data. Buddi agrees to promptly notify the County contract manager upon receiving any legal request for the disclosure of offender records. We will not release any information without prior written approval from the County.

*17. The Contractor must conduct criminal background checks on all employees.*

**Buddi's response:** All proposed staff members have completed criminal background checks. Buddi will submit verification of completed criminal background checks for all designated technicians and personnel upon contract award.

*18. The Contractor and its employees shall avoid compromising relationships with offenders, their families, and the County's staff. The Contractor shall immediately report any conflicts of interest, improprieties, or the appearance thereof, to the County.*

**Buddi's response:** Buddi maintains professional and ethical standards by training staff to avoid actions that could compromise relationships with offenders, their families, or County staff. Protocols are in place to identify and report potential conflicts of interest or improprieties, ensuring transparency and trust in the supervision process. Any concerns will be promptly reported to the County.

*19. The Contractor's staff providing services under the resulting contract shall meet sufficient standards of integrity to ensure that the confidentiality of offenders' records is not compromised. The Contractor shall ensure that its staff does not disclose information to any third party without a written authorization from the County.*

**Buddi's response:** Buddi is committed to ensuring that its staff meet high standards of integrity to maintain the confidentiality of participants' records. Data integrity is preserved without

alterations, and system access is strictly limited to authorized sections and purposes specified by the County. Additionally, Buddi will not disclose any program information without written authorization from the County.

Buddi details the efforts and processes undertaken by both Buddi and AWS to protect records and data below, ensuring they are secure and that participant identity remains confidential. Additionally, we incorporate cybersecurity standards and best practices as defined and distributed by the National Institute of Standards and Technology (NIST) and the CIS Controls v8.



*20. The contractor agrees to hold the County harmless from any damages or legal action from third parties resulting from negligence of the service provider and its employees.*

**Buddi's response:** Buddi understands and will meet this requirement.

*21. The contractor will submit an invoice to the County for each unit utilized, per unit per day, by the 5th day of the following month.*

**Buddi's response:** Buddi understands and will meet this requirement.

*22. If the client is approved in First Appearance Court, Contractor will coordinate with the Durham County Detention Facility booking/intake staff, or designated facility staff, the release of the defendant upon receipt of the case material. The contractor will assist with residence investigations for referred cases to determine housing suitability for electronic monitoring. Once the case is approved, the coordination of release can proceed.*

**Buddi's response:** Buddi understands and will meet this requirement.

*23. Upon release, the client shall be accompanied to the Pretrial Services office by the Contractor's staff for initial contact with the assigned Pretrial Specialist. A leave schedule, if allowed by the court, will be set at the initial appointment and a copy be provided to the Contractor. (If the release of the defendant takes place after normal business hours, the Pretrial Specialist will ensure the client has an appointment for the next business day and must inform the Contractor of the appointment date and time.) The Contractor shall install all necessary equipment immediately upon notification but no later than within 24 hours of notification by the County.*

**Buddi's response:** Buddi understands and will meet this requirement. Our installer will follow this as they have for the last five years.

*24. The contractor will review with the client and have the client sign the charging/maintenance requirements, conditions of the agreement and acknowledgment of receipt of the monitoring equipment documentation during the installation process.*

**Buddi's response:** Buddi understands and will meet this requirement. Buddi will configure the account and revised the participation agreement so it can be automatically filled in and printed from Eagle with the name, address, UBIN's of assigned equipment and charging/maintenance instructions on the form that the client can initial/sign.

*25. Contractor's staff shall verify unauthorized absences and late arrivals, tampering, equipment malfunctions by attempting to contact the defendants by telephone and by sending audible messages via the transmitter warranting acknowledgment and a response from the client. If during normal business hours, Contractor will notify the designated County staff of attempts made to contact the defendants using the staff's selected options and schedule by telephone, fax, pager notification, or email (or all of these methods if selected). If during business hours the electronic methods of contacting the client are unsuccessful, the Contractor will attempt a field contact with the assigned case manager, at the last known location to attempt to regain compliance provided the environment is deemed safe enough for the Contractor to do so. If the client allows the equipment to remain un-charged and a loss of signal occurs, the Contractor will provide Pretrial Staff of the last know location so that documentation can be secured to return the client to the detention facility. A report of all violations will be prepared and sent to Pretrial Services via email or fax by 10am each business day or upon first availability if the office is closed. After business hours, during holidays or during inclement weather, Contractor will notify designated County staff of any violations that warrant an immediate response (new arrests, strap tampers, communication loss and battery critical escalates).*

**Buddi's response:** Buddi understands and will fully meet this requirement. The Eagle system processes location data and alerts in real time, ensuring immediate detection of unauthorized absences, late arrivals, tampering, and equipment malfunctions. Notifications are instantly delivered to designated County staff through mobile alerts, SMS, or email. During business hours, Buddi will verify violations by attempting to contact defendants via phone and audible transmitter messages, notifying County staff through their selected communication methods. If electronic contact fails, Buddi will coordinate with case managers for a field contact when safe. In cases of uncharged equipment leading to signal loss, Buddi will provide Pretrial Staff with the last known location for documentation and necessary action. Reports of all violations will be sent to Pretrial Services via email or fax by 10 AM each business day or upon first availability if the office is closed. Critical violations requiring an immediate response after hours, on holidays, or during inclement weather will be promptly reported to designated County staff.

*26. Upon receipt of strap/body tamper Contractor will attempt to call the client initially. If unable to reach the client by telephone an audible message will be sent. If a response is received and the*

*tamper can be cleared immediately, Contractor will execute whatever measures necessary to clear the violation. If a telephone resolution is not possible, Contractor will respond with the assigned case manager, to the last known location of the client to attempt to locate and restore service of the unit. If it is determined that the equipment has been removed or tampered with and the client is present, the equipment will be restored, and County staff notified. If the client is no longer available for supervision and has thereby absconded, the designated County staff will be notified immediately.*

**Buddi's response:** Buddi understands and agrees to follow the required chain of communication.

*27. Any equipment in the offender's home shall be installed and removed by the Contractor accompanied by the assigned case manager. Equipment installed in offenders' homes shall be capable of communicating with a monitoring center 24 hours a day/ 7 days a week. The monitoring equipment that the Contractor proposes shall be of the latest technology available from the manufacturer of the equipment and updated as appropriate during the contract period.*

**Buddi's response:** Buddi will ensure compliance with this requirement by installing and removing all in-home equipment alongside the assigned case manager. All installed equipment will communicate 24/7 with Buddi's primary monitoring center in Dallas, Texas, which operates around the clock, including during the County's operational hours and all other times. The center is fully trained in agreed-upon alert protocols and provides continuous monitoring and escalation services. Additionally, Buddi will update monitoring equipment as needed throughout the contract period to ensure the latest technology is in use. The monitoring center also offers translation and interpretation services for non-English-speaking or hearing-impaired defendants.

*28. The contractor shall maintain replacement parts adequate for the proper provision of on-call service on a 24-hour, 7 days per week basis.*



*Dallas Monitoring Center*

**Buddi's response:** Buddi understands and will meet the requirement.

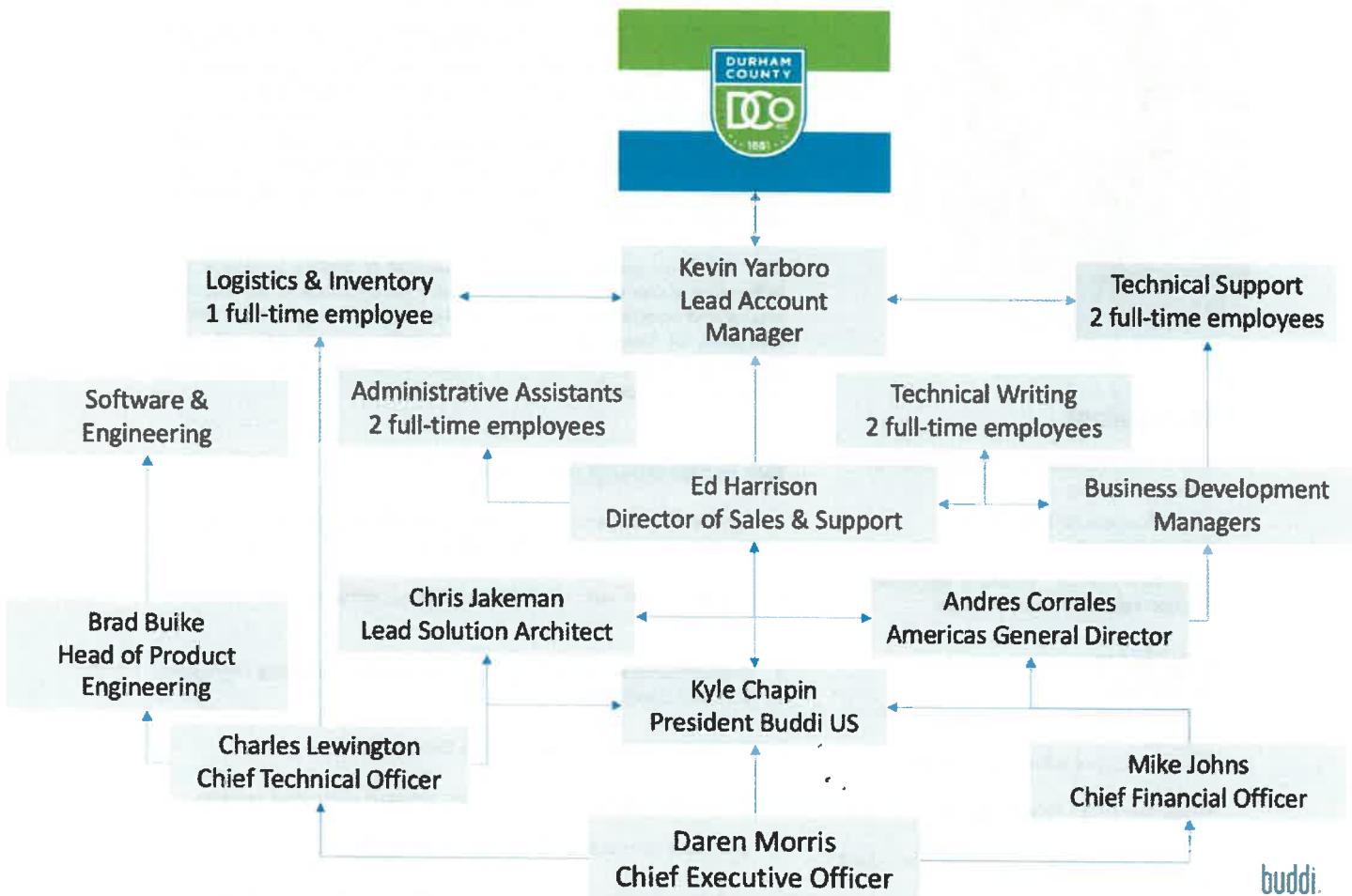
*29. Contractor shall be responsible for disconnecting and terminating the service at a participant's location within 24 hours of notification by the County or Courts or upon first availability.*

**Buddi's response:** Buddi understands and will meet the requirement.

## Tab 5 – Organization and Staffing

### Organizational Chart

Below we illustrate our company organization. Buddi US, LLC has 15 full-time employees and over 300 full-time employees worldwide. The employees illustrated above include Buddi US-based team and integrated worldwide team members.



### Subcontracting

Buddi will fulfill this contract without the use of subcontractors. Buddi will actively seek partnerships with MWBEs for procurement, logistics, and support services as business needs evolve.

## Resumes

A circular portrait of a man with short brown hair and a beard, wearing a dark blue shirt. The portrait is set against a light blue background with a subtle circular pattern.

**Kyle Chapin**  
**President, Buddi US**

**Kyle Chapin**  
**President, Buddi US**

Kyle joined Buddi in 2017, he quickly became a key member of the Buddi Team. Kyle excels in the implementation and distribution of Buddi US' largest most complex contracts. After implementation, Kyle continues as the key point of contact on many accounts to continue the trust and relationships built during the roll-out phase of the contract. He believes this is the best way to ensure the customer's comfort with Buddi, and the most efficient and effective use of the Buddi system is to shower the customer with support and communication.

Kyle utilizes an expert level of understanding of Buddi's hardware and software to ensure that prospects and customers are provided with the best service and understand of Buddi's solution. Kyle has experience training thousands of Users on how to use Buddi's solution efficiently and effectively. This allows the customer to quickly utilize Buddi as a time saving and work-load lessening tool it is designed to be.

**Qualifications**

Juris Doctor, Florida Bar Licensed Attorney – Stetson University

MBA – Business Administration – Stetson University

Bachelor of Science – Industrial and Systems Engineering – University of Florida

**Experience**

**BUDDI US, LLC,**  
Director of Account Management - 2018 - Present  
Previously Sales Engineer 2017-2018

Maxey Law Firm – Patent Attorney 2014-2017

Pro Tech Monitoring, Engineering Intern 2007-2012

**Key Achievements and Skills**

- Significant experience Implementing and Managing GPS tracking and monitoring programs for US customers
- Expert in the use of Buddi hardware, software, and accessory equipment
- Project Manager for multiple Statewide contracts including Tennessee DOC and Georgia DJJ
- Manages team of nine installers for Georgia DJJ
- Expert witness for criminal trials and probation revocation hearings
- Certified Expert Buddi Trainer and Train the Trainer
- Intricately involved in all levels of Business Development and Account Management Activities
- Provides technical assistance to law enforcement agencies utilizing GPS to investigate and prosecute crimes



#### Qualifications

25+ years in Business Development, Sales Leadership and Management roles, New Product Development, strategic planning and analysis, and account Management.

16+ years in GPS related industries that include asset and vehicle tracking and GPS offender monitoring businesses

14+ years in GPS offender monitoring industry in roles that included business development, RFP management and process, strategic planning and analysis, new product development marketing, and account management.

#### Experience

**BUDDI US, LLC – 2016 – Present**  
Director of Sales and Support

Pro Tech Monitoring/3M Electronic Monitoring – 8 years – Business Development, Contract Administrator

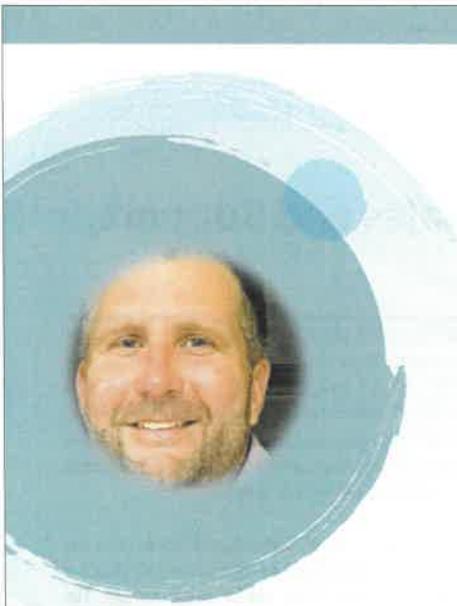
## **Ed Harrison Director of Sales and Support, Buddi US**

Ed is a sales and account management professional that has spent over 25 years in business and account management. Ed has been in the technology sector since 1994 with 15 years GPS related products and service with most of that in GPS offender tracking. Ed is a subject matter expert in competitive products and services, has researched, and fully understands the unique agency differences, and has tailored programs that meet the needs of the agencies that he has served.

Managing RFP activities, Ed has a deep understanding of critical requirements for a wide array of agencies and has demonstrated that he can recommend products and services that meet their needs. He currently serves in a Business Development lead role and supports customers daily.

#### Key Achievements and Skills

- Identifying clients' needs and requirements to create implementation and training programs for new and existing customers to assure successful transition to new products and services.
- Creates needs analysis and develops implementation plans for county, state and federal electronic monitoring programs.
- Creates competitive product comparison that is used by product development and sales and marketing
- Identifies product and service programs designed to target the needs of state and county probation, parole, department of corrections, community corrections, Sheriff's, and Pre-trial programs
- Identifies how products and services could be tailored to individually meet the different division goals and requirements
- Reviews existing contracts and identifies ways that agencies could save money through improved processes or recommendations in products or services that would not sacrifice supervision or public safety.
- Served as an internal ISO auditor during ISO accreditation with 3M Electronic Monitoring and developed ISO processes for sales and account management departments.



**Kevin Yarboro**  
**Operations Manager, Buddi US**

Kevin comes to Buddi with years of experience in technical training, customer support, and SaaS implementation and support. Kevin quickly became a key member of the Buddi US team becoming intricately involved in account management and support of our large accounts and contracts. Kevin is the first line of support for billing, inventory management, software training, KPI management, and contract compliance.

Kevin's background in military police with the United States Airforce and 10 plus years of software integrations and support uniquely allows him to speak the same language of many of our law enforcement customers. This increases trust and the effectiveness of his training and account management.

**Qualifications**

15+ years in Operations, Systems Leadership and Management roles, New Product Development, strategic planning and analysis, and account Management.

10+ years in Software Integrations, Training and support.

4+ years experience in military police operations and support.

**Experience**

Buddi US – U.S. Operations

Operations Manager, Level Resources, LLC

President, Tampa Bay CC

U.S. Air Force, Militarily Police

**Key Achievements and Skills**

- Systems Implementation
- Policies and Procedures Implementation
- Budget Development and Management
- Operations Monitoring
- SaaS Software Training and Support.
- Project Management
- KPI Management

## Tab 6 – Qualifications and Experience

Buddi has extensive experience providing location tracking and monitoring solutions for programs comparable in size and scope to that of Durham County. Buddi's presence in the monitoring industry is well-established, with approximately 5,000 devices currently in use across the U.S. and 60,000 deployed globally. This widespread adoption reflects our ability to support large- and small-scale programs with reliable technology and comprehensive services tailored to the needs of law enforcement, corrections, and victim protection initiatives.

### Contractual Engagements

Within the last five years, Buddi has contractually engaged with over ninety agencies across the United States. Due to confidentiality agreements and ongoing contracts, we are unable to disclose full details of all engagements. However, as per Addendum 2, Response 9, Buddi will provide a list of three customers that align with Durham County's requirements.

### Related Experience

We invite you to contact our customers to confirm our quality of work and dedication.



Agency: Northampton County Probation, Pennsylvania  
Contact: Jay Luzer  
Telephone: 484.239.9984  
Size and Scope of Work: 100 GPS/30 Alco  
Contract Dates: Jan 2025- present  
Annual Contract Amount: \$144,000



Agency: Collin County, Texas  
Contact: Deputy Robert Whaley  
Telephone: 972.548.6494  
Size and Scope of Work: 300 GPS  
Contract Dates: 2019 – present  
Annual Contract Amount: \$600,000



Agency: Broome County, New York  
Contact: Stacey LaBarre  
Telephone: 607.778.2438  
Size and Scope of Work: 20 GPS  
Contract Dates: 2021 – present  
Annual Contract Amount: \$60,000



*"Buddi has been an exceptional company to work with. The staff is outstanding, and they are very willing to make their product easy to work with and to the best benefit of my agency."*

*– James Doyle, Collin County Sheriff's Office, Texas*



*"There are not enough words to describe the level of professionalism, respect, and overall genuine support that we receive from our Buddi Team! ...Buddi has gone above and beyond to help us in our every need, I couldn't ask for anything more than the level of amazingness they have always given us."*

*– Kristi McClellan, Boyd County Detention Center, Kentucky*



*"I have had juveniles on [Buddi's] EM system and have found that it is the most user-friendly (non-annoying!) that I have used in my 35 years in this field."*

*– Terri Trull, McCullough County Juvenile Probation, Texas*

## Tab 7 – MWBE Participation

Buddi is the current incumbent providing location tracking and monitoring services for the County. As part of our operations, we actively seek to engage MWBEs when opportunities arise. Our approach includes outreach to diverse vendors, consideration of MWBEs for subcontracting roles, and ensuring fair and inclusive procurement practices.

However, in this specific contract, there are limited opportunities to subcontract with MWBEs due to the nature of the work. A single installer is all that is needed for this contract; any additional support or manpower would be superfluous and cost prohibitive. Since the implementation of this contract, we have hired a minority to conduct the in office/in person portion of this contract. Our current installer is African American, and the previous installer was Latin American, reflecting diversity within our direct workforce.

Additionally, the contract does not include provisions that mandate MWBE partnerships unless additional funding is allocated to support such arrangements. While we remain committed to fostering MWBE participation, the structure and budget of this contract limit our ability to engage external MWBE partners without increasing costs.

Buddi continues to explore ways to support MWBE inclusion within the constraints of each contract and remains open to collaboration when feasible.

## Tab 8 – Conflict of Interest

Buddi, its affiliates, and staff have no conflicts of interest related to this contract. Neither the company nor its employees have any financial, professional, or personal relationships that would interfere with the impartial delivery of services.

## Attachments

### Manufacturer's Specifications

Buddi is the original equipment manufacturer of its hardware and software. Please find our manufacturer's specification literature below.

*Buddi is the prime contractor and original equipment manufacturer of the hardware and software proposed. Buddi has thousands of devices currently in use across the US and 60,000 devices in use worldwide.*



buddi.<sup>®</sup>

# Buddi Smart Tag<sup>®</sup> GPS Monitoring Solution

## Advanced Tracking Technology

Used globally by corrections and law enforcement

Buddi's One-Piece Smart Tag<sup>®</sup> seamlessly monitors locations, indoors & outdoors, reliably, and accurately. The smallest, lightest available design, with the longest battery life in the market, charged wirelessly.

- Full featured, Customizable GPS tracking
- Utilizes Verizon, AT&T & T-Mobile for communication
- 10 second installation – no tools needed
- 4G GSM & CDMA Communication

“  
Accurate  
and Reliable



buddi.

# Buddi Alcohol Monitoring Solution

## Empowering Sober Futures

### Alcohol and Location Monitoring in One Device

Buddi's new Alcohol and Location Monitoring solution provides a unified tool for managing both alcohol and/or high-risk caseloads that ensures real-time understanding of consumption and GPS tracking events for optimal public safety and wearer accountability.

- + Real-time alcohol monitoring with confirmed consumption alerts
- + Full featured GPS standard tracking
- + Unified software environment to manage sobriety and safety behaviors
- + Precise and configurable alcohol threshold triggers
- + Discreet, rechargeable

“  
Accurate  
and Reliable

# Why Buddi?

Buddi's new and combined Realtime alcohol and location tracking provides instant access to a wearers sobriety and travel patterns in one unique 24/7 solution platform.



## Comprehensive Sobriety and Abstinence Program Tool

- 24/7 sobriety tracking for critical supervision term(s) compliance
- Can flexibly support each agency's caseloads across: EBP programs, 24/7 Sobriety, DUI/DWI Courts, Probation, Parole, Pretrial, etc..
- Leverage as a verification tool for abstinence phases or other alcohol/location specific programs



## Simplified Agency Administration

- Realtime alcohol or zone alerts ensure agency's can employ swift and certain best practice responses
- Unified software tracks important alcohol events with location data
- Single device for both alcohol and location
- Industry's easiest to install strap



## Wearer Sobriety Accountability

- Discreet yet physical accountability reminder
- Data is transmitted in realtime without office visit (minimizes lifestyle disruptions and stabilization efforts)
- 24/7 Monitoring Can Help Combat Wearer's "Circumvention" mindset



## Buddi Alco Tag

- Combined alcohol and GPS tracking
- 24/7, Transdermal, Rechargeable Lightweight Device
- Sobriety and Location Data Viewable in Realtime
- Industry's fastest strap installation and removal



## Alcohol Testing

- Consumption and Confirmation natively available in Eagle platform
- Wireless alcohol/temperature data upload
- Proprietary design for managing true drinking events vs. environmental
- Testing thresholds' configurable by agency
- Confirmed test can be co-located with GPS mapping information



## Critical Alerts

- Instant reliable alerts when alcohol is detected
- Alcohol events verified without additional human verification
- Alcohol or Location Alerts Can Be Created to Support Wearer's supervision requirements as well as treatment schedule



## Software/System

- Unified platform for viewing both location and alcohol data
- Configurable to adapt to Agency's unique caseloads and programs
- Robust reporting available to provide leadership with actionable agency performance metrics (track events, violations, etc..)
- System security



*Durham County*  
*Justice Services Department Electronic Monitoring Services*  
*RFP No. 25-035*



# buddi®

**Buddi US, LLC**  
2536 Countryside Blvd., 4<sup>th</sup> Floor  
Clearwater, FL 33763

Australia  
Bahamas  
Barbados  
Canada  
Colombia  
Curacao  
Guam  
Guatemala  
Lithuania  
Mexico  
Netherlands  
New Zealand  
Pakistan  
Romania  
Sint Maarten  
Sweden  
Switzerland  
United Kingdom  
USA



**COPY**

**DURHAM COUNTY  
NORTH CAROLINA**



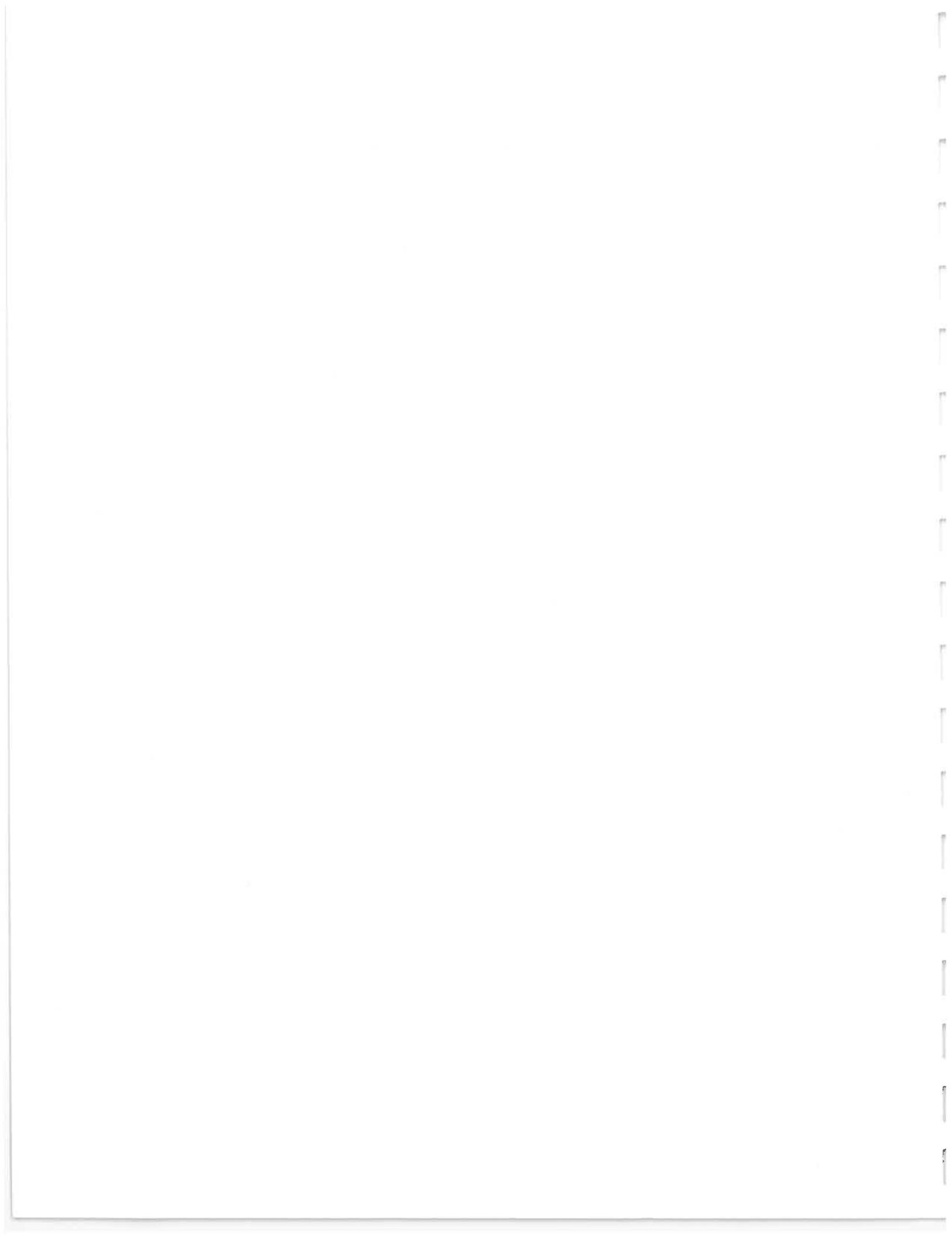
**REQUEST FOR PROPOSAL  
JUSTICE SERVICES DEPARTMENT ELECTRONIC MONITORING SERVICES  
RFP NO. 25-035**

**EXTREME  
MONITORING  
CONCEPTS, LLC**





**ATTACHMENTS AND AFFIDAVITS**



Attachment A



**PROPOSAL FORM**  
**Justice Services Department Electronic Monitoring Services**  
**RFP No. 25-035**

In accordance with the attached instructions, terms, conditions, and Scope of Services we submit the following proposal to the County of Durham.

**TOTAL PROPOSED COST**

\$ 7.50  
Seven Dollars & 50/00 — Daily  
*(Total Proposed Cost in Writing)*

**The above Total Proposed Cost should be based on being awarded the entire project.**

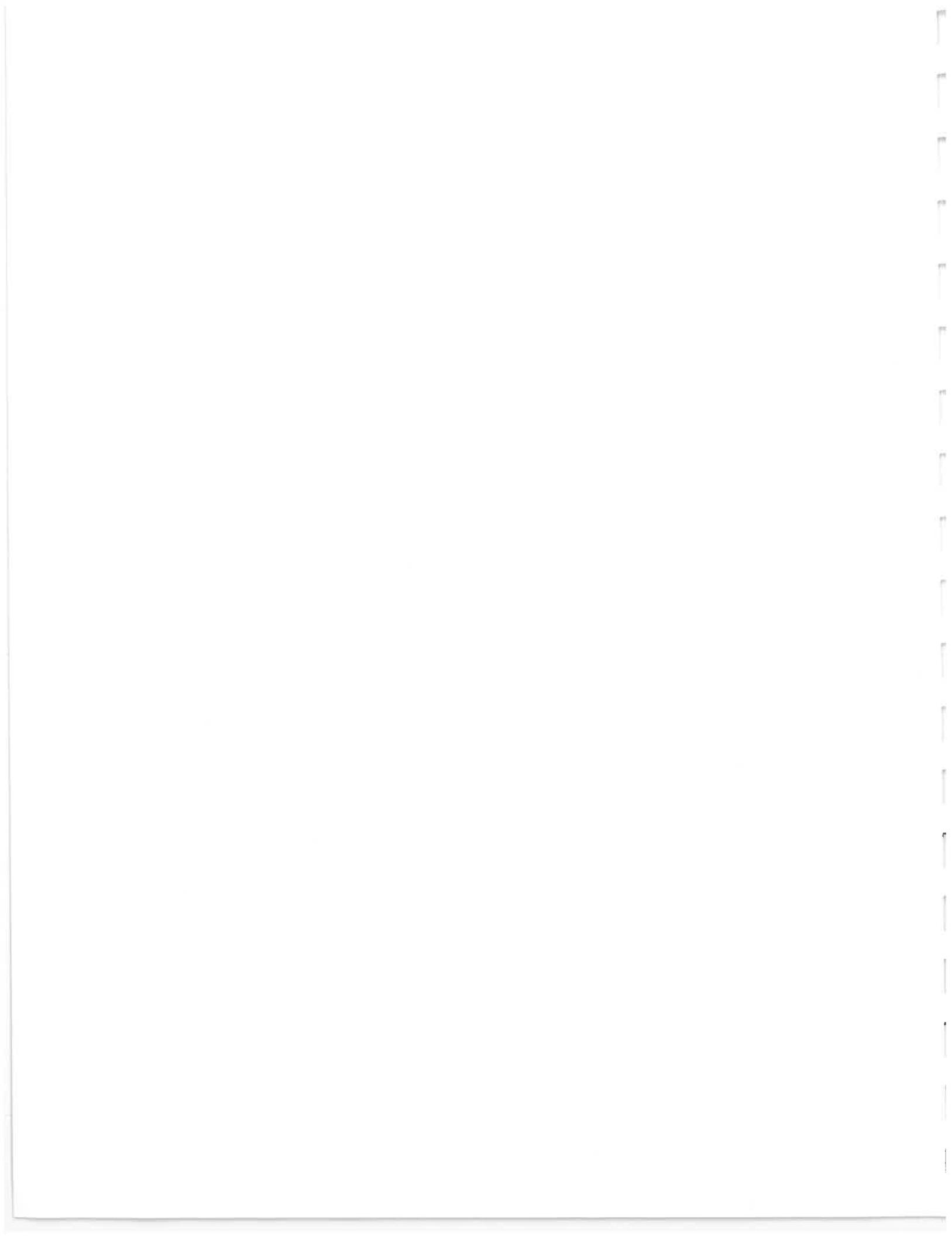
I certify that the contents of this proposal are known to no one outside the firm, and to the best of my knowledge all requirements have been complied with.

Date: 4-11-25

Authorized Signature:   
Name

  
Title

EXTREME MONITORING CONCEPTS, LLC  
Firm Name



**Attachment C**

**ADDENDUM ACKNOWLEDGEMENT**  
**Justice Services Department Electronic Monitoring Services:**  
**RFP No. 25-035**

Receipt of the following Addendum is acknowledged:

Addendum no. 1 Date 4-11-25

Addendum no. 2 Date 4-11-25

Addendum no. 3 Date 4-11-25

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

  
Signature \_\_\_\_\_ Date: 4-11-25

JAMES L. WOODS  
(Print Name)

CEO  
Title \_\_\_\_\_

EXTREME monitoring Concepts, LLC  
Name of Firm



**Attachment D**

**NON-COLLUSION AFFIDAVIT**

State of North Carolina  
County of Durham

James Woods

, being first duly sworn, deposes and says that:

1. He/She is the C60 of EMC, the Proposer that has submitted the attached proposal;
2. He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
3. Such Proposal is genuine and is not a **collusive or sham** Proposal;
4. Neither the said Proposer nor any of its officers, partners, owners agents, representatives, employees or parties of interest, including this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer, firm or person to submit a **collusive or sham** Proposal in connection with the contract for which the attached Proposal has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached Proposal or of any other Proposer, or to fix any overhead, profit or cost element of the Proposal price of any other Proposer or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Durham or any person interested in the proposed contract; and
5. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

  
Signature of Proposer

4-11-25

Date

Subscribed and sworn before me,  
this 11 day of April, 2025

(Seal)

Cristi Herring  
Notary Public

Notary Public

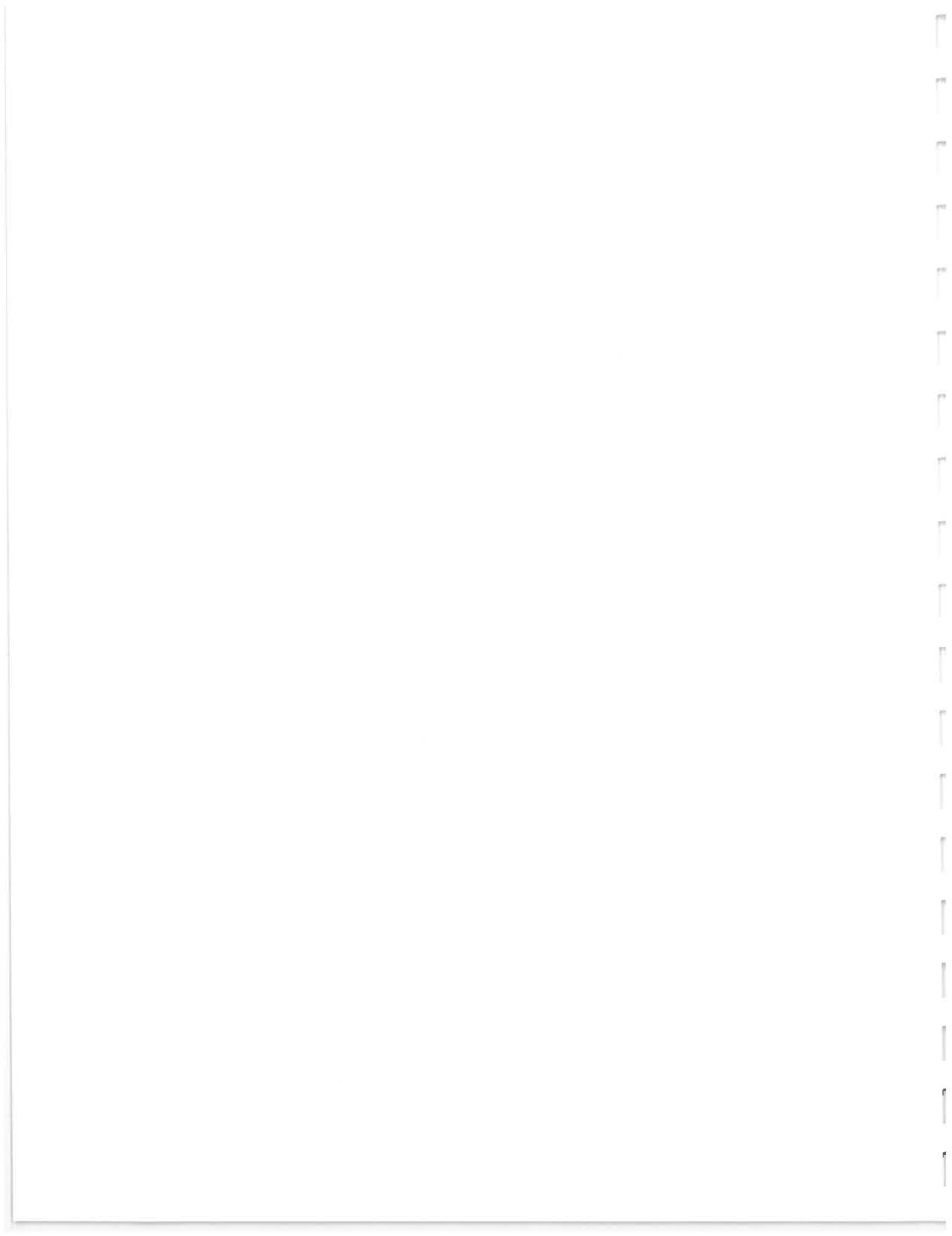
My Commission Expires: \_\_\_\_\_

Cristi Herring  
NOTARY PUBLIC  
State of South Carolina  
My Commission Expires 1/17/2035



**MWBE FORMS**

(Affidavits A-D and Appendix E)



## Appendix E

MWB/E DOCUMENTATION FOR CONTRACT PAYMENTS

## Prime Contractor/Architect:

Address & Phana:

The following is a list of payments to be made to minority business contractors on this project for the above-mentioned period.

Asian American (A) American Indian (I) Female (F)

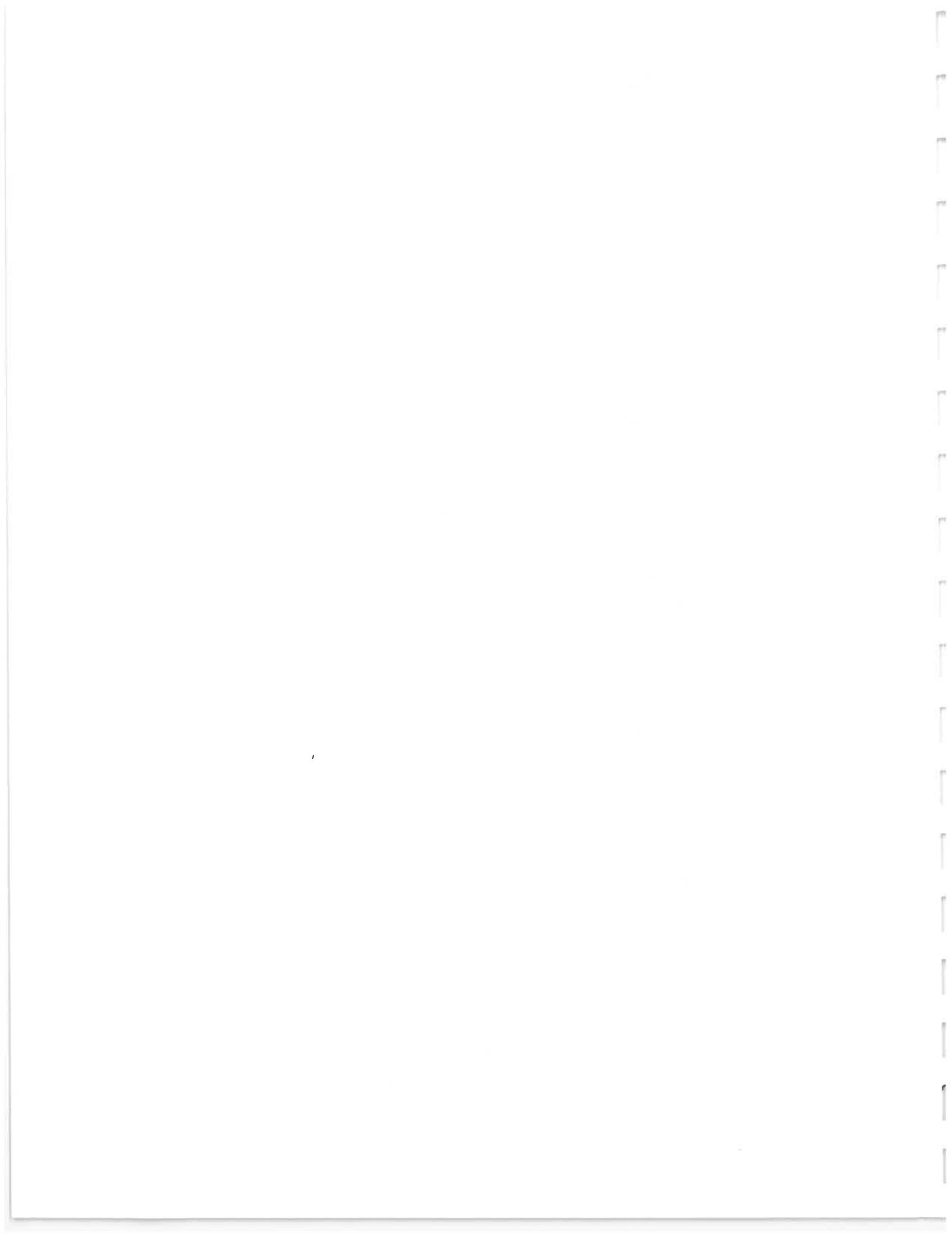
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Name \_\_\_\_\_

111

### **Signatures**

**\*\*THIS DOCUMENT MUST BE SUBMITTED WITH EACH PAY REQUEST & FINAL PAYMENT\***



**Attachment F**

**AFFIDAVIT OF COMPLIANCE**

**STATE OF NORTH CAROLINA  
COUNTY OF DURHAM**

**AFFIDAVIT OF COMPLIANCE  
with N.C. E-Verify Statutes**

I, James Woods (hereinafter the "Affiant"), being duly authorized by and on behalf of EXTREME MONITORING (hereinafter "Contractor") after first being duly sworn hereby swears or affirms as follows: Concepts, LLC

1. Contractor understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with Article 2 of Chapter 64 of the North Carolina General Statutes; and
2. Contractor understands that an "Employer", as defined in NCGS§64-25(4), is required by law to use E-Verify to verify the work authorization of its employees through E-Verify in accordance with NCGS§64-26(a). The term "Employer" does not include State agencies, counties, municipalities, or other governmental bodies.
3. Contractor is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in the state of North Carolina. (mark Yes or No)
  - a. YES
  - b. NO X
4. Contractor will ensure compliance with E-Verify to the extent applicable and will ensure compliance by any subcontractors subsequently hired by Contractor to perform work under Contractor's contract with Durham County.

This 11 day of April, 2025

\_\_\_\_\_  
Signature of Affiant

Print or Type Name: James L Woods

State of South Carolina

County of Dillon

Signed and sworn to (or affirmed) before me, this the 11

day of April, 2025

My Commission Expires:

Cristi Herring

Cristi Herring  
NOTARY PUBLIC  
State of South Carolina  
My Commission Expires 1/17/2035

Notary Public

(Affix Official/Notarial Seal)





### Vendor Application

**IT IS CRITICAL TO THE COUNTY THAT YOU COMPLETE ALL DATA - PLEASE PRINT OR TYPE  
(A W-9 FORM IS REQUIRED AND MUST BE SUBMITTED WITH THIS FORM)**

1. Vendor Name: Extreme Monitoring Concepts, LLC

Do you require a 1099? Yes  No

2. Mailing address for payments:  
P.O. Box 863  
Dillon, SC. 29536

3. Mailing address for purchase orders, proposals and bids:  
P.O. Box 863  
Dillon, SC. 29536

4. Contact Person James L. Woods Phone #: 843-774-0077  
Email: jameswoods1@att.net Fax #: 843-774-4194

5. In what City and State is your firm licensed? Dillon, South Carolina  
If licensed in NC, indicate County (for tax purposes) \_\_\_\_\_

6. Indicate your firm's organizational type:  
Individual  Partnership  Corporation  Governmental Agency  Other \_\_\_\_\_

7. Is your firm a large business? Yes  No  8. Is your firm a small business? Yes  No

9. Is your firm 51 percent or more owned and operated by a woman? Yes  No   
If yes, with what governmental agencies are you certified? \_\_\_\_\_

10. Is your firm 51 percent or more minority owned and operated? Yes  No   
If yes, with what governmental agencies are you certified? \_\_\_\_\_

Identify appropriate minority group:  
Black American  Native American  Hispanic  Asian/Pacific  Asian Indian

11. Is your firm incorporated? Yes  No

12. Is your firm a not-for-profit business? Yes  No

13. Is your firm identified as a disabled business? Yes  No

14. Give a brief description of goods or services your firm provides:  
Our company provides electronic monitoring services to multiple judges, sheriff's offices, police stations, and jails throughout the state of North and South Carolina

Signature: 

Title: President

Print name: James L. Woods

Date: 4-11-25

If you have any questions concerning this form, call Durham County Purchasing Division - (919) 560-0051.

---

**FOR DEPARTMENT COMPLETION**  
(Prior to Vendor Distribution)

Email to:

Department Contact Email

or

Fax to:

Department Contact Fax No.



# Request for Taxpayer Identification Number and Certification

Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Give form to the requester. Do not send to the IRS.

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)

**Extreme Monitoring Concepts, LLC**

2 Business name/disregarded entity name, if different from above.

3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only **one** of the following seven boxes.

Individual/sole proprietor    C corporation    S corporation    Partnership    Trust/estate

LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership)

**Note:** Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.

Other (see instructions)

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any)

Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any)

(Applies to accounts maintained outside the United States.)

3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions

5 Address (number, street, and apt. or suite no.). See instructions.

**2538 Hwy 301 South**

6 City, state, and ZIP code

**Dillon, South Carolina 29536**

7 List account number(s) here (optional)

Requester's name and address (optional)

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

<input type="text"/>	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	-	<input type="text"/>	<input type="text"/>	<input type="text"/>
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or

Employer identification number

4	5	-	3	3	2	7	7	4	7
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## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

**Sign Here** **Signature of U.S. person** 

Date

*4-11-25*

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they





County of Durham Purchasing Division of finance  
201 East Main Street, 7<sup>th</sup> floor, room 703  
Durham, North Carolina 27701

Attention: Jonathan Hawley, Procurement Manager

Subject: Electronic Monitoring RFP 25-035

Dear Mr. Jonathan Hawley,

Extreme Monitoring Concepts, LLC. is please to submit our proposal for the Justice Services Department Electronic Monitoring Services program. Based on the RFP requirements, we have determined that a "best value" approach for Durham County includes implementing Extreme Monitorings GPS monitoring solutions and services. Extreme Monitoring has been established long enough to provide you with a solution that meets or exceeds your needs and we have the experience to provide the diligence, specific focus, and personal attention to Durham County to get the job done right.

We have reviewed all elements of the RFP and have put forth a compliant document that we believe is an approach that can be quickly and easily implemented to satisfy your needs in a cost-effective manner. Importantly, as more than just a supplier, we will earn your on-going trust and respect as your program continues to develop.

Extreme Monitoring Concepts, LLC. attests that all insurance requirements will be met and we will submit a Certificate of Insurance prior to commencing work.

Thank you for your consideration and we look forward to presenting our overall solution, technology, and services to you in person.

Sincerely,

James. L. Woods  
President  
Extreme Monitoring Concepts, LLC.



**Affidavit A****ATTACH TO BID****State of North Carolina AFFIDAVIT A - List of the Good Faith Effort****COUNTY OF DURHAM**

Affidavit of

EXTREME MONITORING CONCEPTS, LLC

(Name of Bidder)

I have made a good faith effort to comply under the following areas checked:  
(A minimum of 5 areas must be checked in order to have achieved a "good faith effort")

- 1-Contacted minority businesses that reasonably could have expected to submit a quote and that were known to the contractor, or available on State or local government-maintained lists, at least 10 days before the bid date and notified them of the nature and scope of the work to be performed.
- 2-Made the construction plans, specifications and requirements available for review by prospective minority businesses or providing these documents to them at least 10 days before the bids are due.
- 3-Broken down or combined elements of work into economically feasible units to facilitate minority participation.
- 4-Worked with minority trade, community, or contractor organizations identified by the Office of Historically Underutilized Businesses and included in the bid documents that provide assistance in recruitment of minority business.
- 5-Attended pre-bid meetings scheduled by the public owner.
- 6-Provided assistance in getting required bonding or insurance or provided alternatives to bonding or insurance for subcontractors.
- 7-Negotiated in good faith with interested minority businesses and did not reject them as unqualified without sound reasons based on their capabilities. Any rejection of a minority business based on lack of qualification should have the reasons documented in writing.
- 8-Provided assistance to an otherwise qualified minority business in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letters of credit, including waiving credit that is ordinarily required. Assisted minority businesses in obtaining the same unit pricing with the Bidder's suppliers in order to help minority businesses in establishing credit.
- 9-Negotiated joint venture and partnership arrangements with minority businesses in order to increase opportunities for minority business participation on a public construction or repair project when possible.
- 10-Provided quick pay agreements and policies to enable minority contractors and suppliers to meet cashflow demands.

In accordance with GS 143-128.2(d) the undersigned will enter into a formal agreement with the firms listed in the Identification of Minority Business Participation schedule conditional upon execution of a contract with the Owner. Failure to abide by this statutory provision will constitute a breach of the contract.

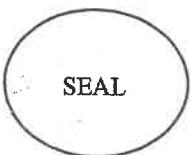
The undersigned hereby certifies that he or she has read the terms of the minority business commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: 4-11-25 Name of Authorized Officer: James Woods

Signature: 

Title: CEO

State of South Carolina, County of Dillon  
Subscribed and sworn to before me this 11 day of April 2025  
Notary Public Cristi Herring  
My commission expires \_\_\_\_\_



Cristi Herring  
NOTARY PUBLIC  
State of South Carolina  
My Commission Expires 1/17/2035



**Affidavit B**

**ATTACH TO BID - IF YOU ARE NOT UTILIZING SUBCONTRACTORS**

**State of North Carolina AFFIDAVIT B - Intent to Perform Contract with Own Workforce**

**COUNTY OF DURHAM**

Affidavit of Extreme monitoring Concepts, Inc  
(Name of Bidder)

I hereby certify that it is our intent to perform 100% of the work required for  
he RPP - 25 - 035 contract.  
(Name of Project)

In making this certification, the Bidder states that the Bidder does not customarily subcontract elements of this type project, and normally performs and has the capability to perform and will perform all elements of the work on this project with his/her own current work forces; and agrees to provide any additional information or documentation requested by the owner in support of the above statement.

The undersigned hereby certifies that he or she has read this certification and is authorized to bind the Bidder to the commitments herein contained.

Date: 4-11-25

Name of Authorized Officer: James Woods

Signature: JKW

Title: CEO

State of North Carolina, County of Dillon  
Subscribed and sworn to before me this 11 day of April 2025  
Notary Public Cristi Herring  
My commission expires \_\_\_\_\_

Cristi Herring  
NOTARY PUBLIC  
State of South Carolina  
My Commission Expires 1/17/2035





**Affidavit C****ATTACH TO BID - IF YOU HAVE MWBE PARTICIPATION****State of North Carolina AFFIDAVIT C - Portion of the Work to be Performed by Minority Firms****COUNTY OF DURHAM**

Durham County Goals for MWBE Participation in the Procurement of Goods, Services and Construction

Categories	Construction	Architect/ Engineer	Services	Goods	MWBE Availability % (Median Availability)
Black American	14.6	9.8	10.9	2.8	10.4%
Asian American	1.3	3.0	1.1	.43	1.3%
Hispanic American	4.2	1.8	1.1	.43	1.5%
American Indian	.65	.75	1.0	.5	.70%
White Female	13.8	11.0	9.5	7.1	10.3%
<b>Overall MWBE Participation Goal =</b>					<b>25.0%</b>

Affidavit of \_\_\_\_\_ I do hereby certify that on the  
(Name of Bidder)Durham County Electronic Monitoring Service  
(Project Name)Project ID No. RFP- 25-035 Amount of Bid \$ 7.50 daily

I will expend a minimum of \_\_\_\_\_ % of the total dollar amount of the contract with minority businesses enterprises. Work will be subcontracted to the following firms listed below. Attach additional sheets if needed.

Firm Name (Street Address/Zip/Telephone)	*Minority Category	Work Description	Dollar Value	Percentage of Goal
<u>Extreme Monitoring, LLC</u>	<u>B</u>	<u>Electronic Mon</u>		

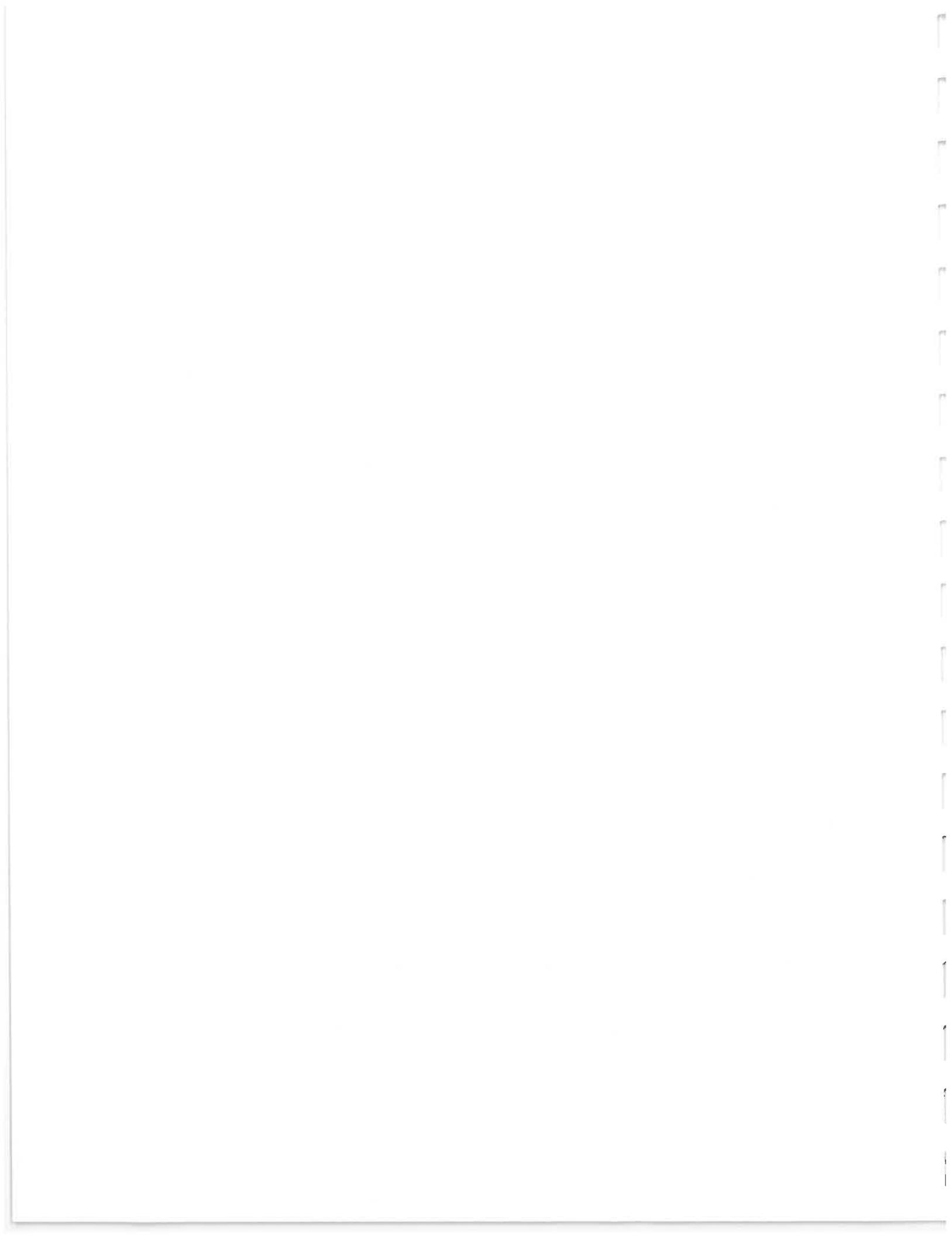
\*Minority categories: Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

Pursuant to GS 143-128.2(d), the undersigned will enter into a formal agreement with Minority Firms for work listed in this schedule conditional upon execution of a contract with the Owner. Failure to fulfill this commitment may constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: 4-11-25 Name of Authorized Officer: James Wool  
Signature: \_\_\_\_\_  
Title: \_\_\_\_\_State of South Carolina, County of Dillon  
Subscribed and sworn to before me this 11 day of April 2025  
Notary Public Cristi Herring  
My commission expires \_\_\_\_\_Cristi Herring  
NOTARY PUBLIC  
State of South Carolina  
My Commission Expires 1/17/2035

SEAL





### **Executive Summary**

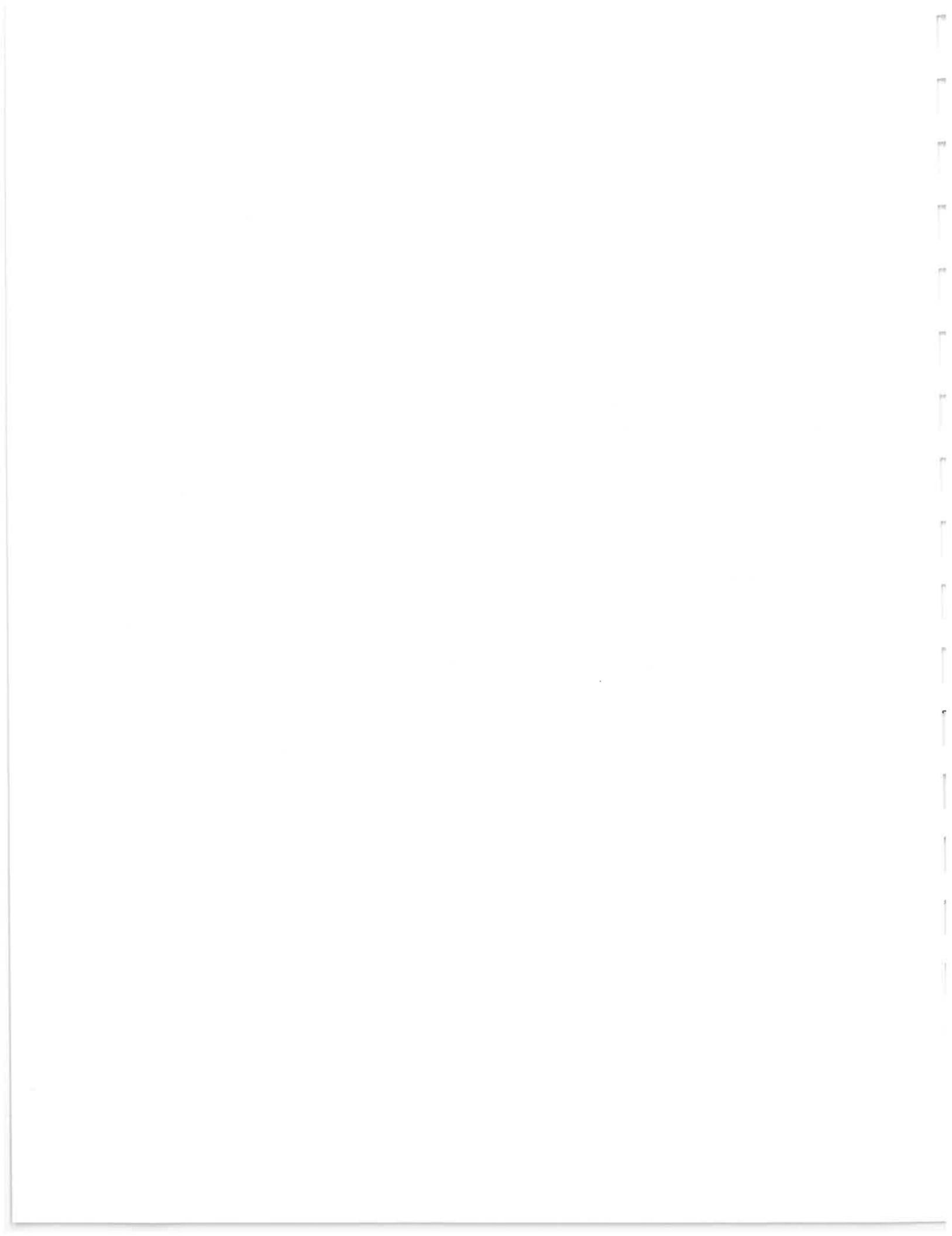
There's no doubt that GPS monitors are crucial to growth and success at Durham County. As your business continues to grow, having an efficient and effective program process becomes vital to your success. Extreme Monitoring Concepts, LLC can empower your team to be more strategic, collaborative and successful in GPS monitoring.

Not only can we support you with our unique tools with TrackGroup's ReliAlert XC cuff that is a deterrent from absconding, but a continuously loud siren helps keep defendants in compliance.

As you grow we are ready to serve your team with frequent enhancements and any updates with newly equipment or firmware available, that keeps you on the cutting edge and delivers a competitive advantage to newly developments in the GPS monitoring space.

Are new Intellitrack platform is quick to access and has more advance features to help provide easy learning to even the novice user can jump in and contribute quickly. IntelliTrack offers 1 minute tracking, which is the only tracking Extreme Monitoring Concepting, LLC uses. This ensures you are getting accurate tracking/tracing. When a violation occurs it traces every half minute.

Extreme Monitoring Concepts, LLC wants the very best for Durham County Pretrial to be successful in their GPS monitoring program, and feel will be the best in helping you achieve this goal.





P.O. Box 863  
Dillon, South Carolina 29536  
Office #: (843)774-0077  
Fax#: (843)774-4194  
[Jameswoods1@att.net](mailto:Jameswoods1@att.net)

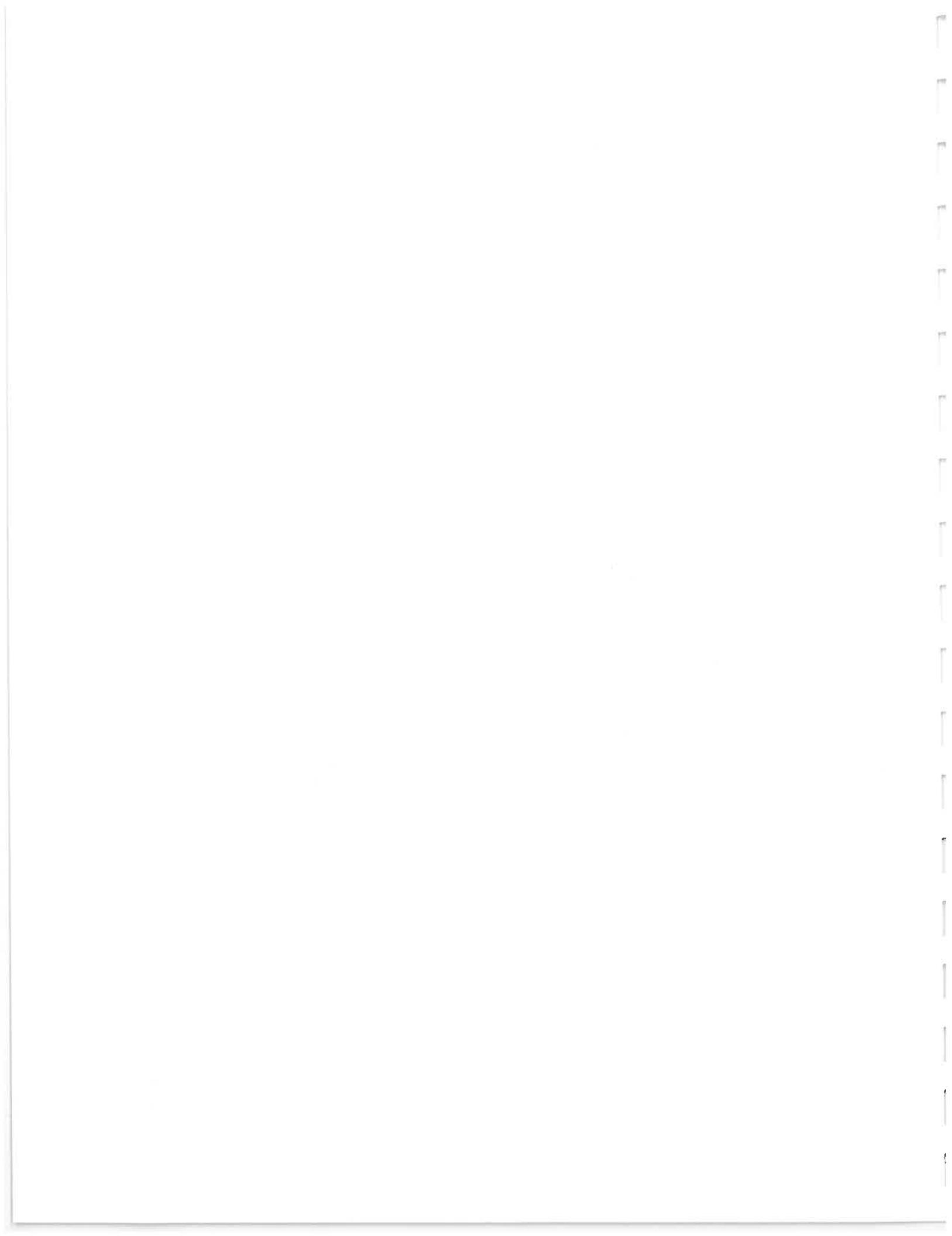
## CORPORATE OVERVIEW

Extreme Monitoring Concepts, LLC. is a supplier of Electronic monitoring equipment to law enforcement and the circuit and district courts in North and South Carolina. We offer reliable and efficient electronic monitoring services to judges, probation officers, juvenile departments, and court personnel.

**Mission statement:** To provide the utmost accurate and reliable GPS monitoring service that reaches every client, family, law enforcement, probation officers, and courts needs. Our goal is to earn business by understanding what is valued and required with each individual's unique circumstances, and provide a service that exceeds every expectation for all parties involved.

Extreme Monitoring Concepts, LLC.'s business philosophy is to provide the very best service and equipment at the lowest possible prices on a 24/7/365 basis. Extreme Monitoring Concepts, LLC. will work with our vendors to be constantly updated with any new technology and training certification's that are currently being offered. Extreme Monitoring concepts, LLC.'s largest asset is our vendor TrackGroup. Their technology is the best on the market and their customer/technical service support is outstanding.

TrackGroup. has been providing offender monitoring solutions and technology since 2006. TrackGroup entered the offender monitoring industry with a patented, one-piece GPS tracking device specifically designed for tracking offenders in corrections programs. The ReliAlert XC device revolutionized the market with on-board two/three-way voice communication capabilities. It is the only one-piece device that encompasses a CPU (12days of data storage), advanced GPS technology, GPRS/GSM cellular technology, embedded RF technology, two/three-way voice communication, and a 95-decibel siren. The device communicates tracking and device information at set intervals to the intellitrack software and, with zone information maintained on-device, alarms are communicated in near real-time.





## **Understanding the Scope of Work**

Durham County is seeking a contractor to provide a full/turn key electronic monitoring service. If Extreme Monitoring Concepts, LLC. is chosen to be the contractor, we would install all equipment and accessories required to make the proposed system fully operational, Extreme Monitoring Concepts LLC. will make sure all cuffs, chargers, and accessories are properly placed and in working order. All monitoring will be provided by Extreme Monitoring Concepts, LLC.

## **Approach**

Upon the direction of Durham County Pretrial, Extreme Monitoring Concepts, LLC. Will retrieve the defendant from the Durham County detention center and walk him/her back to the Pretrial office. Once in the office we will provide the required steps to place a named defendant on a monitoring device. Beginning with inputting a defendant's information into our software. This includes any inclusion/exclusion zones and any special restrictions required. We will proceed to Install the proper equipment per TrackGroup's specifications and give directions on how to charge monitor and maintaining equipment. Upon release, the defendant will be continuously monitored by TrackGroup's 24/7/365 Monitoring center staff and Extreme Monitoring Concepts, LLC. If a violation was to occur, the defendant will be contacted on their device like a cell phone or a siren will be set off continuously/set time minute. Additionally a violation report will be sent out the next day to all pretrial staff.

## **Electronic Monitoring Technologies**

- ReliAlert XC – one piece GPS tracking device that sets the standard for safety and reliability in electronic monitoring industry. With patented problem-solving features such as on-board two-three way live voice communication technology, on-board 95-decimal siren and the longest battery life in the industry 72+ hours.
- Secure Cuff – is a patented, 1.5' hardened steel embedded cuff designed to be extremely cut-resistant and to deter tampering and to prevent monitored individuals from absconding.
- Intellitrac – Our database and monitoring software platform is a secure cloud based application that provides the foundation for seamlessly and securely connecting our monitoring devices. Coupled with our available mobile app, all program participant monitoring data is easily accessible via a desktop/laptop/tablet or a smartphone.
- Beacon – A RF transmitting device that provides home detention/ curfew monitoring and can be used to compliment our ReliAlert XC.



# EXTREME MONITORING CONCEPTS, LLC

In the following sections, we have provided in-depth details on our reliable, scalable, proven EM technologies and services.

## RELI ALERT™XC4 – DESCRIPTION AND CAPABILITIES

### • ReliAlert™XC4



EMC has access to virtually every electronic monitoring device offered but elected to use the Track Group's flagship GPS device, ReliAlert™XC4 due to the unique and advanced features. This is a one-piece system that sets the standard for reliability, safety, and performance in the electronic monitoring industry and acts as a "force multiplier," providing your agency with extra monitoring capabilities. This equipment has been tried and true and is the most accurate tracking device on the market today.

The device was ergonomically designed to fit securely and comfortably to the program participant's ankle. The device's technology consists of Active/Passive GPS, cellular (LTE/GSM) and embedded RF receiver technology that continuously tracks and reports program participants' whereabouts on a real-time basis 24 hours a day, 365 days a year.

Furthermore, the ReliAlert™XC4 is the only one-piece GPS device available in the market today with patented on-board, two-way live voice communication technology and onboard 95-decibel siren.

The direct live voice communication capability not only distinguishes our offer from all other offerors in the field but has also proven valuable and depended upon by our customers in terms of real-time intervention and response protocols to non-compliant situations.

## UNIQUE EXTREME MONITORING CONCEPTS ADVANTAGE

### PATENT LIVE VOICE COMMUNICATION TECHNOLOGY AND 95-DECIBEL SIREN



Monitoring Center



Agency Personnel



Live Voice Communication

LIVE 2/3 VOICE COMMUNICATIONS ALLOWS MONITORING CENTER OPERATORS AND AUTHORIZED AGENCY PERSONNEL TO CALL THE OFFENDER THROUGH THE RELIALERT™XC4 DEVICE AGENCY PERSONNEL TRYING TO COMMUNICATE WITH THE OFFENDER.

The direct live voice communication allows our monitoring center to resolve alerts **in real time** directly with program participants. In addition to the Track Group monitoring center, supervising agency personnel will have the ability to call the monitored individual through the device (via a 3-way patch with our center). Often, a call





from the supervisor through the device can prove highly effective in resolving a critical alert. It is important to note that all calls with the monitored individual through the device are digitally recorded and may be accessed by authorized agency personnel at any time.



The unique feature of the 95-decibel siren becomes a first line of defense in many cases when it comes to righting a wrong, turning a monitored individual away from an exclusion zone they just entered, or deterring a tamper attempt. In addition, the device's 95-db siren can assist agency personnel or other corrections officials attempting to locate/apprehend a monitored individual and to find them much more quickly and safely. Track Group's Monitoring Center operators and/or authorized agency personnel can remotely activate the 95-decibel siren via the IntelliTrack Web interface or mobile app.

#### SecureCuff™



Furthermore, the ReliAlert™XC4 offers an optional high-security strap for higher-risk populations. **SecureCuff™** was designed to be extremely cut-resistant, deters tampering and to prevent monitored individuals from absconding. SecureCuff's **patented and exclusive design features a 1.5" wide hardened-steel band** and the same fiber-optic technology as the standard strap for tampering notification. This additional security adds critical lead time law-enforcement responding to "strap tamper" alarms.

#### DEVICE FIT & SAFETY



EMC is proud to have highly trained personnel to size and fit each participant prior to the release of the participant. The ReliAlert™XC4 device was ergonomically designed to fit securely and comfortably on a program participant's ankle. The single-use, standard strap and the SecureCuff™ support any ankle circumferences and will not unduly restrict the activities of the monitored individual. The ReliAlert™XC4 device exceed the highest level of SAR personal safety standards for cellular devices. The ReliAlert™XC4 device along with standard strap and optional SecureCuff™

are constructed of hypoallergenic materials. The ReliAlert™XC4 device pose no safety/health hazards to the monitored individual or anyone else. The device is durable, reliable, shock, water resistant and functions reliably under normal conditions (environmental and atmospheric). The ReliAlert™XC4 meets all applicable FCC rules, codes, and regulations and is certified under cellular and electrical standards, plus environmental stress and durability standards IEC 60068 and IEC 62262 (IK07 level) impact resistance.

On the following page we have provided certification and lab report numbers as evidence of the device's safety.



# EXTREME MONITORING CONCEPTS, LLC

TEST TYPE	RELI ALERT XC4 ACCREDITATION
Device Safety Levels	FCC – No.TPO-OTD41
Water Submersion- 20-foot depth	IP68 – No. 44p17a128
Battery Seal	IEC 62133 – No.NL-33876
Battery Transportation	UN38.3 – No.NCR18650BD
Mechanical & Environmental Stress	IEC 60068 – No. 44p17a24G
Impact Resistance - Durability (IK07 Rating)	IEC 62262 – No. 44p18a133
Audio/Communication Technology	IEC 62368-1 – No. 103469529CHI-001
Cellular Operations	PTCRB – No.88843
Safety/Communications - Europe (EC)	1999/S/EC – No.142140157/AA/09
Safety/Communications - Industry Canada(IC)	RSS-100 – No.6512A-OTD41



Bracelet: IEC-60950  
Charger: UL and US Department of Energy, Rank 6  
Batteries: UN38.3 and IEC 62133

The ReliAlert™XC4 device's battery has built-in safety protection from over-charge, over-discharge, over-temp, over-voltage, and over-current at the device battery level. In addition, the ReliAlert™XC4 device has its own independent safety protection to protect device and the monitored individual from over over-voltage and over-current. This includes both TVS (Transient Voltage Suppression) and an electrical fuse. Safety testing has included transient voltages up to 10,000 volts. The ReliAlert™XC4 device's AC wall adapter is UL certified, over-current & short circuit protection and is certified with the Department of Energy power efficiency rating = Class VI.

## LOCATION TECHNOLOGY

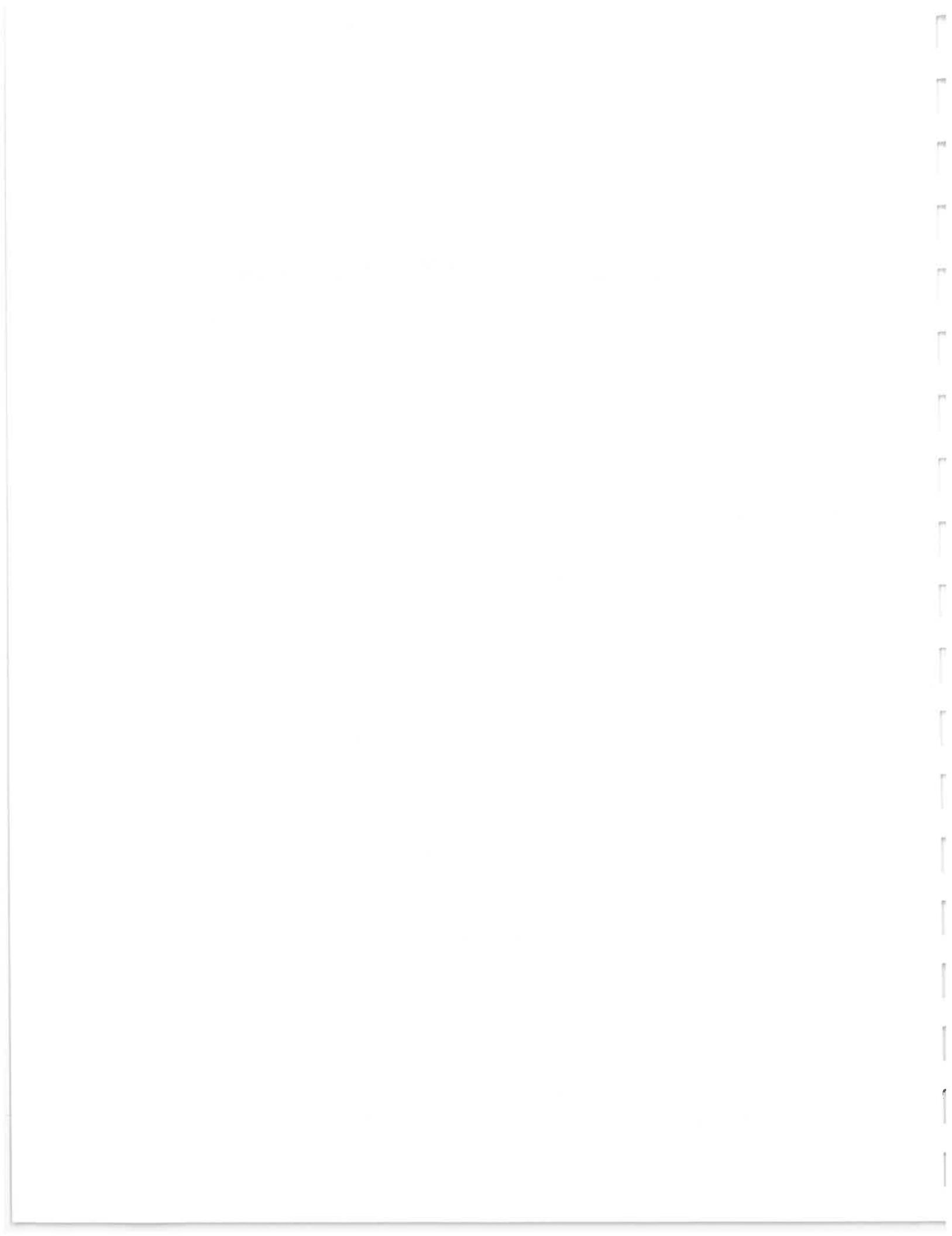


The cellular and GPS technology in the ReliAlert™ XC4 device was designed to provide optimal location performance to enable real-time tracking capabilities. The ReliAlert™XC4 is a multifunctional smart-device that consists of Active/Passive GPS, cellular (LTE/GSM) and embedded RF receiver technology designed to continuously monitor, track, and report the whereabouts of program participants on a real-time basis **24 hours a day, 365 days a year**.

Unlike most GPS tracking devices that only utilize the U.S. GPS (Navistar) constellation of 31 satellites orbiting Earth, ReliAlert™XC4 can utilize the Navistar, GLONASS, GALILEO, and QZSS constellations adding an additional 48 satellites (a total of 79 potential satellites) when determining primary location fixes or traces. This is not a common capability in the offender monitoring industry and affords ReliAlert™XC4 the ability to connect to more satellites resulting in a higher yield and higher confidence of location fixes **ensuring location point accuracy**.



The ReliAlert™XC4 was updated in 2020, not only with 4G cellular technology but also with one of the largest GPS antennas available on the market along with additional secondary location tracking capabilities. In addition to our multiple satellite constellation compatibility, ReliAlert™XC4 utilizes multiple types of secondary cellular-based location tracking through both location-based services (LBS) as well as cell tower triangulation, similar to advanced forward link trilateration (AFLT), to determine locations in the absence of GPS





### Strap Escalate Alarm

This alarm indicates that the fiber-optic strap has been detached from the monitor or the fiber-optic strap has been cut. The monitoring center will immediately attempt to contact the defendant via the device and contact EMC. EMC will immediately attempt to contact the defendant via contact information provided. If all contact numbers fail EMC will contact, per protocol, the police/sheriff department and will provide name, address, and description of the defendant and defendant's last location and location of the monitor. Once the authorities advise they are in the area EMC will activate the siren located in the monitor to assist in the recovery of the monitor. EMC will contact the defendant's Oconee County contact person, as well as, the District Attorney over the defendant's case.

### Battery Power Alarm

The LED on the monitor blinks green when device is active and battery power is sufficient. If the battery power is getting low, the LED will blink red and the device will vibrate and make a "zoom" sound alerting the defendant that the battery needs to be charged. When the LED blinks red, the defendant has eight hours to begin charging the monitor before power is depleted. An alarm is generated at "battery escalated" stage, meaning there is only 20% charge left. The monitoring center will call the defendant on his ankle bracelet and/or through all contact numbers to tell the defendant to immediately begin charging the monitor. We can see if the monitor is being charged, when they charge and for how long they charge. EMC will be contacted and will have the monitoring center patch EMC into talk to the defendant through the cell phone located in the monitor. EMC will then see what's going on and explain the seriousness of letting the monitor go dead. Should the defendant let their battery power expire, EMC will contact the defendant's Oconee County contact person.

## BATTERY OPERATIONAL USE AND CHARGING



The ReliAlert™XC4 boasts the **longest battery life in the industry - 72+ hours operational use** on a single, 2-hour charge. The battery in the ReliAlert™XC4 is encased, durable, rechargeable and emits a signal indicating its location every 60 seconds during the course of its 3-year battery life.

Furthermore, the ReliAlert™XC4 device automatically identifies and communicates via vibration to alert the monitored individual to charge the device. The ReliAlert™XC4 device can be charged at any time by the monitored individual either by the provided standard A/C wall charging cord or UBS charging cord, along with a USB based portable power source. This allows for "**charge-on-the-go**" without restricting the monitored individual's mobility or freedom of movement.

The ReliAlert™XC4 device automatically identifies and communicates when the device is approaching mid to lower battery life levels. A low battery notification is automatically generated on the device via vibration alert to remind the monitored individual to charge the device. A "**Low Battery**" event is logged in the IntelliTrack system.

Upon "low battery" event, the LED at the top of the device begins blinking red as an additional indicator (in addition to the automatic device vibration) to the monitored individual that he/she must begin charging the device.





In the event the device has not been charged by the monitored individual, vibration alerts increase, a "Battery Critical" alarm is generated in the IntelliTrack system, and an alarm notification is sent to our Monitoring Center and/or designated agency personnel.

If the device is still not charged after these battery alert notifications, a "Battery Critical Esc" alarm is generated in the IntelliTrack system, and an alarm notification is sent to our Monitoring Center and/or designated agency personnel.

#### SLEEP MODE FUNCTION

EMC is happy to announce that the ReliAlert™XC4 offers the industry's first "Sleep Mode" function. The "Sleep Mode" function on the ReliAlert™XC4 allows agency personnel the ability to obtain limited location/tamper notification as well as, increases the opportunity for device recovery if a monitored individual willfully does not charge the device.

When battery is at a critical level but prior to shutdown status being reached, the devices can be configured to enter "Sleep Mode" rather than powering down completely. This unique feature helps to conserve remaining battery life in excess of ten (10) days. During "Sleep Mode", the device will wake up every six (6) hours for up to ten (10) minutes attempting to acquire GPS and transmit generated events. Additionally, it will automatically wake up in the event of Tamper or Exclusion Zone violations and report these events as they occur. The "Sleep Mode" function allows agency personnel the ability to track a lost device after the monitored individual assumes the device has depleted its battery since no LED lights are displayed on the device while it is in "Sleep Mode".

#### DEVICE MEMORY STORAGE

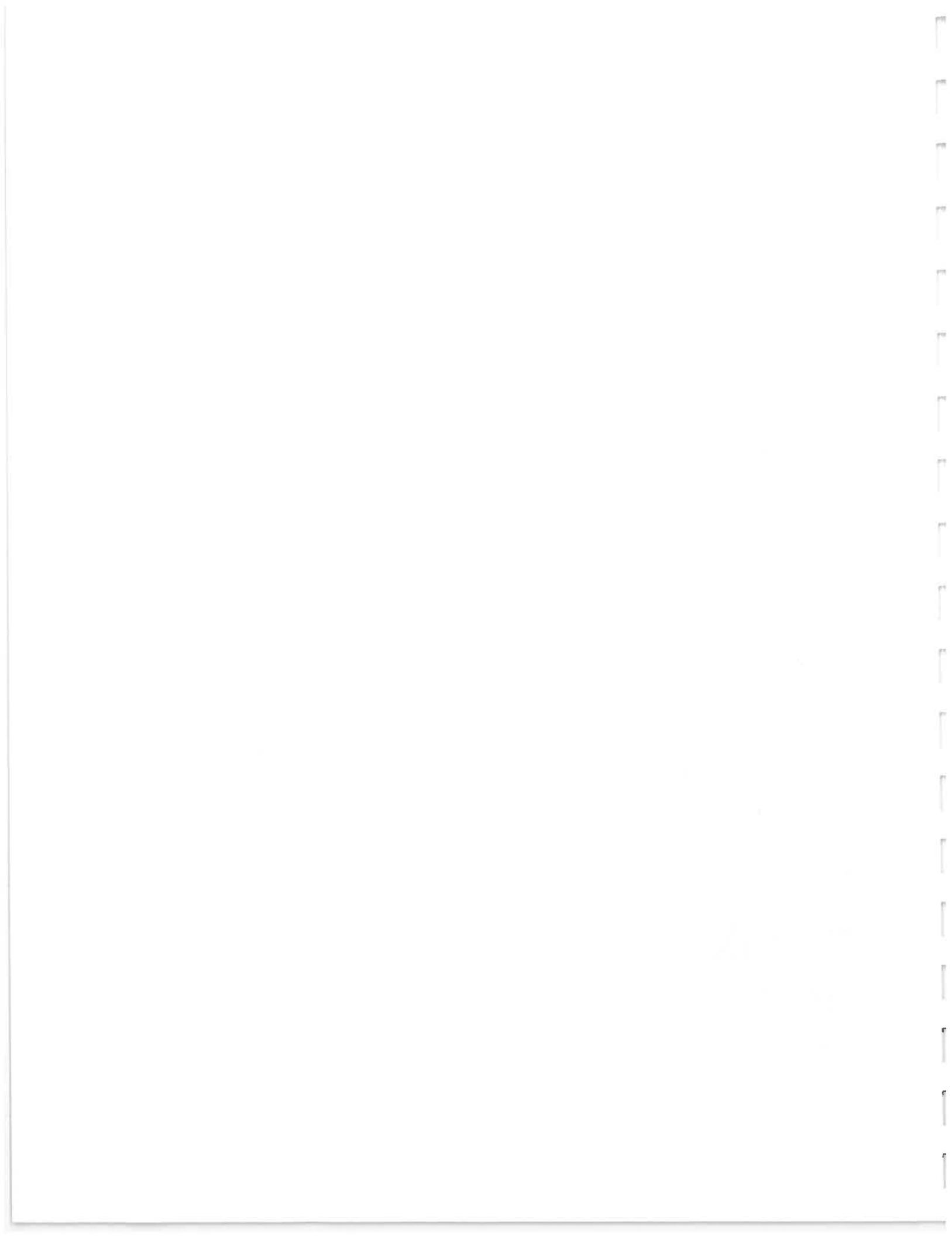
The ReliAlert™XC4 has a memory storage of 18+ days when cellular communication is unavailable. The device has an internal clock designed to time stamp and store all detected monitoring events and is designed to consistently search for a cellular connection. Once re-established, all stored data is automatically communicated to the IntelliTrack System. Additionally, if the battery becomes depleted and the device shuts down, all untransmitted data is maintained, then transmitted once the device is powered up and cellular communication is established.

#### ENCRYPTED DATA COMMUNICATIONS



Data communications between the ReliAlert™XC4 device and the application server are designed to prevent tracing and duplication. All message contents are encrypted using AES encryption providing message secrecy. Additionally, each message includes an authentication tag which ensures the message contents have not been altered. The message format is also proprietary and includes a unique identifier which must be known in order to communicate with the device. These protections put in place ensure all data collected and transmitted is protected from unauthorized use.

All ReliAlert™XC4 devices are explicitly programmed to establish a data connection and communicate only with the IntelliTrack destination server. The data connection cannot be established with a request external to the device so the connection is impervious to IP impersonation techniques such as IP spoofing. All data transferred to and from a ReliAlert™XC4 device are represented in encoded hexadecimal or binary format. There is no use of clear (readable) text. Data communications between the ReliAlert™XC4 device and the application server are individually coded and encrypted end-to-end using AES encryption with an authentication tag and UDP data-packet protocol. The authentication tag provides integrity as well which guarantees none of





the packet contents were modified during the over-air transmission. These packet protocols prevent tracing and duplication guaranteeing that all data communications collected and transmitted are encrypted and secured end-to-end.

#### DEVICE INSTALLATION AND KIT



The ReliAlert™XC4 device is user-friendly and easy to install and remove. EMC has trained personnel that are able to complete the installation/removal process within approximately 2-3 minutes.

Each ReliAlert™XC4 device kit comes with a user pocket guide and a nine (9) foot standard A/C wall charging cord that is provided to the monitored individual. Upon installation, both oral and written instructions (user pocket-guide) are provided to the monitored individual on when the device's battery needs to be charged, how to charge the device, details on LED color meanings and how to use the call button during emergency situations.

#### BEACON (RADIO FREQUENCY) – DESCRIPTION AND CAPABILITIES



For areas with insufficient GPS signal or to tightly restrict a monitored individual to a home or other designated area, EMC offers a more modern solution as an alternative to the traditional Radio Frequency systems. This enhanced monitoring is accomplished by pairing our one-piece multifunctional GPS device, ReliAlert™XC4 with Track Group's RF Beacon device.



The Beacon device is a completely self-contained, short-ranged RF transmitting station that communicates via RF signal to the assigned ReliAlert™XC4 device which in-turn transmits monitoring individual data and device operations to IntelliTrack via cellular networks. Therefore, the Beacon device **does not require a landline telephone line or AC electrical power to function/operate.**

Use of in-home Beacon in conjunction with GPS monitoring increases the ability to maintain critical program participant location information and provides your agency with an effective way to more accurately "tether" a monitored individual to a specific location, like home. "House Arrest" functionality allows your agency to set schedules in which the assigned ReliAlert™XC4 device is required to be within a pre-specified communication range of the RF Beacon during a certain time; otherwise, an alarm is generated.



# EXTREME MONITORING CONCEPTS, LLC

## BATTERY OPERATIONAL LIFE

The Beacon device is powered by internal batteries that provide in **excess of three (3) years** of operation (**no other external power source is required**) and provides early warning of low battery condition approximately **two (2) weeks** prior to full depletion.

## TAMPER TECHNOLOGY

The Beacon device has a built-in internal motion sensor and was designed to recognize tampers/removal attempts. If the Beacon is moved in any way after installation and arming, a "**Beacon Tamper**" alarm is immediately transmitted to IntelliTrack, and our Monitoring Center Operators follow the pre-established protocols set by your agency.

## RANGES

Our in-home Beacon has three (3) programmable ranges (Low, Medium, and High) providing your agency with an effective way to program participants. Authorized agency personnel can customize ranges for each monitored individual to meet specific monitoring parameters. During the installation set up process, the Beacon indicates a positive receipt of audible signal to and from the assigned device with a strong, low range frequency band that both aids in transmission through walls and construction while also reducing the chances of RF interference thus resulting in fewer false/negative alerts and exhibits far greater reliability.



- A single Beacon can be assigned to an infinite number of ReliAlert™XC4 devices.
- Up to ten (10) Beacons can be assigned to a single ReliAlert™XC4 device.
- Customizable Curfew Scheduling.
- Customizable Monitoring Ranges.
- Continuous RF Monitoring.
- Motion Detection (Tamper alarm).
- Internal batteries provide three (3) years of operation. No

## INTELLITRACK (MONITORING SOFTWARE)



### DESCRIPTION AND CAPABILITIES

EMC monitors defendants by using the monitoring software platform, **IntelliTrack**. IntelliTrack was designed and built with a deep respect for both officers and supervising agency personnel to provide a unified platform that is scalable and user friendly.

IntelliTrack is a secure, cloud-based application that provides the foundation for seamlessly and securely connecting devices, delivering trusted data to the cloud, and value through analytics. IntelliTrack advanced features include:





- **User-friendly** – IntelliTrack's interface is easy to use and navigate making the monitoring of individuals, groups, or an entire caseload a simple and straightforward process
- **Mobile App** – Provides 24/7/365 access to software platform for in-field agency personnel/officers via the Officer Mobile App
- **Rapid Pursuit Mode** – A command that will force the ReliAlert™XC4 device to report location points every 15 seconds with predetermined set timeframes of 15, 30, 45, or 60 minutes – where it is viewable



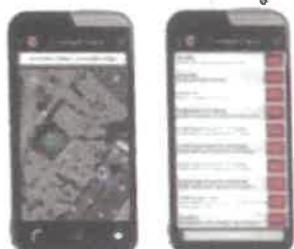
- **Investigation Analysis** – System will query the database on date, time and location parameters and will list any monitored individuals within that location during the queried time.

## MODERN, SIMPLE, ROBUST SOFTWARE



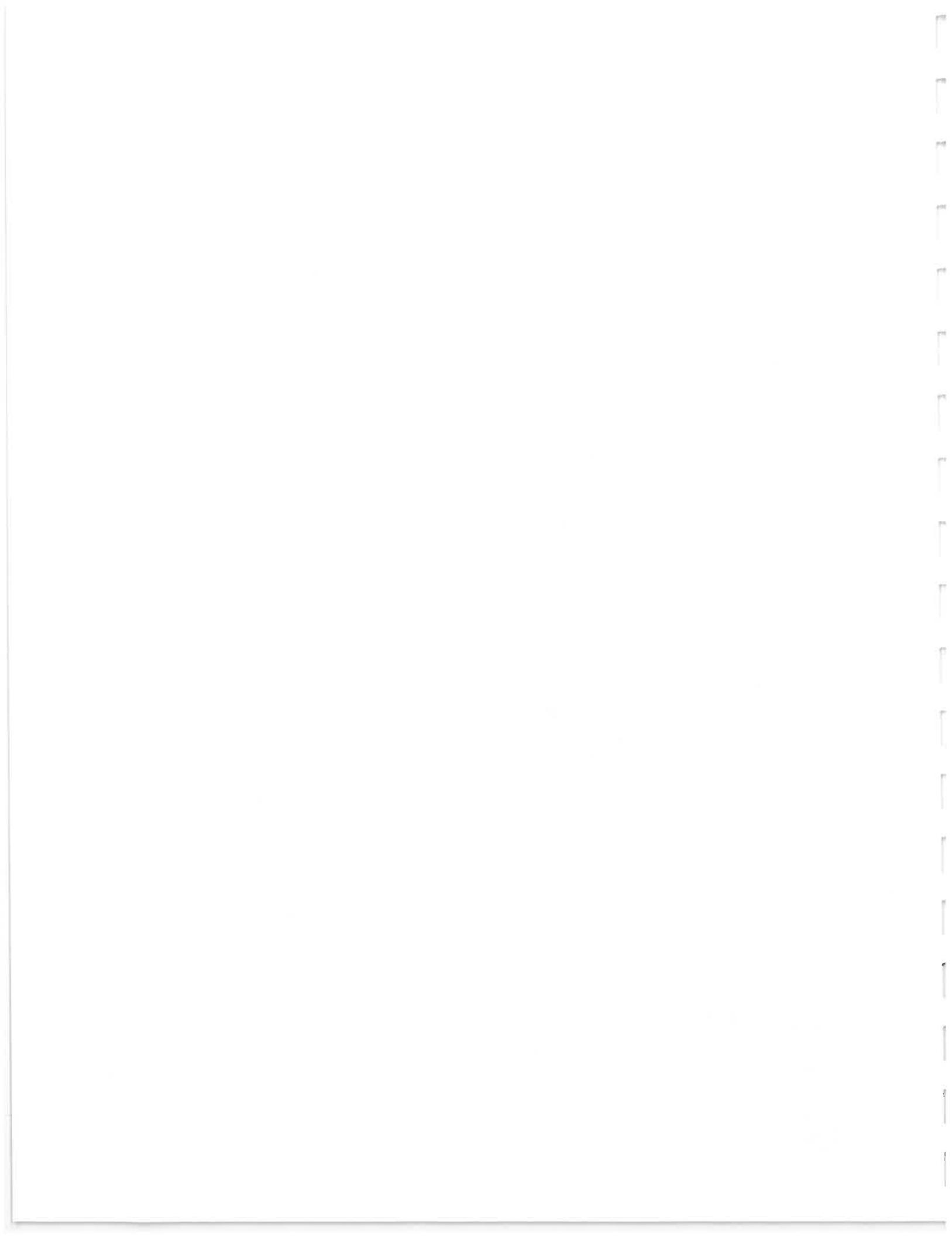
Since launching in 2016, IntelliTrack has experienced no unexpected downtime. At present, we are **running with an approximate 99.99% uptime on the IntelliTrack server**.

Since IntelliTrack is web-based it does not require any software to be installed on any of your agency's machines, nor does it require the browser to download any application code that depends on any given operating system.



Additionally, this secure, robust system is user-friendly and **is accessible to authorized personnel 24/7/365 from any computer, laptop, smartphone, or tablet**.

Furthermore, EMC proudly offers **IntelliTrack - Mobile App**. This mobile version of the IntelliTrack was designed to work on Android-based and iOS (Apple)-based smartphones and tablets and does not require using a web- browser for access. IntelliTrack mobile app allows in-field officers/agency personnel the ability to easily access individual monitoring data and effectively monitor program participants while in the community.



# EXTREME MONITORING CONCEPTS, LLC

## OFFENDER CURFEW/SCHEDULING



*The images above illustrate the simplicity of creating schedules within IntelliTrack*

Within the IntelliTrack interface, authorized users can easily create, edit, and delete schedules. Additionally, users also have the ability to add overrides to a schedule allowing for flexibility when exceptions to a monitored individual's schedule need to be accommodated, i.e., work schedule, appointments, holidays.

As an alternative method to creating schedules for monitored individuals who spend the majority of their time at home, authorized users can create appointments. Additionally, appointments can also be set up as recurring by clicking on the "Recurring" checkbox located under the "Geozone Type" field. Users can then set the frequency of the appointment and select the type of frequency by single or multiple days.

## OFFENDER LOCATION DATA

At any time within IntelliTrack, authorized users can view a monitored individual's location, events, and alarms along with other key offender information. Additionally, the "Offender Situation" screen includes a monitored individual's summary side panel that allows authorized users to drill-down into more specific details relating to an individual program participant.

The monitored individual's information automatically loads and plots the last 12 hours however, this can be customized to meet needs. Furthermore, users may also customize searches by selecting default search timeframes from a dropdown box or just inputting/selecting the date range from a calendar.



*The image above illustrates monitored individual's location data*

## FILTERS & TIMELINES

At any time within IntelliTrack, authorized users can view a monitored individual's location, events, and alarms along with other key program participant information. Authorized users have the ability to easily create customize searches by simply entering specific date/range and time/timeframe. When viewing tracking information, tracking points and data are in numerical, sequential order and allow for incremental point by point viewing.



## Staffing Profiles

**James L. Woods, President:** As President of Extreme Monitoring Concepts, LLC, James will be acting liaison with Durham County. James has been instrumental in identifying opportunities for Extreme Monitoring then developing and implementing electronic monitoring products and customized services to meet customer needs. James will be responsible for contract negotiations and will be the key senior staff member to coordinate the project.

**Cristi A. Herring, Customer Support Specialist:** Cristi assists the customer with details on his or her individual account with Extreme Monitoring Concepts, LLC. She sets up inclusion and exclusion zones on each client. If a client is in violation, Cristi will contact the individual immediately to correct the issue. She will also work closely with the Court in North and South Carolina to resolve any matter that may arise. Cristi Has 13 years of experience with Extreme Monitoring Concepts, LLC

**Joe D. Spears, Service Technician:** Joe installs the electronic monitoring devices for Extreme Monitoring Concepts, LLC. Along with installations, he assists with the removal and repairs of the monitoring devices if one may become defective. If awarded the contract with Durham County, Joe will assist with the normal daily operations, device removal, and assist with the violations of clients. Joe has 12 years of experience with Extreme Monitoring Concepts, LLC.

**Zarek Wynn, Service Technician:** Zarek currently resides in the Tri County area. Zarek installs the electronic monitoring devices for Extreme Monitoring Concepts, LLC. Along with installations, he assists with the removal and repairs of the monitoring devices if one may become defective. If awarded the contract with Durham County, Zarek will assist with normal daily operations. Zarek has 9 years of monitoring experience.

**Tyrone McRae, Service Technician:** Tyrone is a former bondsman who currently resides in Raleigh, North Carolina. His primary duties will be to assist with the installations and removal of the monitoring devices and normal daily operations.

**Ryan Timpson Director of Monitoring Center operations:** Ryan manages the daily TrackGroup Monitoring Center operations and Tier II technical support team. He is responsible for and ensures that all monitoring center staff maintains a high level of product knowledge, customer confidentiality, and customer support performance. Ryan has been with TrackGroup for more than 18 years and has more than 23 years of call center operations experience from workforce management and various operational management positions. Prior to joining TrackGroup, Ryan was the workforce manager for Discover Card Inc. managing 1,500 – 2,000 employees.





ALAN WILSON  
ATTORNEY GENERAL.

April 10, 2025

Justice Services Department  
326 East Main St, Durham, NC 27701

Dear Members of the Durham County Justice Services Pre-Trial program:

I would like to recommend Extreme Monitoring Concepts, LLC, for your Pre-Trial program. Currently I am a supervisor in the prosecution section at the South Carolina Office of the Attorney General. We work statewide handling prosecutions and interact with many different companies who provide electronic GPS monitoring for pre-trial defendants. We have found that Extreme Monitoring Concepts works well with us in communicating any questions or concerns about bond paperwork and court orders to ensure compliance prior to someone beginning monitoring. Once on the monitoring, the company is easy to contact and willing to work with us to get any information of concern we need to protect our victims and the public before the case can be resolved. In the cases where we have to take the information to court, Extreme Monitoring Concepts is willing and able to explain how their program operates and the information they can provide. They are prepared for any testimony and have no trouble testifying to the facts they are presented whether being questioned by the State or the defense. In the past we have had many concerns statewide regarding GPS monitoring and were able to get legislation passed to help regulate our GPS monitoring requirements for pre-trial release. Extreme Monitoring Concepts was one of the companies we talked to and used to provide information and assistance to try to bring the entire state up to their level of work.

Sincerely,

Heather S. Weiss  
Senior Assistant Deputy Attorney General  
State of South Carolina  
(803) 734-3196  
[hweiss@scag.gov](mailto:hweiss@scag.gov)



**State of South Carolina  
Office of the Solicitor – Fourth Judicial Circuit**

105 Green St. & 207 W. Main St.  
PO Box 594  
Chesterfield, South Carolina 29709  
Telephone: (843) 479-6516

1033 Old Latta Hwy, Suite C  
PO Box 868  
Dillon, South Carolina 29536  
Telephone: (843) 774-1448

[info@solicitor4.com](mailto:info@solicitor4.com)



207 W. Main Street  
PO Box 616  
Bennettsville, South Carolina 29512  
Telephone: (843) 479-6516

1 Public Square  
Room 410  
Darlington, South Carolina 29532  
Telephone: (843) 398-4300

[www.solicitor4.com](http://www.solicitor4.com)

**PAUL M. BURCH, JR.  
Solicitor**

**April 10, 2025**

**To Whom it May Concern,**

The Marlboro County office of the Fourth Circuit Solicitor's Office has received timely and satisfactory service from Extreme Monitoring Company. I have found them to be responsive and prompt in all interactions with our office. They notify us in a timely manner with all concerns or issues about offenders they are monitoring. Our office would recommend them.

**Yours truly,**

A handwritten signature in black ink, appearing to read "CS".

**Caroline Streater  
Assistant Solicitor  
Marlboro County  
843-479-6516 ext 4008**



# The State of South Carolina



## OFFICE OF SOLICITOR

E.L. Clements, III  
Solicitor

Twelfth Judicial Circuit  
County Complex, Room 404  
180 North Irby Street, MSC-Q  
Florence, South Carolina 29501

Telephone (843) 665-3091  
Fax (843) 669-3947

April 9, 2025

To Whom It May Concern:

The Twelfth Judicial Circuit is very satisfied with the services we receive from Extreme Monitoring Company. They are extremely prompt with any issues that our office may have, as well as communicating with us when they have an issue with a subject who is being monitored by their company.

Our office would highly recommend them for any of your monitoring needs.

Please feel free to contact our office, should you have any further questions or concerns regarding this matter.

Sincerely,

A handwritten signature in blue ink that reads "E.L. Clements, III" above a signature that appears to read "by John C. Jepway".

E.L. Clements, III  
Solicitor  
Twelfth Judicial Circuit

ELCIII:gjs



### **County Liaison**

James L. Woods, President of Extreme Monitoring Concepts, LLC, will be acting as liaison with the County. He has been with Extreme Monitoring Concepts, LLC since its inception in 1998 and as President, can provide the full resources of the company to support the electronic monitoring program. His biography is included in Appendix B.

### **Background Checks**

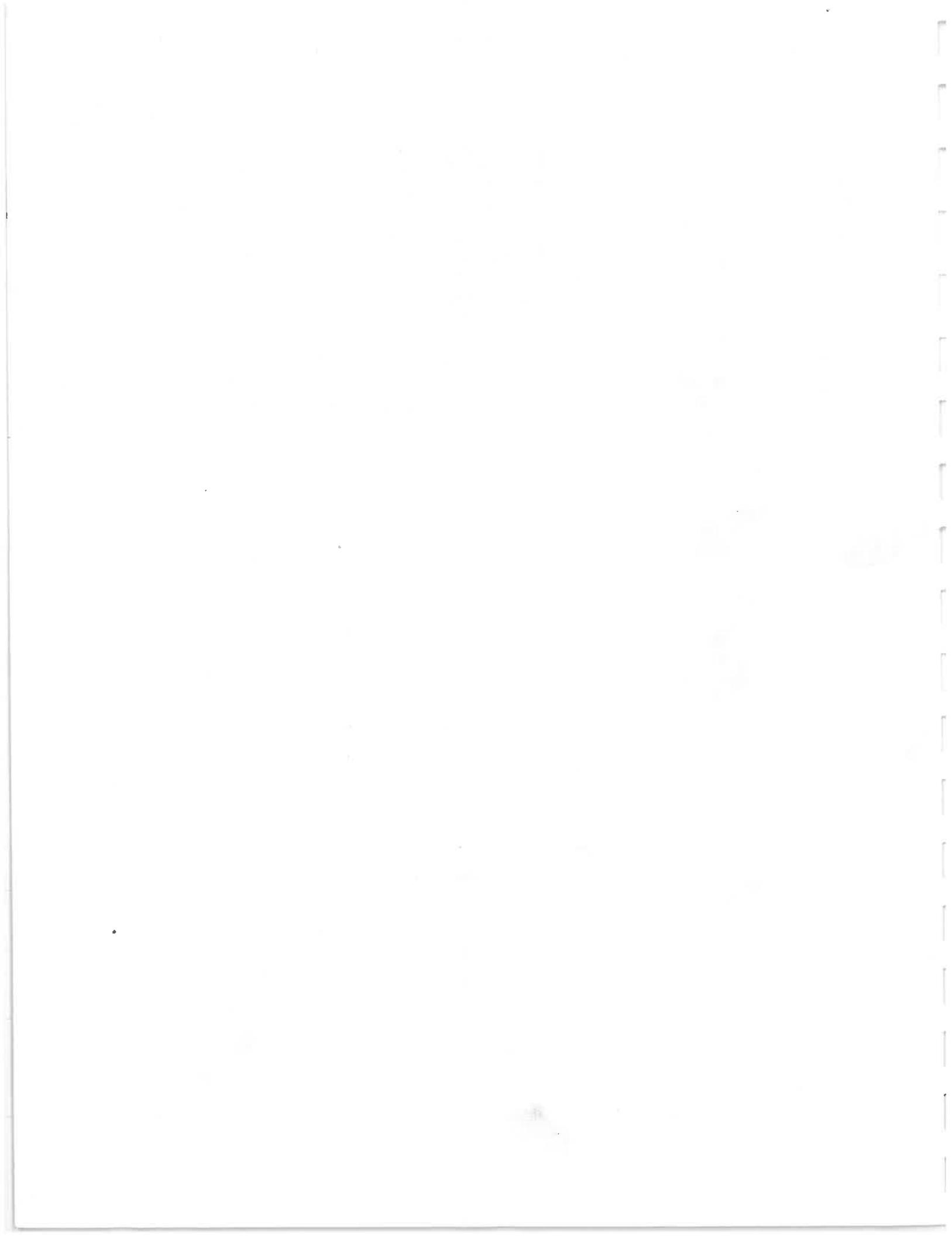
Extreme Monitoring Concepts, LLC's commitment to providing the highest level of monitoring services and customer service is unmatched. Prior to hiring, all TrackGroup monitoring center operators must pass a background check and drug test. TrackGroup and Extreme Monitoring Concepts, LLC holds themselves to the highest standards of ethics and integrity and expects our employees to adopt and follow the same standards. Employees must sign a confidentiality agreement before being hired. Unauthorized disclosure of information is prohibited and will not occur without written request from the County.

### **Employee arrest notification**

Extreme Monitoring Concepts, LLC agrees to notify Durham County if any employee associated with the county's EM Program is arrested. Any employee found to be guilty of a crime will no longer be eligible for employment.

### **Right to Review and Inspect**

Durham County is welcome to visit and inspect the facilities at TrackGroup and Extreme Monitoring Concepts, LLC. Authorized users can use the internet to view the Intellittrack platform at anytime. Authorized users will be given user Id and passwords to get into the system, with viewing capabilities only. If a report is need by a law enforcement, or the court, a subpoena will be need for Extreme Monitoring Concepts, LLC to provide the information or court report needed.



# Justice Services Dept. Electronic Monitoring Services

RFP No. 25-035

Durham County,  
North Carolina



*Prepared by:*

**Alcohol Monitoring Systems, Inc. (dba SCRAM Systems)**

Contact: Nick Pizzi

Phone: (954) 551-4674 • [npizzi@scramsystems.com](mailto:npizzi@scramsystems.com)





## REQUEST FOR PROPOSALS

### **Justice Services Department Electronic Monitoring Services** **RFP No. 25-035**

**ISSUE DATE:** **02/27/2025**

**ISSUING DEPARTMENT:** **County of Durham Purchasing Division of Finance  
201 East Main Street, 7<sup>th</sup> Floor, Room 703  
Durham, NC 27701**

Sealed proposals will be received until 2:00 P.M., Eastern Time on April 8, 2025. The purpose and intent of the Request for Proposals (RFP) is to solicit proposals from qualified firms to provide **Electronic Monitoring services for Justice Services Department Pretrial Services to meet the needs of the current Scope of Services.**

All inquiries concerning the Scope of Services, Proposal Submission Requirements or Procurement Procedures should be directed to:

**Procurement Manager: Jonathan Hawley  
Purchasing Division  
Email: [purchasinggroup@dconc.gov](mailto:purchasinggroup@dconc.gov)  
Telephone: 919-560-0056**

Sealed proposals shall be mailed and/or hand delivered to the Issuing Department shown above, and the envelope shall bear the name and number of this Request for Proposals (RFP). It is the sole responsibility of the Proposer to ensure that his/her Proposal reaches the Purchasing Division by the designated date and hour indicated above.

**In compliance with this Request for Proposals and to all the terms and conditions imposed herein, the undersigned offers and agrees to furnish the goods and services described in accordance with the attached signed proposal.**

Firm Name: Alcohol Monitoring Systems, Inc.  
(dba SCRAM Systems)

Date: April 8, 2025

Address: 6251 Greenwood Plaza Blvd. Ste 300

By: John Hennessey

Greenwood Village, CO 80111

(Name Typed/Printed)

Phone: (815) 342-4469

(Signature in Ink)



April 15, 2025

Mr. Jonathan Hawley  
Procurement Manager  
County of Durham Purchasing Division of Finance  
201 East Main Street, 7<sup>th</sup> Floor, room 703  
Durham, NC 27701

Dear Mr. Hawley:

Alcohol Monitoring Systems, Inc. (AMS) (dba SCRAM Systems) is pleased to respond to *RFP 25-035, Justice Services Department Electronic Monitoring Services* to provide Durham County (the County) with electronic monitoring services for the Durham County Pretrial Services Program.

Headquartered in Greenwood Village, Colorado, SCRAM Systems manufactures the entire suite of SCRAM Systems products and is one of the world's largest and most experienced providers of electronic monitoring hardware, software, customer support, and complete client services. With a presence in the electronic monitoring industry since 1997, we clearly understand the challenge that the County faces when it comes to successfully monitoring individuals in your program. SCRAM Systems provides cutting-edge technology supported by 24/7 customer service that will not only meet the County's needs but can improve the overall program through efficiencies, accuracy, and improved client outcomes.

Should there be any questions regarding our proposal, please contact Regional Sales Manager Nick Pizzi at 954-234-6425. The SCRAM Systems team looks forward to the opportunity to meet the needs of Durham County.

Sincerely,



Nick Pizzi  
Regional Manager  
SCRAM Systems



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Attachment A



**PROPOSAL FORM**  
**Justice Services Department Electronic Monitoring Services**  
**RFP No. 25-035**

In accordance with the attached instructions, terms, conditions, and Scope of Services we submit the following proposal to the County of Durham.

**TOTAL PROPOSED COST**

\$ 149,193.75

**One hundred forty-nine thousand, one hundred ninety-three and seventy-five hundredths.**  
*(Total Proposed Cost in Writing)*

**The above Total Proposed Cost should be based on being awarded the entire project.**

I certify that the contents of this proposal are known to no one outside the firm, and to the best of my knowledge all requirements have been complied with.

Date: April 15, 2025

Authorized Signature: *John Hennessey*

Name

John Hennessey, COO Electronic Monitoring

Title

Alcohol Monitoring Systems, Inc. (dba SCRAM Systems)

Firm Name



**Attachment C**

**ADDENDUM ACKNOWLEDGEMENT**  
**Justice Services Department Electronic Monitoring Services:**  
**RFP No. 25-035**

Receipt of the following Addendum is acknowledged:

Addendum no. 1 Date March 11, 2025

Addendum no. 2 Date March 21, 2025

Addendum no. 3 Date March 21, 2025

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

John Hennessey  
Signature

Date: April 15, 2025

John Hennessey  
(Print Name)

COO  
Title

Alcohol Monitoring Systems, Inc. (dba SCRAM Systems)  
Name of Firm



**Attachment D**

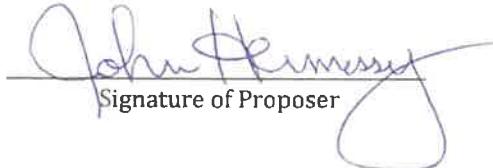
**NON-COLLUSION AFFIDAVIT**

State of North Carolina  
County of Durham

John Hennessey

, being first duly sworn, deposes and says that:

1.  He/She is the Chief Operating Officer of Alcohol Monitoring Systems, Inc. the Proposer that has submitted the attached proposal;
2.  He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
3. Such Proposal is genuine and is not a **collusive or sham** Proposal;
4. Neither the said Proposer nor any of its officers, partners, owners agents, representatives, employees or parties of interest, including this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer, firm or person to submit a **collusive or sham** Proposal in connection with the contract for which the attached Proposal has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached Proposal or of any other Proposer, or to fix any overhead, profit or cost element of the Proposal price of any other Proposer or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Durham or any person interested in the proposed contract; and
5. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

  
Signature of Proposer

4/8/25  
Date

Subscribed and sworn before me,  
this 8th day of April, 2025

(Seal)

  
Notary Public

Notary Public  
My Commission Expires: 02/12/2026

CYNTHIA WARREN  
NOTARY PUBLIC - STATE OF COLORADO  
Notary ID #20144006528  
My Commission Expires 2/12/2026



Attachment F

**AFFIDAVIT OF COMPLIANCE**

**STATE OF NORTH CAROLINA**  
**COUNTY OF DURHAM**

**AFFIDAVIT OF COMPLIANCE**  
**with N.C. E-Verify Statutes**

I, John Hennessey (hereinafter the "Affiant"), being duly authorized by and on behalf of Alcohol Monitoring Systems, Inc. (dba SCRAM Systems) (hereinafter "Contractor") after first being duly sworn hereby swears or affirms as follows:

1. Contractor understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with Article 2 of Chapter 64 of the North Carolina General Statutes; and
2. Contractor understands that an "Employer", as defined in NCGS§64-25(4), is required by law to use E-Verify to verify the work authorization of its employees through E-Verify in accordance with NCGS§64-26(a). The term "Employer" does not include State agencies, counties, municipalities, or other governmental bodies.
3. Contractor is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in the state of North Carolina. (mark Yes or No)
  - a. YES
  - b. NO X
4. Contractor will ensure compliance with E-Verify to the extent applicable and will ensure compliance by any subcontractors subsequently hired by Contractor to perform work under Contractor's contract with Durham County.

This 8 day of April, 2025

Signature of Affiant

Print or Type Name: John Hennessey

State of Colorado

County of Arapahoe

Signed and sworn to (or affirmed) before me, this 8<sup>th</sup>

day of April, 2025

My Commission Expires:

22/12/2026

  
Notary Public

(Affix Official/Notarial Seal)





### Vendor Application

IT IS CRITICAL TO THE COUNTY THAT YOU COMPLETE ALL DATA - PLEASE PRINT OR TYPE  
(A W-9 FORM IS REQUIRED AND MUST BE SUBMITTED WITH THIS FORM)

1. Vendor Name: Alcohol Monitoring Systems, Inc. (dba SCRAM Systems)

Do you require a 1099? Yes  No

2. Mailing address for payments:  
6251 Greenwood Plaza Blvd. #300  
Greenwood Village, CO 80111

3. Mailing address for purchase orders, proposals and bids:  
6251 Greenwood Plaza Blvd. #300  
Greenwood Village, CO 80111

4. Contact Person Nick Pizzi Phone #: 654-234-6425  
Email: npizzi@scramsystems.com Fax #: 303-791-4262

5. In what City and State is your firm licensed? N/A (no license required)  
If licensed in NC, indicate County (for tax purposes) N/A

6. Indicate your firm's organizational type:  
Individual  Partnership  Corporation  Governmental Agency  Other \_\_\_\_\_

7. Is your firm a large business? Yes  No  8. Is your firm a small business? Yes  No

9. Is your firm 51 percent or more owned and operated by a woman? Yes  No   
If yes, with what governmental agencies are you certified? \_\_\_\_\_

10. Is your firm 51 percent or more minority owned and operated? Yes  No   
If yes, with what governmental agencies are you certified? \_\_\_\_\_

Identify appropriate minority group:  
Black American  Native American  Hispanic  Asian/Pacific  Asian Indian

11. Is your firm incorporated? Yes  No   
12. Is your firm a not-for-profit business? Yes  No   
13. Is your firm identified as a disabled business? Yes  No   
14. Give a brief description of goods or services your firm provides:  
Electronic monitoring hardware, software, and associated services to courts and agencies with the goal of making communities safer.

Signature: John Hennessey Title: Chief Operating Officer  
Print name: John Hennessey Date: 4/8/25

If you have any questions concerning this form, call Durham County Purchasing Division - (919) 560-0051.

### FOR DEPARTMENT COMPLETION (Prior to Vendor Distribution)

Email to:

Department Contact Email

or

Fax to:

Department Contact Fax No.



Request for Taxpayer  
Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Alcohol Monitoring Systems, Inc.	
Business name/disregarded entity name, if different from above		
SCRAM Systems		
Check appropriate box for federal tax classification (required):		
<input type="checkbox"/> Individual/sole proprietor <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ► <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ►		
Address (number, street, and apt. or suite no.)		Requester's name and address (optional)
6251 Greenwood Plaza Blvd. Ste. 300		
City, state, and ZIP code		
Greenwood Village, CO 80111		
List account number(s) here (optional)		

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number					
<input type="text"/>	<input type="text"/>	<input type="text"/> - <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Employer identification number									
<input type="text"/> 30	<input type="text"/> -	<input type="text"/> 01	<input type="text"/> 37	<input type="text"/> 96	<input type="text"/> 3	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Part II Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

**Sign Here**      Signature of U.S. person ►

Date ►

4/8/25

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.



The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity.
- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

**Foreign person.** If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

**Nonresident alien who becomes a resident alien.** Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

**Example.** Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

**What is backup withholding?** Persons making certain payments to you must under certain conditions withhold and pay to the IRS a percentage of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

#### **Payments you receive will be subject to backup withholding if:**

1. You do not furnish your TIN to the requester.
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details).
3. The IRS tells the requester that you furnished an incorrect TIN.
4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

#### **Updating Your Information**

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account, for example, if the grantor of a grantor trust dies.

#### **Penalties**

**Failure to furnish TIN.** If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

**Civil penalty for false information with respect to withholding.** If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

**Criminal penalty for falsifying information.** Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

**Misuse of TINs.** If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

#### **Specific Instructions**

##### **Name**

If you are an individual, you must generally enter the name shown on your income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

**Sole proprietor.** Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name/disregarded entity name" line.

**Partnership, C Corporation, or S Corporation.** Enter the entity's name on the "Name" line and any business, trade, or "doing business as (DBA) name" on the "Business name/disregarded entity name" line.

**Disregarded entity.** Enter the owner's name on the "Name" line. The name of the entity entered on the "Name" line should never be a disregarded entity. The name on the "Name" line must be the name shown on the income tax return on which the income will be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a domestic owner, the domestic owner's name is required to be provided on the "Name" line. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on the "Business name/disregarded entity name" line. If the owner of the disregarded entity is a foreign person, you must complete an appropriate Form W-8.

**Note.** Check the appropriate box for the federal tax classification of the person whose name is entered on the "Name" line (Individual/sole proprietor, Partnership, C Corporation, S Corporation, Trust/estate).

**Limited Liability Company (LLC).** If the person identified on the "Name" line is an LLC, check the "Limited liability company" box only and enter the appropriate code for the tax classification in the space provided. If you are an LLC that is treated as a partnership for federal tax purposes, enter "P" for partnership. If you are an LLC that has filed a Form 8832 or a Form 2553 to be taxed as a corporation, enter "C" for C corporation or "S" for S corporation. If you are an LLC that is disregarded as an entity separate from its owner under Regulation section 301.7701-3 (except for employment and excise tax), do not check the LLC box unless the owner of the LLC (required to be identified on the "Name" line) is another LLC that is not disregarded for federal tax purposes. If the LLC is disregarded as an entity separate from its owner, enter the appropriate tax classification of the owner identified on the "Name" line.



**4. Other payments.** You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

**5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions.** You must give your correct TIN, but you do not have to sign the certification.

### What Name and Number To Give the Requester

For this type of account:	Give name and SSN or EIN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account <sup>1</sup>
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor <sup>2</sup>
4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee <sup>3</sup>
5. Sole proprietorship or disregarded entity owned by an individual	The actual owner <sup>1</sup>
6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulation section 1.671-4(b)(2)(i)(A))	The owner <sup>1</sup>
For this type of account:	Give name and EIN of:
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity <sup>4</sup>
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulation section 1.671-4(b)(2)(i)(B))	The trust

<sup>1</sup> List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

<sup>2</sup> Circle the minor's name and furnish the minor's SSN.

<sup>3</sup> You must show your individual name and you may also enter your business or "DBA" name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

<sup>4</sup> List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 1.

\*Note. Grantor also must provide a Form W-9 to trustee of trust.

### Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

**Note.** If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

### Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An Identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

**Protect yourself from suspicious emails or phishing schemes.** Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to [phishing@irs.gov](mailto:phishing@irs.gov). You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: [spam@uce.gov](mailto:spam@uce.gov) or contact them at [www.ftc.gov/idtheft](http://www.ftc.gov/idtheft) or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.



**Affidavit C****ATTACH TO BID - IF YOU HAVE MWBE PARTICIPATION****State of North Carolina AFFIDAVIT C - Portion of the Work to be Performed by Minority Firms****COUNTY OF DURHAM**

Durham County Goals for MWBE Participation in the Procurement of Goods, Services and Construction

Categories	Construction	Architect/ Engineer	Services	Goods	MWBE Availability % (Median Availability)
Black American	14.6	9.8	10.9	2.8	<b>10.4%</b>
Asian American	1.3	3.0	1.1	.43	<b>1.3%</b>
Hispanic American	4.2	1.8	1.1	.43	<b>1.5%</b>
American Indian	.65	.75	1.0	.5	<b>.70%</b>
White Female	13.8	11.0	9.5	7.1	<b>10.3%</b>
<b>Overall MWBE Participation Goal =</b>					<b>25.0%</b>

Affidavit of Alcohol Monitoring Systems, Inc. (dba SCRAM Systems) I do hereby certify that on the  
(Name of Bidder)

Durham County Pretrial Services Electronic Monitoring Program  
(Project Name)

Project ID No. \_\_\_\_\_ Amount of Bid \$ \_\_\_\_\_

I will expend a minimum of 0 % of the total dollar amount of the contract with minority businesses enterprises. Work will be subcontracted to the following firms listed below. Attach additional sheets if needed.

Firm Name (Street Address/Zip/Telephone)	*Minority Category	Work Description	Dollar Value	Percentage of Goal
N/A				

**\*Minority categories:** Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

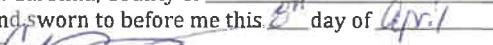
Pursuant to GS 143-128.2(d), the undersigned will enter into a formal agreement with Minority Firms for work listed in this schedule conditional upon execution of a contract with the Owner. Failure to fulfill this commitment may constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: 4/8/25 Name of Authorized Officer: John Hennessey

Signature: 

Title: Chief Operating Officer

State of North Carolina, County of Arapahoe  
Subscribed and sworn to before me this 8<sup>th</sup> day of April 2025  
Notary Public   
My commission expires 02/12/2026

SEAL





## Tab 2 Executive Summary

*This Tab should provide a brief summary of the Proposer's understanding of the Scope of Services presented in this RFP and emphasize any unique aspects or strengths of the Proposal.*

### The Challenge

Durham County's Pretrial Services Program is looking for electronic monitoring solutions and full client services that provide comprehensive tracking and monitoring of defendants released pretrial as an alternative to incarceration. It's essential that the County have access to the latest equipment and technology, ensuring verification of participants' presence at court-directed locations and incorporating tamper-resistant features. Additionally, the provider must offer full, local client management services, managing clients from the point of referral through completion of their monitoring program. The vendor's team should work as an extension of the Pretrial Services team, simplifying the process of monitoring and reporting, with a focus on successful client outcomes and community safety.

### The Solution

Our electronic monitoring technologies, combined with our software, mobile apps, comprehensive customer support, and on-site local services, provide a customized program solution for the County. Our end-to-end solution for this RFP includes the following:

#### **SCRAM GPS<sup>®</sup> Gen 9 Plus**

Our GPS system combines superior location accuracy, a long-lasting battery, and a unique strap design that virtually eliminates false alerts—all in a small, one-piece device. Our system includes:

- **SCRAM GPS Analytics**, which includes our unique **SCRAM GPS Pattern of Life Mapping** and converts thousands of data points into usable knowledge.
- With the optional **SCRAM Beacon**, the GPS bracelet converts to RF monitoring when in range of our base station. The beacon can reduce location and communication alerts, maximizing performance and extending bracelet battery life.
- Our **SCRAM Ally<sup>®</sup>** victim notification app, which works in conjunction with SCRAM GPS to ensure that when a GPS client is in proximity to the victim's phone, both the victim and the supervising authorities are notified.

### The SCRAM Services Group

Since 2007, when we opened our first SCRAM Systems storefront in Los Angeles County, we have been committed to the seamless delivery of our technology solutions at the Point of Service. Today, we offer a comprehensive Services program that ensures optimal support for your agency and better outcomes for your clients. Our Services group manages local programs across the U.S. Our local team will serve as the County's community partner, seamlessly integrating with your team to provide customized services tailored to your program and client population. From client referral and enrollment to program completion—and everything in between—we will implement our proven best practices to ensure smooth operations and drive successful client outcomes.

### Comprehensive Customer Support

- **24/7 Monitoring Center.** SCRAM Systems has a 24/7 Monitoring Center managed by a well-trained team of data analysts. Monitoring Center support includes all the value-add support needed for program support, including 24/7 customer support, analytics and reporting, court support, and beyond. We will work with Durham County to customize your Service Level to ensure the right support, right when you need it.
- **A Dedicated Account Team.** In addition to our local SCRAM Services team, we provide both a regional manager and an account manager who will work with the County's team to establish and maintain a customized monitoring program customized to your specific requirements.
- **Training.** SCRAM Systems will provide ongoing training for anyone in the team. Live training is always available in-person or via webinar and can include everything from refresher training, to in-depth coverage of specific topics, to new staff training. All SCRAM Systems training is provided at no additional cost to the County. All of our training and documentation is also available online.



## Tab 3 Corporate Overview

*This Tab should present an overview of the Proposer's organization and should include the firm's name, address, phone and fax numbers, firm history, email address and phone number of the firm's representative for the Proposal.*

**Corporate Headquarters:**

Alcohol Monitoring Systems, Inc.  
(dba SCRAM Systems)  
6251 Greenwood Plaza Blvd, Suite 300  
Greenwood Village, CO 80111  
Phone: (303) 989-8900  
Fax: (303) 791-4262

**Our representative for this proposal:**

Nick Pizzi  
Regional Sales Manager  
[npizzi@scramsystems.com](mailto:npizzi@scramsystems.com)  
Phone: (954) 552-4674

### Our Experience

Established in 1997, Alcohol Monitoring Systems, Inc. (DBA SCRAM Systems), has been providing offender management hardware and software solutions for the criminal justice industry since 2003. Our solutions have been implemented in all 50 states in the US, as well as Canada, England, Wales, Australia, New Zealand, and the Netherlands.

For over two decades, we have continuously demonstrated our commitment to innovation and excellence. Our dedication has driven us to expand our product line, providing a comprehensive range of alcohol and location monitoring solutions tailored to the community corrections marketplace. These solutions play a crucial role in fostering positive change and enhancing public safety.

The company was incorporated in the State of Delaware in 2002 and is a privately funded company. In 2020, SCRAM Systems' largest minority investor, The Riverside Company, recognized the significant potential in the offender monitoring sector and merged SCRAM Systems with LMG Holdings/LifeSafer, a leading provider of ignition interlock technologies, into one company. With this merger, SCRAM Systems provides the most complete set of offender monitoring technologies, including ignition interlock devices, continuous transdermal alcohol monitoring, remote breath/portable alcohol monitoring, GPS, standalone RF/house arrest technology, web-based reporting and communications tools, software solutions, and ISO-certified monitoring services and support.

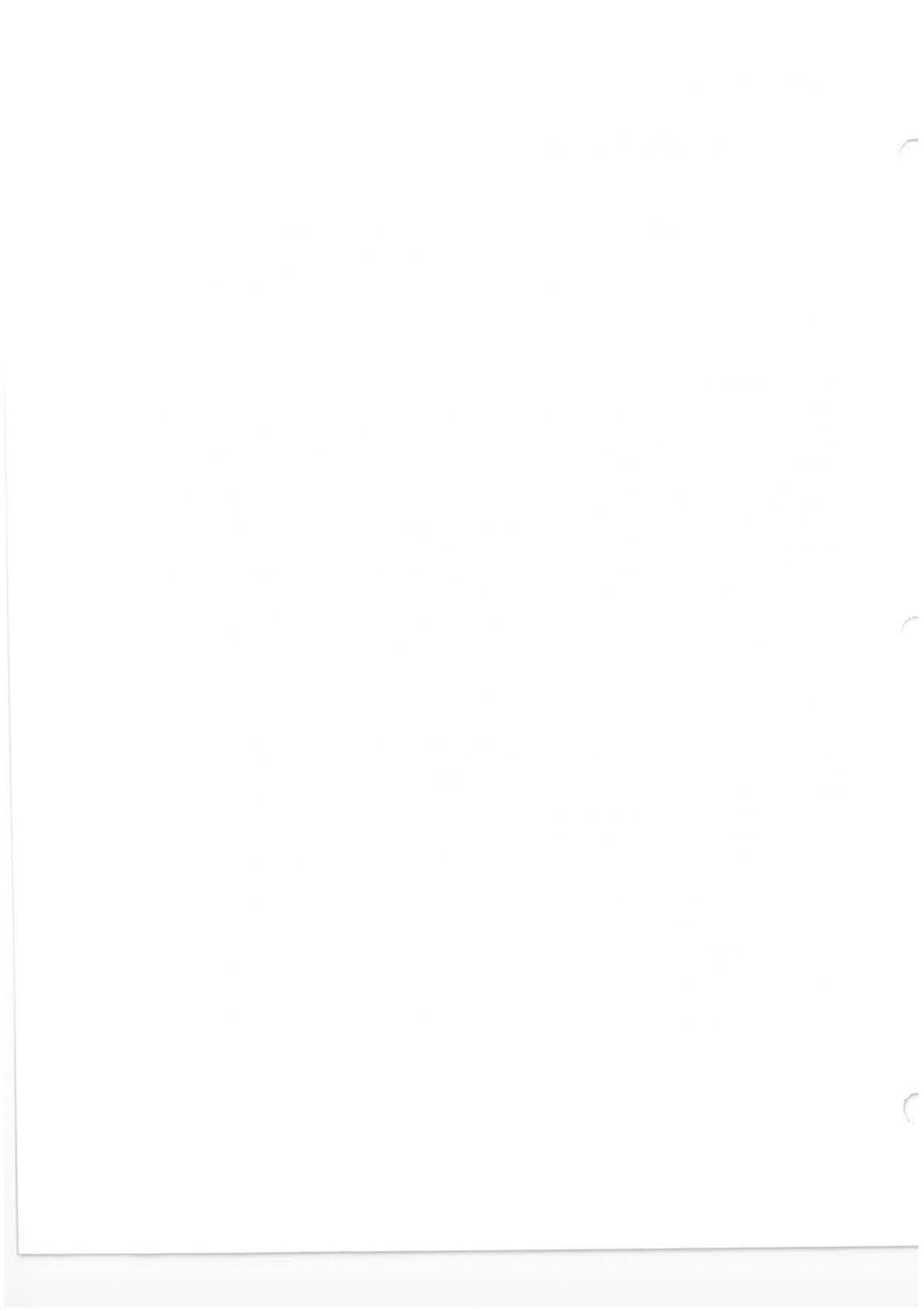
### SCRAM Services

With the growing need for direct support to assist agencies with daily client management, SCRAM Systems strategically acquired SCRAM of California, the largest electronic monitoring service provider in the Western U.S., in 2025. This expansion ensures nationwide access to combined industry-leading technology and comprehensive services, creating a single, end-to-end solution under one contract. Our services provide the following benefits:

- One contract, one provider—streamlining vendor management.
- Direct access to the manufacturer—ensuring competitive pricing, cutting-edge technology, and seamless integration.
- Industry-leading services—delivered by a trusted, SCRAM Systems-managed team.
- Scalability and flexibility—custom-tailored monitoring and program solutions.

Today, SCRAM Systems employs about 860 people and serves over 130,000 customers worldwide. The company has four corporate sites located in Greenwood Village, Colorado; Raleigh/Durham, North Carolina; Cincinnati, Ohio; and San Diego, California.

SCRAM Systems remains committed to setting new industry benchmarks, providing unmatched transparency, cost efficiency, and superior outcomes in electronic monitoring.



## Tab 4 Approach

This Tab should present the Proposer's approach to providing the services specified in this RFP. This Tab should describe the services to be provided, who will provide the services, how the services will be provided, etc. This Tab should include a description of activities, such as the project methodology and timeline for project completion, etc. The Proposer should also include in this Section its plan for managing the work requirements. Most of the proposed responses to the requirements found in Work Requirements should be included under this Tab.

### Durham County Pretrial Services Project Plan

SCRAM Systems has developed a detailed, three-phase Implementation Plan that can be customized to each program, ensuring a seamless and minimally disruptive transition for both the County and clients. Upon intent to award, SCRAM Systems will immediately schedule with County key personnel to coordinate and complete a plan review and pre-define program details that will ensure a customized implementation and training experience. Preparing in advance of the implementation deadline ensures an efficient, easy, and seamless transition of the existing program. The schedule is completely customizable to meet the County's preferences.

### Sample Implementation/Project Plan

<b>Phase I</b>  <b>Staff Training, Data Transition, Scheduling</b>	<ul style="list-style-type: none"> <li>Define County desired notification system configurations and notification procedures/alert protocols.</li> <li>Coordinate with the current vendor on the date and time of the change-over to the new system.</li> <li>Staff training. Each officer will receive live training and certification.</li> <li>Determine equipment needs and volume to be delivered. Build out the on-site inventory, and set up shelving and charging stations to properly house and manage inventory.</li> <li>Identify participants who will be transitioned to SCRAM Systems devices, as well as secure the transition dates and processes with the County. The SCRAM Systems team will complete initial data entry or migration of information for all clients being monitored at the time of the transition.</li> <li>The SCRAM Systems team will also generate a schedule for officers to use (with time slots for each client in their caseload) indicating when clients should report in for the equipment transition. SCRAM Systems will assist in contacting clients via telephone to schedule the device transition.</li> </ul>	<b>Proposed dates:*</b> Monday June 23– Wednesday June 25
<b>Phase II</b> <b>Equipment Transition</b>	<ul style="list-style-type: none"> <li>SCRAM Systems staff will be on-site to transfer equipment as needed.</li> <li>With data entry already completed by the SCRAM team, the device transition process should take under 20 minutes per client, ensuring the clients' day will not be adversely impacted.</li> </ul>	<b>Proposed dates:*</b> Thursday June 26– Friday June 27
<b>Phase III</b>  <b>Ongoing Training and Support</b>	<ul style="list-style-type: none"> <li>The local SCRAM Services team will focus on follow ups, inventory clean up, engage in officer questions, and answering any other questions following the transition.</li> <li>The program manager and the County's dedicated account manager will meet regularly with the County to evaluate the progress of the program, answer questions, address concerns, and ensure County staff satisfaction with SCRAM Systems products and services.</li> <li>Bi-weekly team meetings will commence for the first 3-4 months to ensure that the County has the ability to attend as needed for questions or for more advanced levels of training.</li> </ul>	<b>Proposed dates:*</b> June 30, 2025– contract end

**\*Dates and scheduling are completely customizable based on the County's preferences.**

**Conversion Credit.** To ease the expense of transition, SCRAM Systems will help offset costs by offering a one-time monitoring credit of \$100 for every client transitioned from the incumbent vendor to SCRAM Systems products. This will alleviate costs incurred by having to pay two vendors while the transition is completed. For example, if the County transitions a total of 75 clients, SCRAM Systems will extend \$7,500 in total monitoring credit (\$100 one-time credit x 75 clients). The County will not be billed for monitoring until the entire credit has been used.



## 7.0 WORK REQUIREMENTS:

1. *The Contractor will provide turnkey electronic monitoring services by tracking and monitoring offender movement to ensure compliance with court-ordered requirements. A turnkey service proposal is preferred but not required. Program capacity is anticipated at a varying daily population of approximately seventy-five (75) adult participants.*

SCRAM Systems is pleased to offer our comprehensive and customizable client services for Durham County through our SCRAM Services group. Our program model allows us to integrate as much—or as little—as the County desires into the daily management of clients in the program. Our team works as an extension of the County's to ensure seamless client supervision and optimal time management for agents.

### Daily Client Management

The SCRAM Services team enjoys an impeccable reputation for both customer service and client management. From client referral through program completion, our local services team will seamlessly integrate with the Pretrial team to ensure optimal client support and reliable reporting and swift, certain monitoring and reporting for the program's clients.

**Enrollment and Orientation.** SCRAM Services knows that clearly communicated expectations are a significant element of any successful electronic monitoring program. Our Enrollment and Orientation processes are the opportunity to provide the client with the expectations and standards they will need to successfully complete their monitoring program. We believe our detailed enrollment processes contribute to our higher compliance rates.

Our case managers follow a detailed, step-by-step protocol designed to ensure that every participant has a very clear expectation of their specific monitoring technology, the company, and the requirements of their monitoring program. Product and program information is provided in written and audio form, and our checklist ensures there are multiple opportunities for clients to ask questions. All materials are available in both English and Spanish. Materials will also be provided to any County staff as requested. The information provided covers details regarding the equipment, any restrictions, charging requirements, and any relevant safeguards for proper use. Clients must add their initials and signature to several specific rules outlined in the Orientation Checklist, and they are encouraged to ask clarifying questions. Participants leave with copies of every reviewed and signed document, as well as clear contact information so they know how to contact their case manager 24/7/365 in case of questions or concerns. These documents are customized based on the specifics of each technology, each contract, and the preferences of the County.

**Field Visits.** Our local SCRAM Services team will provide support for the Pretrial team as needed for field visits, including for equipment maintenance, home evaluations, and installations that may need to be done in locations other than the Pretrial Services offices.

**Alerts and Reporting.** All monitoring is 24/7/365. The SCRAM Services team will establish all alert protocols, notifications, and reporting parameters based on the preferences of the County. These can all be customized by client, agent, program, or County. Notifications can be automated to send via email or text. Notification protocols are scalable, and we offer tiered notification options, to ensure the proper response to any level alert. In addition, should officers desire, all data and alert information is available around the clock from any Internet-enabled device via SCRAM Optix, our secure, cloud-based system that stores all monitoring data and generates all alerts and reports. Optix is mobile-adaptive, meaning full functionality of the software is available from any smart phone or table.

Both client compliance and program reporting options via SCRAM Optix are robust and completely customizable. Reports can be viewed by individual client, by agent, or for the entire program, and can be customized to be for a specified time period. See Exhibit A for sample client/event and program reports.

**Equipment Maintenance and Inventory Management.** Our local SCRAM Services team will manage all inventory, and will maintain extra inventory of all equipment and consumables. Inventory will never be a concern and can quickly scale to meet any increasing program needs. Our pricing is inclusive of all consumables and tools, and there is no cost to the County for shelf allowance.

**Comprehensive Court Support.** Unique to SCRAM Systems is our comprehensive court support program. From proper documentation to in-person court testimony, our team is specially trained and certified to provide support as required.



**Ongoing Program Evaluations and Training.** SCRAM Systems, leveraging our robust program reporting available through SCRAM Optix, can program analyses and reporting on a weekly, monthly, quarterly, and/or annual basis as preferred by the County. Reporting can show trends in compliance and will compare program data to national averages on data points such as compliance rates and average days monitored per client. In addition, the SCRAM Services team will establish a dashboard based on preferences of each agent, and County personnel have 24/7 access to all data and reporting options. We also provide training at any time, from refresher training to new officer training, including curriculum for both the equipment and the software. Training can be done online/remotely or in-person at the convenience of County staff.

2. *The Contractor shall use an electronic monitoring system which utilizes the most current available equipment and technology. The system must verify the participants' presence at the location directed by the Court and/or community supervisor and be equipped with tamper-resistant technology.*

### **SCRAM GPS 9 Plus**

SCRAM Systems is pleased to propose our cutting-edge SCRAM GPS 9 Plus technology for the Durham County program. SCRAM GPS 9 Plus is our latest tracking device that attaches to the client's ankle and tracks movements 24/7. It offers exceptional location accuracy, a durable, industry-leading strap design, extended battery life, and intuitive software tools, enabling officers to efficiently monitor and manage their caseloads. Key features include:

- **Priority communication of location data on the FirstNet®** wireless network—to ensure continuous communication of location points in high traffic times and critical situations.
- **Wi-Fi tracking**, in addition to cellular, ensures tracking is not lost when GPS points are unavailable.
- **Extended battery life** that reduces low and dead battery alerts.
- **Versatile charging options**, including on-body charging for convenience on the go and a break-away charger for safe outlet charging, designed to prevent damage.
- **Built-in state, county, and school zones** within the U.S., and allows unlimited zone creation.
- **Robust tamper detection capabilities**, including GPS jamming and sophisticated detection mechanisms.
- **GPS Analytics**, including our unique Pattern of Life mapping, to simplify large amounts of data.
- **The optional SCRAM Beacon**—optional radio frequency (RF) monitoring.
- **SCRAM Ally**, our victim notification mobile app.



SCRAM GPS provides exceptional location accuracy, robust tamper technology, extended battery life, and intuitive software tools, allowing officers to efficiently monitor and manage their caseloads.

### **Location Technologies**

**GPS Tracking.** SCRAM Systems designed the GPS 9 Plus device to function in line with the U.S. government GPS Performance Standard of 95% confidence level, which means that under ideal circumstances, it demonstrates high-quality GPS accuracy to within 15 feet. For optimal accuracy, our device is supported by dual GPS Systems, enhanced location Services, GPS augmentation, and multiple satellite systems.

Our device uses both autonomous and assisted GPS (A-GPS) services to help ensure accuracy. A-GPS provides enhanced location ability and Time-To-First-Fix, which is especially useful when the receiver is in a location where it is difficult for the satellite signals to penetrate. Additionally, the device uses Space Based Augmentation Systems (SBAS), including WAAS, EGNOS, MSAS, and GAGAN, to augment the Global Positioning System (GPS), to improve accuracy, integrity, and availability. SBAS corrects location drift that results from environmental factors that distort GPS signal transmission.

**Cell Tower Points.** GPS 9 Plus uses cell tower points (CTP) through the GSM or CDMA networks, and triangulation of cell towers as backup to GPS signals.



**Wi-Fi Tracking.** SCRAM GPS also incorporates Wi-Fi tracking as one of its three location technologies alongside GPS and CTP. In scenarios where a GPS signal is absent, the device leverages Wi-Fi access points to sustain tracking functionality. This ensures uninterrupted monitoring, overcoming limitations posed by the absence of GPS signals. With heightened reliability indoors, these signals contribute to precise location information, significantly improving the accuracy of offender tracking.



The green location points show how well Wi-Fi tracking captures real-time tracking when the client is inside of this pharmacy and convenience store.

### Priority Communication

The SCRAM GPS 9 Plus bracelet communicates via the FirstNet network. This integration offers key advantages for both corrections and courts and the communities they protect by providing:

- **Priority Service During Emergencies.** *During crises or periods of high network traffic, regular networks can become congested, leading to communication delays. With FirstNet, SCRAM GPS 9 Plus benefits from priority service, helping to ensure that location data continues to transmit uninterrupted during these critical moments.*
- **Wider Coverage for Greater Reliability.** FirstNet boasts the largest network for public safety in the country, covering over 250,000 square miles more than commercial networks. This extended coverage means that GPS 9 Plus can stay connected even in rural or remote areas, making it an ideal solution for supervising individuals in diverse locations.

In public safety, every second counts. By using FirstNet, agencies that rely on SCRAM GPS 9 Plus have a powerful tool to enhance their supervision and monitoring capabilities. We are proud to align with the mission of FirstNet to provide solutions that help protect communities across the nation. The integration of GPS 9 Plus with FirstNet is just one more way we're committed to providing the most reliable and innovative tools for public safety.

### Design

The tracking device measures 8.3 cubic inches (3.37" tall x 2.75" wide x 0.90" deep), making it one of the smallest devices on the market. It is lightweight, weighing only 8.3 ounces (236 grams), and is sealed and waterproof to two meters. The device has been tested and complies with military standards MIL-STD-810F Method 516.6 for shock/drop resistance. It is water resistant and complies with military standard IP-68 for up to 30 minutes.

The GPS 9 Plus device has an industrial-grade plastic strap made of hypoallergenic material with no harmful substances and has an embedded fiber optic cable. Straps are available in two adjustable sizes and can be fitted to any size participant ankle. The SCRAM GPS Tough Strap is also available for higher risk clients, which requires at least 20 pounds of force to cut through.

### Tracking Frequency

Location points can be tracked as frequently as once per minute or reduced to once per hour. On a 1x10 rate plan, the bracelet will get 1,440 points in a 24-hour period (1 point per minute) or 60 points per hour. If the client enters an exclusion zone, the device's onboard intelligence automatically transmits a zone alert to the server, which automatically initiates pursuit mode. The device begins tracking at an



accelerated rate and captures points every 15 seconds, for 15 minutes, providing immediate increased visibility. It can also be triggered manually at any time (whether in violation or not).

### **Client Communication**

The device has two-way client communication and can be configured to communicate using vibration or audible tone. The audible tone is a 95-decibel speaker, ensuring it is easy for clients to hear when they violate their program requirements. The client must acknowledge the alert by pressing a button on the device to stop or silence the vibration/tone within 30 seconds. Providing two options to notify the client significantly decreases excuses for non-compliance. Officers can administer the audible tone or the vibration sensor at any time. In addition, the bracelet will automatically vibrate whenever the bracelet reaches a low battery state.

### **Tamper Detection**

SCRAM GPS 9 Plus will detect up to five tamper types and make prompt notification according to the County's pre-defined notification protocols.

- **Device Tamper (Locator):** *The backplate that secures the device to the offender has been separated or damaged.*
- **Strap Tamper:** *The strap has been cut, damaged, or removed.*
- **No Motion (Locator):** *The device does not detect motion after a period of time (defined by the officer/agency).*
- **Possible Cellular Jamming:** *The device detects a disturbance or absence of cellular signal.*
- **Possible GPS Jamming:** *The device detects a radio frequency signal that is blocking or interfering with GPS transmissions.*

The GPS device sends an immediate strap tamper alert notification if the patented strap is cut or the backplate (which locks the strap into place) is removed. The backplate is one of the most robust tamper features in the industry. On competing devices participants may attempt to remove a strap undetected by releasing "locking pins," which can be difficult to visually verify. Because of our unique design, which has no locking pins and requires a participant to break the entire backplate to remove the strap, this is not possible. Physical damage to the backplate is clearly evident during inspection because the design prohibits clients from reattaching the backplate once broken.

### **Long Battery Life**

On a full charge, the battery lasts about 85 hours in economy mode and 60 hours in standard mode. Plugged into a standard AC power supply outlet for charging, the SCRAM GPS 9 Plus device can be charged to 24 hours of battery life within 1 hour and fully charged in about 3 hours. Unlike the battery life statistics for other GPS monitoring devices, our testing is based on an aggressive active rate plan of 1-minute acquisitions and 10-minute transmission. Even when used in Pursuit Mode, the GPS 9 Plus battery will have more than sufficient battery power to consistently monitor and deliver critical GPS data.

**Charging Options.** GPS 9 Plus has multiple ways clients can quickly charge, reducing low battery alerts. The device comes equipped with a **break-away charger**. Clients easily attach the device by sliding on the charger. Small vibrations and LED lights indicate to the client that the device is charging. Should the device get pulled away from the wall while the charger is still attached, the break-away design prevents damage and wear to the GPS device. The simple one-piece charging cord is over 8-feet long, giving clients more room to function and move around while charging.

As an alternate charging method, SCRAM Systems offers an 18" charging cable which connects to the GPS device with the same break-away design but allows the client the option of charging via a USB power supply.

The **on-body charger** can help promote compliance by allowing clients to charge their device on the go. The optional charger attaches to the client's ankle and fully charges the GPS device in approximately two hours, without being connected to a cord. It uses the same AC charger as the GPS bracelet, limiting the need for additional equipment.

### **Geofencing**

Our GPS technology has geofencing capabilities that allow the creation of an unlimited number of adjustable zones using circles, squares, and polygon-shapes. An unlimited amount of zones can be stored in the software, and over 100 can be stored on the device. The device contains onboard processing, which



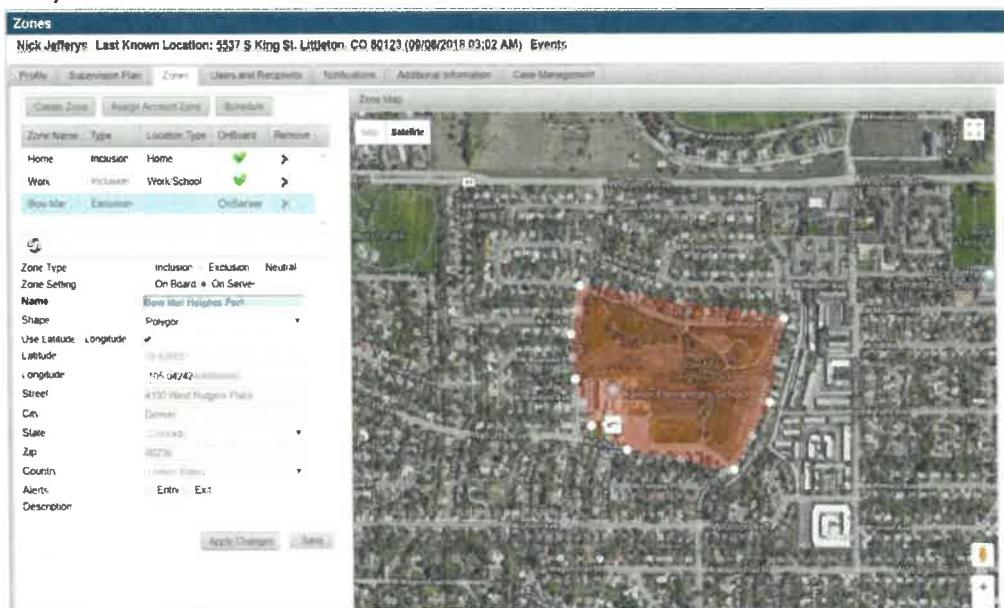
means the device can store zone information directly on the device regardless of the connection to the server. Should a client enter a restricted zone, the device automatically sends an alert to the agency and activates an accelerated data plan that communicates data points once every 15 seconds.

Users have the ability to create the following zones:

- **Exclusion Zones.** The client does not have permission to enter a geofenced area. Exclusion zones have a minimum radius of 200 feet and no maximum limit. If a client enters an onboard exclusion zone, the tracking automatically accelerates, capturing a location point every 15 seconds for a duration of 15 minutes.

Users can also create schedules for exclusion zones. This feature allows the ability to create schedules and/or exceptions to indicate specific times clients are not permitted in an exclusion zone, such as certain hours during the day or night. For example, if a client is not permitted to enter school zones, a schedule can be set during school hours only, so officers are only alerted of a violation when necessary, helping save officers time by reducing the need to react to unwarranted alerts.

- **Inclusion Zones.** Provide the ability to create schedules where the client must be in the zone during the specified times. These are primarily used for home and work locations, which can assist with analytics.



Users can create an unlimited number of zones, including circles, squares, and polygon-shaped zones. Users can toggle between map and satellite views, as well as set the centralized address, additional buffer zones, alert notification parameters, and a description.

- **Neutral Zones.** Client entries and exits are tracked without assigning schedules.
- **Common Zones.** A library of commonly used zones can be established for the County. These zones are stored and can be assigned to clients as required, eliminating the need to draw identical zones for each client. This is particularly helpful for standard exclusion zones such as schools, libraries, and shopping malls.
- **Prebuilt Zones.** SCRAM Systems can implement prebuilt zones within the US, which are designated by state, county, or public-school districts. For instance, a sex offender can be excluded from all school districts in an area, without the time-consuming process of drawing individual zones. Once added to an agency's profile, officers can assign any prebuilt zone to subaccounts as necessary and apply the zones to a single client, multiple clients, or an entire caseload, potentially saving officers hours of work.



## Mapping Capabilities

### SCRAM GPS Mapping Basics—Our Point-by-Point Mapping Tools

SCRAM GPS combines exceptional accuracy with modern, street-level map views to put participants' movements in context and provide better supervision data. Maps are provided through Google and quarterly updates are automatically included. Five Google map views are available:

- The standard map view
- The standard map view labeled with street and landmark locations (businesses, schools, etc.)
- Earth View (showing an aerial image)
- Earth View with labels
- Street View (a panoramic street-level image)

The GPS location point of the participant plots on the map with an icon. By clicking on the point, the officer can see the location date and time, nearest address, latitude/longitude coordinates, the participant's speed, and how the data point was acquired. Below is a progression of mapping views from satellite, street-level, and inside the building.

Our SCRAM GPS mapping basics offer a comprehensive menu of point-by-point mapping capabilities, including:

- Point-by-Point Mapping
- Point-by-Point Details (Speed, Direction, Latitude/Longitude)
- Travel Route Playback
- Custom Timeframes for Viewing Points
- Locate Now
- On-Demand Pursuit Mode

**Locate Now.** Initiating a Locate Now request prompts immediate contact with the GPS device, commanding it to provide a current location. Regardless of the last or next scheduled callback communication, officers can "ping" the device for immediate location information at any time. As soon as a location is obtained, the address is displayed and the client's whereabouts are immediately known. The Locate Now feature can be accessed from the software or any Internet-enabled device.



Satellite Map View

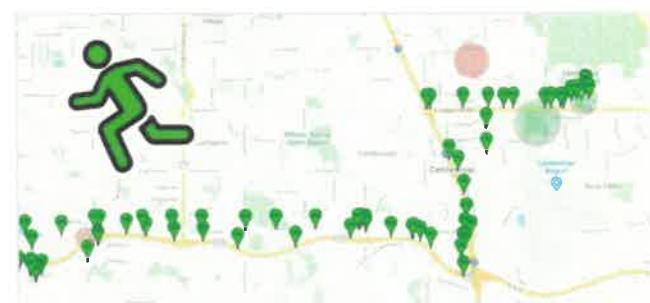


Street Level Map View



Inside Building

- All Clients Last Known Location
- Multiple Clients Points Map
- Proximity Reporting
- Side-by-Side Client and Victim Mapping
- Zones & Points of Interest
- Google Map Integration



With the click of a button, officers can engage a transmission rate of one location point every 15 seconds to aid in offender apprehension.





Locate Now allows staff to "ping" a device through the software. It provides details of the client's current location, regardless of previous or next callback time, and can be viewed in satellite, aerial, or street view.

**On-Demand Pursuit Mode.** While the location of a client can be pinged at any time via the software to determine their whereabouts, SCRAM GPS also offers automated, near real-time tracking with the ability to access GPS points multiple times per minute in a 15-second acquisition by 15-second transmission rate plan. Pursuit Mode is specifically helpful when attempting to apprehend or quickly locate a client in motion. This rapid tracking and accelerated calling can be manually activated or canceled at any time. When initiated, it automatically continues for 15 minutes, combining real-time tracking every 15 seconds with modern street-level mapping views to assist officers in quickly locating a client.

### SCRAM GPS Analytics—Our Advanced Mapping Tools

SCRAM Systems' advanced mapping features are designed specifically for quick and easy data analysis. They simplify the 1,440 points generated per client per day and group them into a stop-by-stop analysis of activity. Analytics take point by point tracking to the next level, revealing layers of data as desired and transforming it into usable, powerful, actionable, real-time knowledge in seconds. Start with a high-level, general view of all clients in an agency, drill down to select a region or officer caseload, access a specific client's activities, and then view precise details for each location point collected. These tools provide an unprecedented view of a client's—or a caseload's—behavior patterns in seconds. Our advanced mapping features include our first-in-industry Stop Patterns Reporting, our exclusive Patterns of Life Mapping, and our Shared Locations Reports.

#### Stop Patterns Reporting

Groups unidentified stops and travel points into simplified graph formats. By using travel route playback features, officers can retrace travel from point to point and identify stop/location patterns outside of any pre-defined zones within seconds. Reports showing stop patterns, stop locations, and shared locations show officers where a client stops, how long they stay at a location, and whether multiple clients were present at that same location. Using SCRAM GPS Analytics saves time and effort while delivering usable monitoring information in seconds. See unidentified locations and define those locations/zones, see charging patterns, and see new zones based on stop patterns.

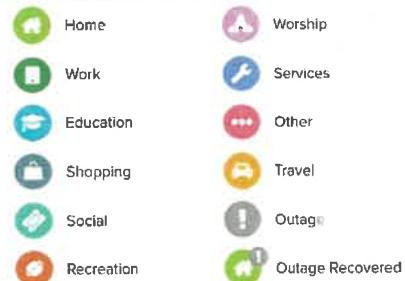
#### Pattern of Life Mapping

SCRAM's unique Pattern of Life (POL) analytics provide an even deeper level of detail on how and where clients spend their time. POL takes our Stop Patterns reporting and layers in the power, breadth, and depth of Google data, automatically identifying stop locations (versus manually identifying) and grouping those locations into 12 meaningful categories. This eliminates the need to zoom in or use street or satellite views to determine where a client has been. POL provides



automated, unprecedented location detail, real-time data and information, multiple ways to search and view, and the ability to calendarize Stop behavior. Officers can display routine client patterns in seconds—for a single client or an entire caseload.

**Identifies and Categorizes Stops.** POL groups and defines location points by categories, making it easy for officers to identify and analyze real-time, historical, and location-based data. For example, an officer would know in seconds if a client was at home or work, whereas a stop at a department store would be categorized as *Shopping* and a stop at an auto shop would show as *Services*. Each stop location provides detailed information including address, arrival/departure time, the number of times the client visited, and the total time spent at each location.



### Shared Locations Reporting

Certain clients may be restricted from associating with each other while on GPS monitoring. The Offender Shared Locations Report can be used to identify when multiple clients visit the same location (whether at the same time or not), which may help identify parole violations, crime associates, or locations where criminal activity is taking place. With Google Maps, the officer can zoom down to street level and see a detailed view of the location. This report shows trends previously lost in the overload of data. SCRAM GPS Analytics allows officers to:

- See clients who shared a location at the same time.
- See clients who shared locations at a separate time.
- Search based on “amount of points at location” and “caseload.”

### SCRAM Ally

SCRAM Ally, our victim notification mobile application, provides notification to a victim or protected party when a GPS offender is in proximity, has entered a location that the victim deems important (e.g., home or work), is no longer being monitored, tampers with the device, or engages in other actions that warrant notification. The app works in conjunction with SCRAM GPS to ensure both the victim and the supervising authorities are notified. The application can be used to monitor a victim who has multiple offenders or for situations in which multiple victims have the same offender.

Whether the Ally app is used to monitor one or more victims, the victim is not required to carry a secondary device, GPS or otherwise. The Ally app only needs to be installed onto their own Apple or Android smartphone, providing a simple and familiar way to maintain tracking. SCRAM Ally allows location data to be sent to the SCRAM GPS server and identify if the GPS offender enters prohibited proximity zones. Features and benefits include:

- Reliable and accurate victim location information using GPS, Wi-Fi, and the smartphone’s location services
- Proximity alerts to the victim via email, text, or push notification.
- Ability to send the victim additional notifications like low battery, tamper alerts, or zone violations.
- Configurable victim mobile zone radius.
- A secure and private system—correlating location information only to the designated GPS offender. It will not permanently store any victim location tracking information.
- Panic button calls 911 or custom emergency number.
- Proximity display allows officers to compare offender and victim locations.
- Automatic tracking that reverts to Pursuit Mode if victim zone is breached or panic alert is activated.
- Easy installation on the victim’s personal phone—no separate device needed that can be forgotten, lost, or needs charged. Available on both Android and iOS platforms.





3. *The Contractor shall maintain replacement parts adequate for the proper provision of on call service on a 24 hour, 7 days per week basis. All equipment and services provided under the contract must be serviced and maintained by the contractor for the term of the contract. Any alterations in product manufacturing, fabrication, or delivery of substitute equipment will require prior written authorization from a designated County official.*

SCRAM Systems will comply. Our pricing is inclusive of all equipment maintenance and service, as well as inventory management. SCRAM Systems ensures that all equipment used will be the current version and will be new or perform "like new." All equipment is thoroughly tested prior to shipping and under warranty. It will be continuously upgraded throughout the life of the contract, with the County always receiving the latest version at no additional cost. SCRAM Systems performs all alcohol equipment maintenance, including recalibration, to ensure proper working order. Our standard policy is to bring devices back once per year for re-calibration.

4. *The Contractor is responsible for all equipment installed, utilized, and monitored as a part of this contract. This includes lost, stolen, damaged, or otherwise misplaced transmitters, receiving units, drive-by units, bands, and supplies. The County will not pay for or maintain any equipment under any circumstances related to this contract.*

SCRAM Systems will comply. Our pricing is inclusive of all lost, stolen, or damaged equipment and all consumables/supplies.

5. *The electronic supervision equipment is to be placed on the offender and in the offender's home if applicable. The equipment should be technology currently in use by the manufacturer and must be identified by name. A copy of the manufacturer's specifications and literature must be attached to the proposal. All equipment must be of the same type and model and from the same manufacturer.*

6. *The monitoring system shall provide a means of electronically monitoring a person's presence or absence at a specific location. The monitoring equipment shall be the most current and up to date technology available to communicate between the individual base stations and the monitoring center. The monitoring equipment shall have unique frequencies and identifiers to identify the offender assigned to each individual unit. Any alteration in the utilization of substitute electronic monitoring equipment requires prior approval from the County.*

SCRAM Systems complies with items 5 and 6.

## The SCRAM Beacon

SCRAM GPS includes our optional radio frequency (RF) SCRAM Beacon, which provides a more granular layer of supervision for SCRAM GPS clients. It will immediately report to the central computer when the GPS device enters (or comes in range of) the RF connection with the beacon or upon next call-in interval—providing house arrest supervision when in range. When the client exits the beacon range, the system shifts back to GPS tracking. Please see Exhibit B for our detailed SCRAM GPS and SCRAM Beacon product specifications.

**Flexible Communication.** The beacon is optimized to communicate by standard telephone line or the Internet using the Ethernet port. The bracelet communicates all alerts to the beacon when in range, which then sends all available data to the monitoring software.

**Tethered RF Monitoring.** Because the SCRAM GPS device switches to RF monitoring when in range of the beacon, the client can be monitored while at home without collecting unnecessary location points and questionable GPS drift points. In addition, using the beacon conserves battery life, further extending the life of the SCRAM GPS bracelet. When the client goes out of range of the beacon, GPS monitoring automatically resumes.

**Installation.** The beacon is easily installed by plugging the device into a standard electric outlet and a telephone/cable connector or Ethernet cable. The beacon allows for the choice of five range settings for the range between the beacon and bracelet in order to accommodate the size of the client's residence. These settings are varied, ranging from approximately 35, 60, 130, 160, and 175 feet. The system is designed to support in-home installation by the client.

**Range Test.** A range test can be performed during installation (or at any time), so that the client understands the parameters within the home. This is usually done remotely via phone with the case manager and the client. The range light and/or audible alarm are used during the range test to communicate when the client is out of range of the beacon.



**Beacon Zone.** A beacon zone can be added by simply assigning the beacon to the client's profile. The beacon RF zone is automatically created around the client's profile address, adding that extra layer of RF supervision while the client is at home.

**Curfew Schedules.** When a beacon is assigned, the software will automatically create a 24/7 curfew schedule, requiring the client to be within the beacon zone. Officers can request any number of flexible schedule options to accommodate permanent or temporary daily/weekly curfews, optional grace periods, and travel times.

**Device Assignment.** SCRAM Optix identifies all device information including manufacturer, model, and serial number information. It also identifies the supervision plan, firmware version and cellular carrier. The SCRAM GPS device sends an RF message once every second. The signal content includes a unique ID, signal parameters, and time-stamp. When tethered within range of the beacon and in RF mode, the device also communicates battery and tamper status to the host computer via the beacon. SCRAM GPS uses frequency hopping spread spectrum (FHSS), RF modulation to deter and discourage duplication. Frequency-hopping spread spectrum is a method of transmitting radio signals by rapidly changing the carrier frequency among many distinct frequencies occupying a large spectral band. The changes are controlled by a code known to both transmitter and receiver.

7. *The Contractor shall designate a Contract Contact Person who will respond to County requests within one business day. The Contract Contact Person will be the initial point of contact and should coordinate all matters under the contract. The Contractor shall also designate a back-up person to the Contract Contact Person to whom inquiries and requests can be made in the absence of the Contract Contact Person. Failure by the Contractor to provide a reliable point of contact will be cause to consider the Contractor in violation of the terms of the contract, which can be grounds for the County to terminate this contract.*

SCRAM Systems will comply. Our local Durham County Program Manager will be the primary point of contact for first line communication, working each day with the pretrial team and providing around-the-clock availability as needed. Our regional Account Manager, Steven Sosa, will also work regularly with the County and our Program Manager to ensure we are responsive to concerns and continuously meeting and exceeding program needs.

8. *The Contractor shall receive and file copies of computer-generated reports of personal demographic data, monitoring utilization data, or follow-up reports on monitoring incidents by daily electronic communication on all participants being supervised by electronic monitoring.*

SCRAM Systems will comply. While our client management process for SCRAM Services have been paperless since 2020, we will manage client documentation in whatever format is preferred by the County. In addition, our SCRAM Services program manager for the program will provide all client event reports, as well as a Daily Action Plan (DAP), which is sent by our team each morning and summarizes any events that have occurred since the previous report. All reporting protocols are customizable to meet the County's preferences. SCRAM Optix also provides 24/7/365 access to all client event reports, from any Internet-enabled device, including smart phones and tablets.

9. *The Contractor will work with the assigned Pretrial Staff to ensure all schedule change requests and emergency contact information are kept up to date for all active units. The contractor will also maintain a file for each defendant with the updated demographics, a current schedule and/pertinent schedule changes and all signed documents.*

The SCRAM Services team will comply. Our cloud-based software, SCRAM Optix, is mobile-adaptive and allows full functionality from any Internet-enabled device. The SCRAM Services team, as well as any officers should they prefer, can do the following from Optix:

- View information about the client, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove clients.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for individual clients or groups of clients.
- Create and manage zones.
- Select which violations/events should trigger notifications and customize those preferences per client, officer, caseload, or agency.
- Easily set up notification protocols customized by client, officer, caseload, or agency.



- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance with monitoring parameters.

*10. The Contractor shall maintain for inspection and examination by authorized County personnel, all offenders' records that are associated with the contract. This information shall be stored on a computer readable medium and provided to designated County staff upon request. At the end of the contract term, all offenders' records will become the exclusive property of the County, and the Contractor shall present all records to the County in a readable format.*

SCRAM Systems will comply. SCRAM Systems is a data processor and does not own the data; the data is owned by SCRAM Systems customers. All equipment data is archived indefinitely for the length of the contract. Participant data is accessible online for a minimum of seven years after completion before it is archived/stored offline. SCRAM Systems can provide the agency with a copy of all data via physical media or an electronic copy. The data can also be removed at the agency's discretion. SCRAM Systems works with each agency to determine how client data should be handled should the contract end.

*11. Tracking history will only be released to Pretrial Services Staff. Any tracking requests from law enforcement or other court personnel will go through the Pretrial Supervisor or the Justice Services Department Director and will require a court ordered subpoena.*

SCRAM Systems complies. We have strict policies in the call center to ensure that all offender data records are retained, stored, and disseminated within industry and the County's confidentiality guidelines. All employees are bound by confidentiality agreements. SCRAM Systems does not release information to any parties who are not directly involved in the client's supervision without formal legal releases or subpoenas on file. This includes telephonic and written requests. Proper documentation will be provided upon request and as allowed by law.

*12. The Contractor shall prevent unauthorized access to the data contained in the computer system by unauthorized staff or other parties. Staff who monitor the computer system and have contact with participants must not be able to modify monitoring data or programming.*

SCRAM Systems complies. All users must have a username and password to access the system. The application is constructed in a manner to ensure that customers do not have access to any systems operations areas and are restricted to their portal view of the data. Our phone system works in conjunction with Salesforce, which provides a caller ID match within the database. In addition, when contacting customer service, all callers must provide a Personal Identification Number (PIN) in order to continue to the telephone help menu. These security measures help to ensure that calls coming into SCRAM Systems are from authorized SCRAM Systems customers. SCRAM Systems staff are not able to modify monitoring data or programming.

*13. The Contractor shall have at least three years recent experience of active and/or passive offender tracking/monitoring services.*

SCRAM Systems complies. We introduced SCRAM GPS to the marketplace in 2016, integrating a revolutionary strap design to eliminate false alerts, and advanced yet simplified mapping features.

*14. The Contractor shall have a formal Quality Control Program in place that will detect errors in monitoring, prevent future errors, and provide quality assurance for the services provided under this contract to the County. The Quality Control Program will include a routine review process that addresses all areas of the Contractor's performance, and each mandatory service described above.*

SCRAM Systems will comply. We have formal Quality Control plans for products and manufacturing, as well as our Services program. Our thorough Quality Control plans ensure we maintain one of the industry's lowest RMA rates (1.59% per 1,000 monitored days), significantly minimizing disruptions to client schedules and field visits to manage equipment-based issues.

## Comprehensive Quality Control Program

SCRAM Systems is an Original Equipment Manufacturer (OEM) and produces, assembles, and tests, all SCRAM equipment in-house. Every key element of made-to-specification-components (i.e., plastics, printed circuit boards, cables, batteries, etc.) are inspected to ensure that they meet our acceptance criteria prior to transferring to inventory for manufacturing build. Each product family has its own set of assembly instructions and testing requirements. All finished products are uniquely serialized for traceability and the build/test process is captured in the device history records. The benefits to our customers include: No third-party sub-standard quality concerns, no delay in replacement equipment, and no questionable doubt or struggle for follow up.



any needed modifications are made to ensure that SCRAM Optix remains a highly available system. Our software platform is continuously monitored to ensure that it remains available. If there are interruptions of service, SCRAM Systems operations personnel are immediately notified.

### **Monitoring and Management of Quality**

Our manufacturing facilities are located and managed at our Headquarters location in Littleton, Colorado. SCRAM Systems products are assembled and tested by our internal processes to ensure compliance before shipping to our customers. Made-to-specification components supplied by our contract manufacturers and suppliers include plastics, printed circuit boards, cables, and batteries and are inspected to ensure components received meet our acceptance criteria before transferring to inventory for manufacturing build.

Each product family has its own set of assembly instructions and testing requirements. All finished products are uniquely serialized for traceability and the build/test process is captured in the device history records.

### **Data Quality and Accessibility**

Quality assurance and accessibility processes for our 24/7 monitoring center include the following:

- We have an established escalation process and policy to ensure timely resolution.
- We record all calls, perform audits, and give feedback to staff to ensure we maintain quality levels.
- We audit the work of data analysts every quarter to ensure consistency and quality.
- Data is never deleted from the system, unless by specified procedures and legislation.
- All calls have a case created in our customer relationship management software (Salesforce) to document the inquiry.

### **SCRAM Services Quality Control**

The SCRAM Services group maintains an additional Quality Control & Assurance plan employed for each of our locations across the U.S., as well as any mobile services team. This plan is designed to ensure every team member in every location is meeting or exceeding the guidelines created by SCRAM Services for all of our Point of Service operations; that each office and staff member is meeting or exceeding the contract requirements and expectations of every program served; and a strict process for documentation of any nonconformance as well as a clear path to compliance. Please see Exhibit C for more information on our comprehensive SCRAM Services Quality Control program.

15. *The Contractor shall be competent to attest to its methodology and performance in any legal proceedings if called upon or subpoenaed. If required to provide testimony, the Contractor shall have the person or persons with direct responsibility for the information requested, appear and testify on behalf of the County. The costs of travel and any witness fees will be paid by the County as provided for by law and are outside the Scope of this contract.*

SCRAM Systems will comply. We have the most comprehensive Court Support program in the industry. Our Court Support team delivers everything from proper documentation, to comprehensive court reports, to telephonic or video expert court testimony, at no additional cost to the County.

16. *The Contractor shall notify the County immediately upon receipt of any legal process requiring disclosure of records of offenders.*

SCRAM Systems will comply. Upon receipt of a request or subpoena for testimony, SCRAM Systems immediately begins coordinating internal and external processes to expedite compliance in a timely manner. As soon as the subpoena information has been received and evaluated, our team will notify the administrator of record in order to take prompt action.

17. *The Contractor must conduct criminal background checks on all employees.*

SCRAM Systems will fully comply. All pre-employment background screenings are conducted by a third-party to ensure privacy. Screenings are conducted in strict conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal anti-discrimination and privacy laws. All reports are kept strictly confidential and are only viewed by individuals in SCRAM Systems who have direct responsibility in the hiring process. All screening reports are maintained separately from the employee's personnel file. Under the Fair Credit Reporting Act (FCRA), all background screenings are done only after a person has received a disclosure and has signed a release. In addition, applicants/employees have certain legal rights to discover and to dispute or



SCRAM Systems will comply. We know that clearly communicated expectations are a significant element to any successful electronic monitoring program. This is the opportunity to provide the client with the expectations and standards they will need to successfully complete their monitoring program, leading to higher accountability and ultimately higher compliance rates. SCRAM Services currently uses several detailed participation agreements that clearly communicate all rules and expectations specific to their monitoring equipment and their program. SCRAM Services will customize any documentation per the needs of the County.

In general, we employ a detailed client Orientation and Enrollment checklist designed to ensure that every client entering the program is provided with very clear expectations of their behavior, the company, and their program requirements. This process also ensures each one of our case managers engaged with each client following the same process.

25. *Contractor's staff shall verify unauthorized absences and late arrivals, tampering, equipment malfunctions by attempting to contact the defendants by telephone and by sending audible messages via the transmitter warranting acknowledgment and a response from the client. If during normal business hours, Contractor will notify the designated County staff of attempts made to contact the defendants using the staff's selected options and schedule by telephone, fax, pager notification, or email (or all of these methods if selected). If during business hours the electronic methods of contacting the client are unsuccessful, the Contractor will attempt a field contact with the assigned case manager, at the last known location to attempt to regain compliance provided the environment is deemed safe enough for the Contractor to do so. If the client allows the equipment to remain uncharged and a loss of signal occurs, the Contractor will provide Pretrial Staff of the last known location so that documentation can be secured to return the client to the detention facility. A report of all violations will be prepared and sent to Pretrial Services via email or fax by 10am each business day or upon first availability if the office is closed. After business hours, during holidays or during inclement weather, Contractor will notify designated County staff of any violations that warrant an immediate response (new arrests, strap tampers, communication loss and battery critical escalates).*

26. *Upon receipt of strap/body tamper Contractor will attempt to call the client initially. If unable to reach the client by telephone an audible message will be sent. If a response is received and the tamper can be cleared immediately, Contractor will execute whatever measures necessary to clear the violation. If a telephone resolution is not possible, Contractor will respond with the assigned case manager, to the last known location of the client to attempt to locate and restore service of the unit. If it is determined that the equipment has been removed or tampered with and the client is present, the equipment will be restored, and County staff notified. If the client is no longer available for supervision and has thereby absconded, the designated County staff will be notified immediately.*

SCRAM Systems will fully comply with items 25 and 26. Upon contract award, we will structure a tiered, outbound notification and client communication system based on the Service Level Agreement requested by the County. All alert, notification, and communication protocols are customizable by client, agent, or program. Our local Program Manager will work seamlessly with the Pretrial team to provide support as needed.

27. *Any equipment in the offender's home shall be installed and removed by the Contractor accompanied by the assigned case manager. Equipment installed in offenders' homes shall be capable of communicating with a monitoring center 24 hours a day; 7 days a week. The monitoring equipment that the Contractor proposes shall be of the latest technology available from the manufacturer of the equipment and updated as appropriate during the contract period.*

Today, the majority of beacons and base stations are designed for plug-and-play installation so the client can complete the installation. Pairing the SCRAM GPS bracelet with a beacon involves simply assigning the unique device serial number to the client's profile in the software at the time of the Enrollment and Orientation. The beacon is easily installed by plugging the device into a standard electric outlet and a telephone/cable connector or Ethernet cable. A range test can be performed during installation (or at any time), so that the client understands the parameters within the home. The range light and/or audible alarm are used during the range test to communicate when the client is out of range of the beacon.

28. *The contractor shall maintain replacement parts adequate for the proper provision of on-call service on a 24-hour, 7 days per week basis.*

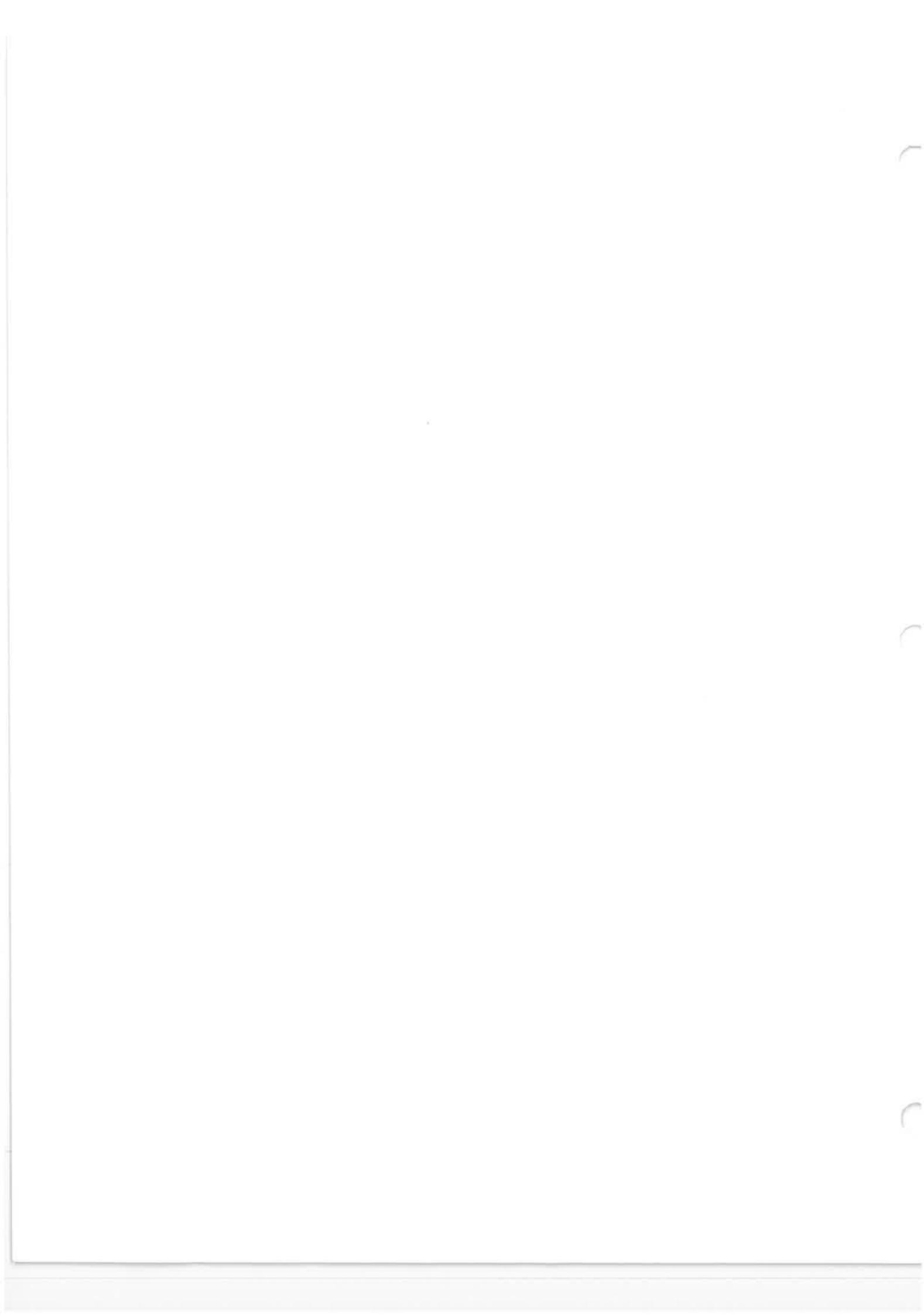
SCRAM Systems will comply. We understand that electronic monitoring is a 24/7 program. Our pricing is completely inclusive of all equipment, equipment maintenance and replacements as needed, and

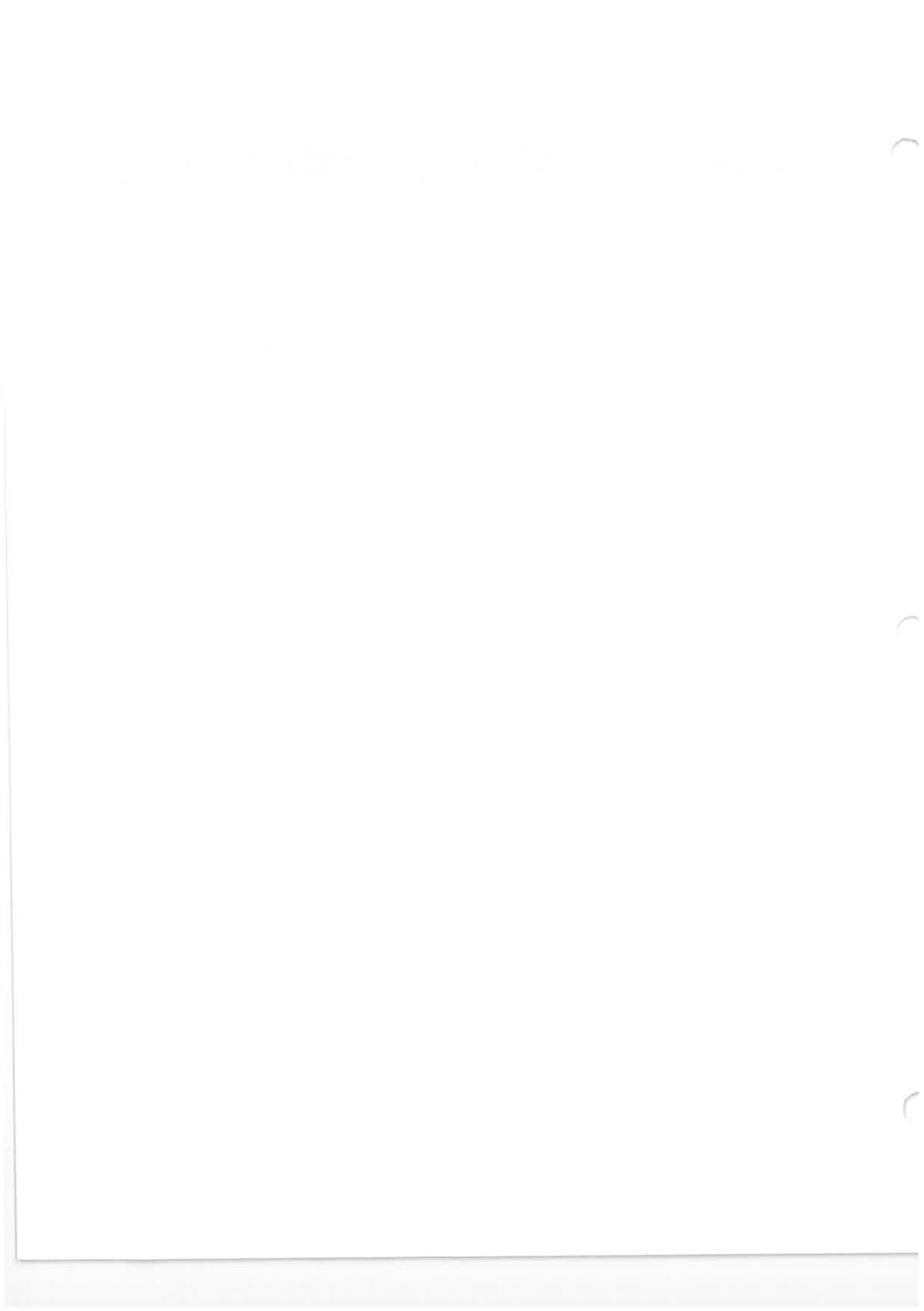


consumable. Our SCRAM Services office will maintain an ample supply of all items necessary to run the program 24/7/365.

*29. Contractor shall be responsible for disconnecting and terminating the service at a participant's location within 24 hours of notification by the County or Courts or upon first availability.*

SCRAM Systems will comply. All removals will be done only with written documentation from Pretrial Services. Equipment removals will take place at our SCRAM Services office location, and notification in the format preferred by the County will take place within 24 hours.





Staff Member	Title	Responsibilities	Hours/ Week
TBD	Durham County Program Manager	This key team member will be our full-time staff member working directly with Pretrial Services in the execution of this program. We will work with the County to identify and recruit this key staff member, to include potentially engaging the incumbent's current program manager should that be the County's preference.	25-40 hours per week as needed
Kim Mattison	VP of Operations, SCRAM Services	Kim directly supervises all program managers for our SCRAM Services division. She will work regularly with the Durham County Program Manager to ensure optimal performance and to assist in any operational challenges that need addresses. She also supervises our SCRAM Services staff training and operational compliance team member.	As needed
Steven Sosa	Account Manager	Steven will work directly with our local program manager as well as County representatives to support program reviews, ensure optimal performance standards are being met, and assist with any problem-solving if required.	As needed
Nicole Erskine-Duenas	Training & Operational Compliance Director	Nicole manages all staff training programs as well as our comprehensive Operational Compliance program for the SCRAM Services group. She will conduct regular audits of our Durham County staff and program to ensure we meet and exceed all contract requirements and that the program is operating to our SCRAM Services standards.	As needed
24/7 Monitoring Center		The monitoring center team includes 24/7 customer support and all Monitoring Center operations, including our team of data analysts. This skilled team currently includes 49 individuals, including 16 Data Analysts and 12 Analytic Support Representatives.	24/7/365

Please see resumes for all key personnel in Exhibit D.

## Tab 7 MWBE Participation

*Describe the program (plan) that your firm has developed to encourage participation by MWBEs to meet or exceed the goals set by the County of Durham's MWBE Program Ordinance. If your firm has no opportunity to contract with MWBEs please explain why.*

Since SCRAM Systems is bidding an end-to-end solution that does not include any subcontractors for this program, we do not meet the MWBE goals and requirements for this RFP. However, we do contract with a channel of SCRAM Systems preferred service providers worldwide, to include a number of companies that meet the MWBE requirements as outlined for this RFP. All are small businesses and include veteran- and women-owned companies in Florida, Alaska, Missouri, Montana, Washington State, Oklahoma, Kansas, Connecticut, Texas, and Mississippi. More information on these entities is available upon request.



## Tab 8 Conflict of Interest

*In this Tab the Proposer should describe any involvement that your firm, its employees, or its owner(s) have that may constitute a conflict of interest.*

SCRAM Systems has no conflict of interest with any of our employees, our owners, or the firm.





## **REQUEST FOR PROPOSALS**

### **Justice Services Department Electronic Monitoring Services**

**RFP No. 25-035**

**ISSUE DATE:** *02/27/2025*

**ISSUING DEPARTMENT:** *County of Durham Purchasing Division of Finance  
201 East Main Street, 7<sup>th</sup> Floor, Room 703  
Durham, NC 27701*

Sealed proposals will be received until 2:00 P.M., Eastern Time on April 8, 2025. The purpose and intent of the Request for Proposals (RFP) is to solicit proposals from qualified firms to provide **Electronic Monitoring services for Justice Services Department Pretrial Services to meet the needs of the current Scope of Services.**

All inquiries concerning the Scope of Services, Proposal Submission Requirements or Procurement Procedures should be directed to:

**Procurement Manager: Jonathan Hawley**  
**Purchasing Division**  
**Email: [purchasinggroup@dconc.gov](mailto:purchasinggroup@dconc.gov)**  
**Telephone: 919-560-0056**

Sealed proposals shall be mailed and/or hand delivered to the Issuing Department shown above, and the envelope shall bear the name and number of this Request for Proposals (RFP). It is the sole responsibility of the Proposer to ensure that his/her Proposal reaches the Purchasing Division by the designated date and hour indicated above.

**In compliance with this Request for Proposals and to all the terms and conditions imposed herein, the undersigned offers and agrees to furnish the goods and services described in accordance with the attached signed proposal.**

Firm Name: Sentinel Offender Services, LLC

Date: April 10, 2025

Address: 1220 North Simon Circle, Unit C

By: Mark Contestabile,  
Chief Business Development Officer

(Name Typed/Printed)

Anaheim, California 92806

A handwritten signature in blue ink, appearing to read 'Mark Contestabile'.

(Signature in Ink)

Phone: 800.589.6003

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## **TAB 2 – EXECUTIVE SUMMARY**

### **Brief Summary**

Sentinel is a highly qualified leading original equipment manufacturer (OEM) and monitoring service provider, fully prepared to successfully collaborate with the County by developing and implementing effective, state-of-the-art electronic monitoring equipment and monitoring services that will provide services to participants under community supervision of the Department. Sentinel has proposed a full-service program with electronic monitoring and supervision services to meet the Department's requirements outlined in the RFP for Electronic Monitoring Services.

The foundation for our proposed offer is to provide the Department with the provision of state-of-the-art equipment and services to meet the electronic monitoring needs for the supervision of the participants. We will provide the required program services through the provision of our Global Positioning Satellite (GPS) tracking equipment, proprietary monitoring platform, and services. We have also provided information regarding optional equipment and advanced, optional value-added technologies and services that could assist the Department with not only a reduction and/or recovery in operational costs but also provide services to additional program populations.

If selected, our solution will provide the Department with: 1) access to state-of-the-art **GPS tracking equipment**; 2) support services including a **Regional Account Manager** who will provide training and support; 3) a **dedicated Project Manager** who will provide oversight of the program operations and provide equipment installation and removal services as well as inventory management and local support service for Department personnel; 4) **billing to the County for program participants**; and 5) support from our **24-hour a day monitoring center** that can assist with technical support and troubleshooting for alert information on participants.

**—IMPORTANT SENTINEL ADVANTAGE—** We do not subcontract any of our monitoring services that we are offering the County as part of this proposal. Additionally, all the hardware and web-based information system delivered to the County are engineered, manufactured, monitored and supported, directly by Sentinel and our in-house IT and Engineering professionals and our locally-based dedicated Project Manager staff will be Sentinel employees (no subcontracting).

Sentinel's dedicated Project Manager will be responsible for the overall program compliance with contract conditions and day-to-day smooth operations and flow for the program. The Project Manager will attend all meetings and respond to all customer inquiries, track and order inventory ensuring adequate equipment is available, and conduct program audits to ensure compliance. The Project Manager will also conduct equipment installations and removals at the various locations identified, field visits with the Department case manager as required, cleaning equipment, and training Department staff on equipment, as needed.

Sentinel's proposed GPS device, the OM500, is Sentinel's most advanced GPS tracking unit in the industry providing a device with advanced features including LTE connectivity utilizing Verizon or AT&T networks, direct voice communication features, break-away magnetic charger for optimal charging, and 5+ day battery performance outlasting the battery lives of all other GPS devices in the industry. In addition, the OM500 is available with an optional metal reinforced tamper detecting strap that increases device security by being cut-resistant.

This ankle-worn device uses multiple methods of confirming the participant's location continuously including the presence at their residence to verify curfew compliance. It does not require the use of a secondary device or home unit to perform this function. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. The unit's features also include geographic zone monitoring that prevents the participant from entering restricted locations and/or requires the participant to remain inside a specific location or area. The device utilizes GPS satellites, cellular telephone towers, and Wi-Fi connectivity to

determine the participant's location at any time. This triple level of tracking capabilities ensures secure tracking and monitoring of the participant in the community.

Our proposed equipment does not pose a safety or health threat to the wearer, nor does it unduly restrict the activities of the participants. Additionally, our equipment includes a hypoallergenic design to reduce any discomfort in wear to the participant. All of Sentinel's proposed equipment has been properly registered and certified under Federal Communications Commission (FCC) rules and regulations.

**—IMPORTANT SENTINEL ADVANTAGE—** To address the need to provide Beacons in areas of impaired GPS coverage, Sentinel offers our **optional OM500 Beacon** that has been designed to be used in conjunction with the OM500 location monitoring and tracking devices. The beacon allows the OM500 tracking devices to obtain location data using Wi-Fi radio frequency signals. Beacons are also an option in dense residential areas and high-rise residential structures to track participant's movements vertically and horizontally.

Sentinel also offers an **optional cut-resistant strap** that can be used on the OM500 GPS device. Designed for agencies seeking a more robust cut-resistant strap, along with the fiber-optic security of the standard strap, this option incorporates an industry-leading strap design with a thin, heat-treated, hardened, stainless steel insert designed to make cutting the strap extremely difficult. The cut-resistant strap has a 303 stainless steel half hard insert that is 0.125 inches wide, 0.04 inches thick and 14 inches long, which not only gives it superior corrosion resistance, but higher strength.

Sentinel offers an **optional comprehensive solution for Victim Notification Programs via GPS Tracking** that can alert the officers, offenders and/or victims through automated voice alert and/or text message to a smartphone regarding the location of the offender and/or alert the victim. As an alternate service, these system alerts can be rapidly routed to a specialized team of live Sentinel monitoring center staff who are dedicated to promptly initiating calls to offenders, victims and/or officers to triage alerts and provide directions or guidance in observing the proper distances of separation specified by court and notify officers and/or law enforcement regarding confirmed non-compliance. Alerts are most commonly created in the following scenarios:

- + **Mobile Exclusion Zone Violation:** This occurs when an offender's ankle device enters a user defined zone around the victim's smartphone with the installed SMA, Advocate, Victim Notification and Tracking Application. For instance, if the offender is ordered to stay a certain distance away from someone, such as a victim, witness, or former cohort, then a violation will occur if the offender's ankle bracelet came within that distance of the smartphone always carried by the victim, witness, or cohort.
- + **Mobile Buffer Zone Violation:** The officer can establish a buffer zone around a mobile exclusion zone therefore allowing for early detection of potential violations. For example, if a victim has a 1,000-foot mobile exclusion zone around his/her phone, the officer can choose to establish an additional buffer zone of any size and receive notification if the offender enters this buffer zone. This allows for early detection and notification of potential violations to ensure the victim's safety and offender compliance.

As an additional option, we can also provide **Shadowtrack**, an innovative, smartphone-based mobile check-in and video call solution designed to provide criminal justice agencies with the ability to manage their low-risk caseloads more efficiently and without the need for in-person office visits or issuing additional equipment, such as ankle-worn devices, transmitters, and/or home-based receivers. The Shadowtrack system will enable the Department to incorporate both curfew monitoring and self-reporting into the monitoring programs by incorporating a combination of voice verification and facial recognition to identify the participant as well as live/interactive video/audio calls. Once activated, Shadowtrack allows officers the ability to track participant locations while completing mobile check-ins, assign check-in requirements/schedules, facilitate direct communication, and confirm participant compliance. Shadowtrack can also be used to send reminder notifications to participants and record a response if required by the officer.

The following table summarizes our offering of our proposed equipment and services for the electronic monitoring program under the supervision of the Department along with available value-added options.

**SUMMARY OF SENTINEL'S EQUIPMENT AND SERVICE OPTIONS FOR THE JUSTICE SERVICES DEPARTMENT PRETRIAL SERVICES PROGRAM**

Program Function	Proposed Equipment and Service	Durham County Program
Active, Hybrid, and Passive GPS Tracking	OM500 One-Piece GPS Tracking Device	X
Electronic Monitoring Platform	SentinelDNA Monitoring Application	X
Mobile Application	DNA Mobile Application	X
24-Hour Monitoring Support	Sentinel National Monitoring Center	X
Administrative and Account Support	Contract Management and Support	X
	Implementation and Installation	X
	Training – Initial and On-Going	X
	Equipment Delivery, Repair, and Maintenance	X
	Billing	X
Equipment inventory, maintenance, testing, troubleshooting, report generation, cleaning and shipping related duties that facilitate the daily operation of the program	Sentinel's Dedicated Project Manager	X
GPS Home Based Receiver	OM500 Beacon	Optional
'Tough Strap'	OM Series Cut-Resistant Strap	Optional
Victim Notification and Tracking Solution	Advocate, Victim Notification and Tracking Application	Optional
Smartphone-Based Check-In & Video Call Solution	Shadowtrack Smartphone-Based Check-In & Video Call Application	Optional

**Dedicated Project Manager**

Sentinel will provide a local Project Manager for oversight of program operations throughout Durham County to assist with participant installations and removals as well as field visits when required by program operations, equipment-related duties including troubleshooting, maintenance and inventory control, and assistance with reports and day-to-day program operations. In addition to these duties, our Project Manager will handle or provide the following duties / responsibilities:

- + Daily participant scheduling as requested by Department personnel;
- + On-Call support for after-hours and weekend questions and response to alarms;
- + Daily contact with Department staff;
- + Court testimony, as needed; and
- + Attendance at any required meetings, as needed.

**Secure Web-Based Monitoring Services**

Sentinel is proud to offer the Department our **SentinelDNA™** monitoring system for the Electronic Monitoring Services program. DNA is a secure web-based application that is easily accessible for authorized users 24 hours a day, 7 days a week, 365 days a year. The DNA Monitoring System is designed to simplify access and usage across modern browsers on both workstation computers (Windows, Mac OS X, Linux) and mobile devices (iOS, Android). DNA is used for enrolling and maintaining participants, activating and deactivating devices, monitoring the current and prior status of all participants, reviewing current and historical location information, and making

real-time adjustments to monitoring information and schedules. This advanced application improves the overall management of program information providing direct access to monitoring data for all Sentinel staff as well as authorized Department personnel.

## National Monitoring Center

The actual technological monitoring of the offenders is performed by our National Monitoring Center. Our monitoring centers are staffed 24 hours a day, seven (7) days a week with supervisors always on duty and live operators cross-trained to support our suite of supervision services and products. We currently employ more than 60 staff to meet the 24/7/365 operation of the monitoring center facilities. This staffing allows Sentinel field staff and Department staff to call and speak with one of our live monitoring experts at all times of the day or night. We do not use a recorded answering prompt or message delivery service. In addition, our centers are staffed with bilingual personnel every shift 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.

The monitoring centers are ISO 9001 certified, staffed with Sentinel trained employees, and can customize the tracking alert and monitoring event response procedures to match those required by the Department's program. This flexibility has allowed us to modify the procedures for each of the offender populations we currently supervise. All monitoring and tracking of the program participants will be based on the program's approved monitoring parameters and guidelines. We do not utilize any subcontractors to perform our Sentinel monitoring center duties.

In addition, all 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 are cross trained to support assistance requests for global positioning system (GPS) tracking, radio frequency (RF) electronic monitoring, alcohol testing, and voice verification monitoring programs. To ensure continued, reliable performance, our staff also undergo regularly scheduled, comprehensive testing. These tests are used to ensure Sentinel's monitoring center personnel remain extremely proficient in alarm processing and reporting.

**—IMPORTANT SENTINEL ADVANTAGE—** Our staff are always available should program 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 Department officers via automated report. By operating our own center, we have access to develop any new procedures or protocols to utilize in any aspect of this program.

**—IMPORTANT SENTINEL ADVANTAGE—** Sentinel's Primary Information System is hosted on hardware maintained by Sentinel staff in a secure colocation facility in Irvine, California. All critical components of the Primary Information System are continuously replicated to the geographically redundant Secondary Information System in Dallas, Texas. NOTE: No participant data is stored on the hard drive of a computer accessing the monitoring system (internally or externally). In the event of the theft or destruction of a computer that has accessed our system, confidential participant data and records will not be compromised.

All datacenters have uninterruptible power supplies and backup generators. The Primary facility in Irvine has backup internet service that can be used in the event of a major outage with the primary internet service. The facility provides a full uninterruptible power supply (UPS), Generator, and redundant power circuit backups. Sentinel maintains redundant inbound and outbound communication services, provided by distinct carriers and/or methods, such that the failure of the primary service or method shall not adversely affect the secondary (backup) service or method. Sentinel maintains separate AT&T and Cogent internet circuits in the Primary Data Center for website and unit communication failover purposes. In the event of a disaster or failure, Sentinel can repoint websites and tracking unit communication to any provider or IP addresses to maintain the flow of traffic.

Sentinel's Monitoring Center staff is decentralized and staffed across the United States so telephone impact due to a single location or entire geographic zone is minimized. Sentinel's primary National Monitoring Center is located in our Norco, California, corporate facility and **Sentinel's secondary Monitoring Center is located in our Sandy Springs, Georgia, facility.**

The Primary system in Irvine, California, is continuously replicated to the Disaster Recovery system in Dallas, Texas, meeting a 15-second Recovery Point Object (RPO) (oldest data available) and a currently tested sub-1-hour Recovery Time Objective (RTO) (time to recover). The Primary system at Oracle Government Cloud Langley, Virginia, is based on maintaining DR systems in Oracle Government Cloud Phoenix, Arizona, with OracleDB hosted redundancy and backups, and SQL Server mirroring between the sites.

### **National Warehouse**

Based in Southern California and Georgia, Sentinel's warehouses are responsible for the provision of all equipment nationwide. For the proposed monitoring program, Sentinel's Senior Regional Account Manager will work with Department staff to ensure that all equipment is provided at the program site in Durham County, in addition to ensuring adequate shelf stock is available onsite at the program facility.

**—IMPORTANT SENTINEL ADVANTAGE— To support the hardware aspect of this program, Sentinel will be shipping devices from our Atlanta-based warehouse. Located less than 400 miles from Durham County, our shipments will arrive the next business day at no additional cost. In an emergency, Sentinel staff can transport equipment from our Sentinel warehouse to Durham County in less than six (6) hours.**

Our warehouses operate Monday through Friday from 7:30 a.m. to at least 5:00 p.m. (local time). We can also have staff available during weekends if needed. With operations on both coasts, we can be of service and provide quicker equipment shipments to our customers.

### **Corporate Office**

All of Sentinel's administrative duties are handled at our corporate facility in Norco, California. As a secure facility, there is no business handled with program participants or any unauthorized personnel at this site. Our business hours are Monday through Friday, 8:30 a.m. to 5:00 p.m. (Pacific). Our **Eastern regional headquarters, located in Georgia**, is open for business Monday through Friday 8:00 a.m. to 5:00 p.m. (Eastern). This regional headquarters was established so that we could be of service to our Eastern Region customers with corporate officer personnel available during their respective business hours.

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## TAB 3 – CORPORATE OVERVIEW

### Contact Information and Organization History

COMPANY CONTACT INFORMATION	REPRESENTATIVE CONTACT INFORMATION
Sentinel Offender Services, LLC 1220 North Simon Circle, C, Anaheim, CA 92806 P   800.589.6003 F   800.327.1178	Leo Carson, Vice President Strategic Sales <a href="mailto:LCarson@SentinelAdvantage.com">LCarson@SentinelAdvantage.com</a> 888.843.5590

Sentinel is a nationwide provider of electronic monitoring equipment and services for the participant monitoring and supervision industry. Since our beginning in 1993, Sentinel's core business operations have been solely focused on providing electronic monitoring services to criminal justice agencies nationwide. We are proud to remain an industry leader and to continue to bring innovative and progressive options to the agencies we serve. We provide 24 hours a day, 7 days a week, 365 days a year electronic monitoring and supervision services to nearly 350 agencies across the United States from our International Organization of Standardization (ISO) 9001:2015 Certified National Monitoring Center and from highly trained staff nationwide. Our professional staff of over 290 employees is dedicated solely to providing services within the offender management market. Currently, we have operations in 40+ states, operate 20+ office locations across the country, and monitor tens of thousands of participants nationwide daily through our wide array of services, products, and programs. We have electronically monitored and tracked more than 1.5 million offenders and completed more than 10 million face-to-face meetings with program participants ensuring compliance, addressing program fees, performing drug testing, changing participants' schedules, and reporting to the agencies we serve. *All of Sentinel's services, products and technologies are specifically designed for corrections' supervision and meet or exceed the requirements of the agencies we serve.*

In our 32 years of operation, we have provided a wide array of services to offender supervision programs nationwide. We monitor participants who are pre-trial, post-sentence, and in custody for those agencies we serve, *including both adult and juvenile populations*. We continue to exhibit extraordinary depth in qualifications and experience, and we administer all aspects of our solutions-based programs in partnership, and in complete compliance, with the agencies we serve.

**—IMPORTANT SENTINEL ADVANTAGE—** **Sentinel has been providing services within the Carolinas for nearly 15 years, including but not limited to some of the Carolinas' largest county-based programs such as Charlotte-Mecklenburg Police Department, Greenville County Detention Center – Department of Public Safety and Spartanburg County Sheriff's Office, as referenced herein.**

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

- + Global Positioning Satellite (GPS) Tracking
- + Radio Frequency (RF) Monitoring
- + Alcohol Monitoring and Testing Services (Breath and Transdermal options)
- + Case Management Services
- + Drug Testing Programs
- + Voice Verification Programs
- + Offender-Funded Programs
- + Smartphone Check-in / Video Call Applications
- + Court Reporting Programs
- + Day Reporting Centers

All equipment provided by Sentinel is the latest model available, and as a provider of electronic monitoring and tracking equipment, Sentinel stays at the forefront of technology to ensure we maintain our competitive advantage. This drive for enhanced products and any future modifications will benefit the Department as Sentinel offers advanced features and enhancements at no cost to the County, including a

next generation GPS tracking device that is unmatched in the industry. Furthermore, Sentinel will offer to the Department all system upgrades and revisions to our available web-based system at no additional cost.

**—IMPORTANT SENTINEL ADVANTAGE—** Sentinel is the Original Equipment Manufacturer (OEM) for the proposed equipment and monitoring system. As a company, Sentinel specifically provides the following advantages:

- + Offers 32 years of continuous electronic monitoring experience including GPS tracking, RF monitoring, and alcohol monitoring;
- + Offers a proprietary monitoring and information management system that is 100% web-based and provides authorized agency staff with the ability to access real-time information about each participant;
- + Is the industry leader in providing full-service, offender-funded monitoring programs;
- + Currently monitors tens of thousands of participants for over 350 agencies in 40+ states;
- + Maintains a professional staff of 290 employees dedicated solely to providing services within the participant management market;
- + Possesses all permits, licenses, and professional credentials necessary to supply products and perform services as specified in this solicitation; and
- + Operates our own 24 hour a day, 7 day a week, 365 day a year, ISO 9001-2015 certified National Monitoring Center, including a remote, redundant monitoring facility, and National Warehouse.

**—IMPORTANT SENTINEL ADVANTAGE—** To support the hardware aspect of this program, Sentinel will be shipping devices from our Atlanta-based warehouse. Located less than 400 miles from Durham County, our shipments will arrive the next business day at no additional cost. In an emergency, Sentinel staff can transport equipment from our Sentinel warehouse to Durham County in less than six (6) hours.

**—IMPORTANT SENTINEL ADVANTAGE—** All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring center that is operational 24 hours a day, 7 days a week, 365 days a year. Sentinel owns, staffs, and operates both its Primary Monitoring Center and Secondary Monitoring Center.

### **Financial Stability**

Sentinel is proud of our 32-year history and the relationship we have built with our customers. Sentinel is partnered with Bison Capital Asset Management LLC, a Los Angeles and New York based private equity firm that makes growth-oriented investments in middle-market companies. The partnership has allowed Sentinel to grow, improve the balance sheet, and provide liquidity needed to maintain and improve services throughout this contract period. Sentinel has positive cash flow from operating activities and has access to additional funds through facilities with its senior lender, including \$4m cash via revolving lines of credit and \$2m in term note dedicated to Engineering and product design-build. The company is not overleveraged and maintains a strong pipeline of opportunities to add to \$48m revenue in multi-year agency and community-based contracts.

Sentinel's CBDO, COO, and CFO have taken personal responsibility for the thoroughness and correctness of all financial information supplied with this proposal and all materials presented to its Board of Directors. The Company retains an independent auditing firm to attest its statements on a yearly basis. In the interest of separation of duties and internal controls, the staff and management assigned to support auditing functions are not members of the Board of Directors. Sentinel's Board of Directors includes members of its investment banking and its CBDO, COO, and CEO. Board integrity is assured through the company's separation of duties and delegation of authority. No Board member has access to alter records. The Company has not engaged its audit firm for any material consulting projects.

## TAB 4 - APPROACH

Sentinel understands and acknowledges that the County of Durham Purchasing Division of Finance requires a variety of electronic monitoring equipment for the approximately 75 adult participants under the supervision of the Justice Services Department Pretrial Services. To meet the supervision requirements of the Department's distinct program, Sentinel has proposed the use of our OM500 one-piece GPS tracking unit supported by our proprietary monitoring application, SentinelDNA. Sentinel is committed to being a reliable partner to the County, the Department, and all local law enforcement entities.

Since our beginning in 1993, Sentinel's core business operations have been solely focused on providing electronic monitoring services to criminal justice agencies nationwide. We acknowledge our duty to perform tasks professionally so public safety is enhanced and individuals under supervision are held accountable according to the mandates of the program. Sentinel has provided the following summary of our unique qualifications and experience:

- + **Sentinel is the Original Equipment Manufacturer (OEM) for the proposed equipment and monitoring system.**
- + We have the resources to immediately provide services to the Department.
- + We have the experience and ability to work with the Department to expand the program.
- + **We operate our own monitoring center that continuously operates (24/7) to monitor and track offenders enrolled in Sentinel programs.**
- + Through the Sentinel monitoring center, staffed monitoring services and technical support are available through a toll-free telephone number from Sentinel 24 hours a day, seven (7) days a week, 365 days a year.
- + **We utilize our own proprietary SentinelDNA on-line digital monitoring and tracking platform to monitor and track participants and provide on-line access to authorized agency personnel; authorized Department personnel will be provided free, on-line access to our monitoring system.**
- + **We operate our own 24 hours a day, 7 day a week, 365 days a year, ISO 9001-2015 certified National Monitoring Center, including a remote, redundant monitoring facility, and National Warehouse.**

**—IMPORTANT SENTINEL ADVANTAGE—** To support the hardware aspect of this program, Sentinel will be shipping devices from our Atlanta-based warehouse. Located less than 400 miles from Durham County, our shipments will arrive the next business day at no additional cost. In an emergency, Sentinel staff can transport equipment from our Sentinel warehouse to Durham County in less than six (6) hours.

Please refer to the **Supporting Documentation** (page 83) section of this proposal for a point-by-point response to the **RFP Work Requirements** and a copy of the **Specifications and Literature** for the proposed equipment.

### On-Site Services

Sentinel will provide a local Project Manager for oversight of program operations throughout Durham County to assist with participant installations and removals as well as field visits when required by program operations, equipment-related duties including troubleshooting, maintenance and inventory control, and assistance with reports and day-to-day program operations.

For installation/removal services, the on-site Sentinel Project Manager will install the device(s) at the participant's Intake/Enrollment appointment. Prior to the completion of this Orientation appointment, the Project Manager installs the required monitoring hardware on the participant. As required, our Project Manager will perform all necessary steps for "installing" equipment, including enrollment, capturing initial enrollment images for visual compliance-related equipment, etc. Our Project Manager will also enter the required participant information in our monitoring system to activate the necessary monitoring or tracking equipment for said participant.

### Installation / Removal Services

Prior to the completion of the Enrollment appointment, the Project Manager installs the required monitoring

hardware on the participant. As required, our Project Manager will perform all necessary steps for "installing" equipment, including enrollment, capturing initial enrollment images for visual compliance-related equipment, etc. The customary equipment installation procedures include:

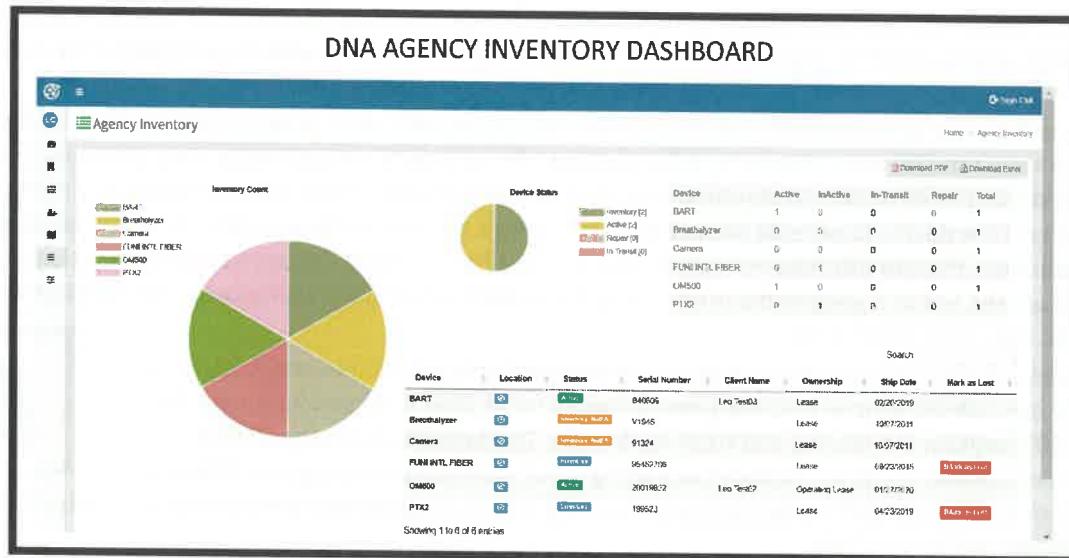
- + **Preparation of Equipment:** Based on the level of monitoring required for the participants, our Project Manager will prepare the appropriate equipment type for installation. All equipment is tested by our National Warehouse for performance prior to shipment to the local field office(s).  
**—IMPORTANT SENTINEL ADVANTAGE—** To support the hardware aspect of this program, Sentinel will be shipping devices from our Atlanta-based warehouse. Located less than 400 miles from Durham County, our shipments will arrive the next business day at no additional cost. In an emergency, Sentinel staff can transport equipment from our Sentinel warehouse to Durham County in less than six (6) hours.
- + **Data Entry:** Our Project Manager will enter the required participant information in our monitoring system to activate the necessary monitoring or tracking equipment for said participant.  
**—IMPORTANT SENTINEL ADVANTAGE—** Sentinel operates its own National Monitoring Center that allows us to ensure the proper operation and monitoring of the participants at all times.
- + **Sizing:** Our Project Manager will size and fit the ankle-worn device on the participant. This is accomplished by adjusting the hypoallergenic ankle strap down to an appropriate size and attaching it to the security holding backplate, which keeps the ankle strap in place.
- + **Installation:** The designated device is secured onto the assembled strap and backplate assembly.
- + **Activation:** The device is activated, and a "good hook-up" is confirmed in our monitoring system. This confirmation is done at the field office to ensure that the participant's device is operating as required prior to their departure.
- + **Equipment Guide:** The Sentinel Project Manager will also provide the participant with a flyer that provides maintenance and program instructions and will answer any questions the participant may have.

#### Maintenance and Inventory Services

Sentinel's Project Manager will support the logistical and equipment related tasks for this program. Our Project Manager always maintains the hardware for use. Their tasks include, but are not limited to, providing:

- + **Sufficient Equipment** | We ensure that we always have sufficient equipment on hand. Since the participants are issued the equipment at the office and then instructed to return to their residence, we ensure that all equipment is properly functioning at Enrollment. Therefore, our staff installs the electronic monitoring equipment on the participant and issues the person any additional required equipment (such as the home monitoring unit). Each participant that leaves the office after Enrollment has the equipment installed and in functional status.
- + **Ongoing Inventory** | Working closely with our Enrollment personnel, our staff will maintain accurate and sufficient extra equipment at the program site. This allows us to enroll last-minute "Add-On" participants without having to wait an extended period of time.
- + **Maintenance** | All equipment that is returned from service is thoroughly cleaned by our staff so that we always maintain an appropriate inventory. In addition, by doing this, we eliminate equipment having to be returned to our warehouse for basic cleaning and adjustment. However, any major inspection or repair is handled solely by our National Warehouse personnel.

**—IMPORTANT SENTINEL ADVANTAGE—** DNA includes an integrated agency Inventory Dashboard providing textual as well as graphical status of all agency equipment inventory of equipment and the online capability for users to view status, manage, order, return, track, and transfer equipment. This advanced module will also enable the local Project Manager and users to request/process/track/manage equipment orders online via DNA. Please refer to the sample DNA agency Inventory Dashboard Screen below.



**—IMPORTANT SENTINEL ADVANTAGE—** To support the hardware aspect of this program, Sentinel will be shipping devices from our Atlanta-based warehouse. Located less than 400 miles from Durham County, our shipments will arrive the next business day at no additional cost. In an emergency, Sentinel staff can transport equipment from our Sentinel warehouse to Durham County in less than six (6) hours.

All equipment that is returned from service is thoroughly cleaned by our Project Manager so that we always maintain an appropriate inventory. In addition, by doing this, we eliminate equipment having to be returned to our Warehouse for basic cleaning and adjustment. However, any major inspection or repair is handled solely by our National Warehouse personnel.

All equipment we will utilize in our program operations will be fully tested and inspected prior to being placed in use. Any equipment that is shipped to the program site is 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 a participant is inspected and tested by our on-site staff to ensure operational status; the equipment is then completely sanitized and returned to shelf status.

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. Replacement units are then shipped to the program site so that they maintain the required amount of spare equipment for operations.

As part of our program procedures, we maintain detailed records of all equipment in use in the program along with any that has been returned for service and/or removed from inventory. In addition, our National Warehouse also oversees program-wide audit inventories that we perform on all our operations nationwide.

**—IMPORTANT SENTINEL ADVANTAGE—** To support the hardware aspect of this program, Sentinel will be shipping devices from our Atlanta-based warehouse. Located less than 400 miles from Durham County, our shipments will arrive the next business day at no additional cost. In an emergency, Sentinel staff can transport equipment from our Sentinel warehouse to Durham County in less than six (6) hours.

### OM500™ GPS Electronic Monitoring Solution

Sentinel is proposing the most advanced member of the OM Series one-piece GPS device family, the OM500™ GPS tracking unit, which is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities and communicates with the host system via the Verizon or the AT&T LTE network. This multi-carrier functionality provides a benefit to the Department as based on any geographic



limitations of cellular/communication coverage in remote areas, authorized staff can use the preferred carrier for that region. Prior to program transition, Sentinel will work closely with Department staff to determine which communication carrier works best in that region, thereby ensuring optimal service provision.

The unit allows for customized tracking and reporting intervals to be assigned at the client level and can store more than ten (10) days of tracking information in the onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the web-based system. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7.

Through the use of a geographic Home Zone, the system ensures the participant's compliance with curfew or home detention restrictions.

To address the need to provide Beacons in areas of impaired GPS coverage, Sentinel offer our OM500 Beacon that has been designed to be used in conjunction with the OM500 location monitoring and tracking devices. The beacon allows the OM500 tracking devices to obtain location data using Wi-Fi radio frequency signals. Beacons are also an option in dense residential areas and high-rise residential structures to track participant's movements vertically and horizontally.



The OM500 is a discrete unit that is easily, securely, and comfortably attached to the ankle of the participant. The OM500 tracking device is a one-piece device that is FCC certified (FCC ID TS5-WP76-OM500) and is small and light weight with the device's dimensions at approximately 3.9 x 2.6 x 1.5 inches and weighs only five (5) ounces, without the strap. In addition, the OM500 is available with an optional metal reinforced tamper detecting strap that increases device security by being cut resistant.

The OM500 is a continuous Global Positioning System (GPS) electronic monitoring solution that is secure, robust, waterproof, submersible, and tamper proof/evident. The unit is ergonomically designed for efficient application, usability, safety, and comfort fit with both standard and large size strap available. For security purposes, the OM500 uses a unique signal to communicate with the monitoring system; other commercially available products do not use the OM500 unit's transmission signal / same coding scheme. The OM500 uses a unique signal to communicate with the monitoring system; other commercially available products do not use the OM500 unit's transmission signal / same coding scheme. The OM500 utilizes encrypted communications to prevent tracing and/or signal duplication. The units are unaffected by atmospheric conditions as well as normal human or environmental conditions, including other devices normally present in a residential setting.

The OM500 has interference detection that will alert the agency should a participant attempt to mask, jam, or shield the OM500 GPS tracking device. If this were to occur, cellular communication and/or the GPS signal could be lost and thus the agency notified of not only a loss of cellular communication but also a loss of GPS location information.

**—IMPORTANT SENTINEL ADVANTAGES— Feature Advancements for OM500 GPS:** Sentinel has developed the next generation feature advancements for the OM500 GPS that will be delivered over-the-air without the need to replace equipment:

- + Enhanced detection and reporting of device Shielding.
- + Enhanced detection and reporting of device Removal.

Additional enhanced capabilities and features of the OM500 include the following:

- + **Increased Connectivity.** The OM500 features 4G LTE connectivity on the Verizon and AT&T wireless networks that will provide years of reliable service.
- + **Reduction in charge time by 50%.** The OM500 can be **charged in 30 – 45 minutes** if charged daily, acknowledging daily charging is not a requirement as the battery life of the OM500 is capable of **exceeding five (5) days on a single charge**, which is more than twice the industry standard, resulting in fewer low battery alerts that require officer time and action.
- + **Increased battery life by more than 100% over the market average.** The OM500 has an industry-leading

- + **Provides Real-time Access** of locations on-demand and provides locations of all monitored participants on a single map.

**—IMPORTANT SENTINEL ADVANTAGE—** The OM500 is designed to accept advanced participant communications configured and initiated by an agency officer via DNA and the DNA Mobile App; it is delivered directly to the participant via the OM500 GPS unit:

- + Automated Template Voice Commands (Charge Your Device as Directed, Charging Has Begun, Charging Has Stopped, and Battery Warning/Battery Alert)
- + Automated / Officer-initiated on-demand communications, including:
  - Audible Beep
  - 90+ Decibel Siren, proven to be very helpful to field officers
  - Vibration
  - Multi-color LED light
  - Custom Audible Communications in 19 languages

When a communication is sent to the device, the DNA monitoring system logs the event action with a date and time stamp indicating when the command was sent. When the participant receives the communication, he/she touches the acknowledgement sensor on the front of the device indicating receipt of the signal. If they fail to touch the sensor, the device will continue to flash, vibrate, and/or beep for sixty (60) seconds. Once the participant touches the acknowledgement sensor, the light flash, vibration, or beeping will cease, and the DNA web-based system will log that the participant acknowledged the command with a date and time stamp indicating when the acknowledgement sensor was touched. The vibration or audible beep features can also be used as a direct contact mechanism with the participant by informing them at the time of enrollment that the vibration or beep is to be considered directions to contact the officer as soon as possible.

As a safety and continued performance feature, two separate low battery alerts are generated when the device is at approximately 30% and again when it reaches 20% or less battery power. These percentage thresholds can be adjusted if requested by the agency, to reduce the chance of battery depletion-related situations. In addition, based on the OM500 extended battery life, upon reaching these precautionary thresholds, the device still retains sufficient battery capacity to ensure the participant has sufficient time to recharge the device.

The OM500 will also automatically notify the participant of a low battery situation with a voice command instructing the participant to charge the device. When the device is removed from charging, a voice command will notify the participant of the completed charge cycle. Additional assistance can be provided from our National Monitoring Center where our operators can contact the participant 24/7 with a direct call informing them of the need to immediately recharge their device.

### **SentinelDNA™ Web-Based Information System**

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

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

- + Enroll a participant
- + Create/edit schedules
- + View, create notes
- + Perform data management administration
- + Create and edit zones (inclusion and exclusion)
- + Review device battery status and charging events

- + Clear events and alerts
- + Locate participants
- + Create and print reports

Sentinel's DNA platform is engineered, maintained, and monitored exclusively by Sentinel and offers advanced features and capabilities unavailable in other monitoring and tracking platforms:

- + **Integration for all Sentinel Technologies** GPS, Mobile Breath Alcohol, and Radio Frequency available from a single web-based platform.
- + **Login Authentication.** The system is completely secure and uses state-of-the-art security measures. Login authentication is based on NIST SP 800-63-3 Digital Identity Guidelines to ensure secure access to the Monitoring System.
- + **Client Dashboard** provides all participant data on one easy-to-read screen. Using straightforward alert icons, the DNA Client Dashboard provides an easy to read at-a-glance interface that allows users to quickly see the status of each participant. From these icons on the dashboard, users can link directly to detailed participant personal information, participant activity, recent events, location information (via mapping), current equipment status, current battery status, as well as zones and curfew schedules.
- + **Point Pattern Analysis** provides near real time and historic location automated analytics regarding known locations and variances/variations in movement patterns. PPA is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. PPA allows authorized users with a more in-depth review of a participant's tracking data.
- + **Sentinel DNA Event Detection (Crime Scene Correlation)** assists with crime/event analysis. Sentinel's Event Detection feature within DNA has a mapping component that correlates crime and/or incident report data collected from local law enforcement agency stakeholders and associates the data with the tracking data of participants. **Our Event Detection mapping feature will identify participants who were in a specified vicinity of an incident address during a specific date/time range.**
- + **DNA leverages the power of Google Maps®** to provide the most accurate display of a participant's location possible. Integrating Google Maps into the interactive mapping system allows DNA to provide a participant's current location and location history via Google's map view, satellite/aerial view, bird's eye view, and street view.
- + **Near Real Time Scheduling and Mapping** allows for immediate location identification. DNA allows users to view and modify all participant curfew schedules, alcohol testing schedules, and zone schedules as well as view and print monitoring activity reports for all participants. **DNA has the capability to create permanent and temporary schedules, and to copy and paste a schedule from one day to the next.** All features in DNA are available in near real time, any time, and anywhere via a completely web-based system.
- + Advanced and extensive **Report Library**, which can be increased at any time at no additional cost. The **Report Library** provides access to all standard system-generated reports that are pre-formatted and available via any Internet-enabled computer or laptop through Sentinel's secure monitoring system. Each data field within the entire information system can be queried to generate necessary report information. **Users have the option to view, save, and/or print data and/or reports from the system.**
- + **Advanced Inventory Control Module** enabling officers/installers to track equipment in all capacities: in-use, in local inventory and in transit. This advanced module will also enable users to request/process/track/manage equipment orders online via DNA.
- + **Client Field Contact Module** allows agencies to verify and document every contact with participants while in the field utilizing a mobile device with a camera (e.g., smartphone, tablet). While out in the field or in the office, the officer will scan / photograph the barcode on the GPS device which in turn **captures, verifies, and stores the metadata from the mobile device and records in the participant's DNA activity the officer, participant, contact date/time & location and also stores the photo as visual evidence that**

the participant was wearing the device at the time.

- + **DNA Mobile Application** provides officers with mobile access to review participant monitoring data via a smartphone or tablet. Sentinel has developed our DNA Mobile Application for officers to perform field services and case management work such as data/schedule changes, equipment changes, de-installations, tracking review, current location requests, etc. from any smartphone or tablet.
- + **Mobile Exclusion Zone Tracking:** Allows agencies to ensure that a participant on GPS does not come near another specific device anywhere they may be throughout the community. Taking tracking beyond just stationary zones, the optional Mobile Exclusion Zone (MEZ) program simultaneously tracks the activity of two (2) GPS devices to determine their proximity from one another throughout the community.
- + Optional **Advocate™ Victim Notification Application** is compatible with Apple OS, Android OS, and/or Windows-based devices and specifically designed to provide a more efficient and convenient alternative for domestic violence cases. As an alternative to victims carrying a secondary GPS device, Sentinel has developed our **Advocate™, Victim Notification and Tracking Application**, that will enable configuration of a Mobile Exclusion Zone (MEZ) around the victim's smartphone and utilize the victim's smartphone to acquire and report GPS data to our DNA monitoring system that will compare the victim's location to the offender's location. In the event the participant attempts to remove the GPS tracking device or violate any restrictive zone, the victim will receive the notification on her/his personal cellular device. It also allows tracking of the participant, and his/her location compared to the victim to reduce the chance of an encounter while in the community.

## Monitoring Center Solution

Sentinel's core business operations are centered on providing state-of-the-art equipment and world class services to electronic monitoring programs. We will provide 24 hours a day, seven (7) day a week, 365 day a year electronic monitoring services to the program from our ISO 9001:2015 Certified National Monitoring Centers. Our professional staff of over 290 employees is solely dedicated to providing services within the defendant/offender supervision market. We will provide monitoring services directly to the Department's participants daily through our monitoring centers and provide direct support to local staff dedicated to the program.

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

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

## Transition Plan

Sentinel will work with the County upon award to finalize a Project Work Plan and Timeline that will include all known tasks, deliverables, milestones, and duration estimates for each task and resource loading for the duration of the project. We understand the importance of open and fully transparent operations in the provision of public safety solutions and believe it essential to the effective operation of any electronic monitoring program. We will meet with Department personnel weekly during the initial implementation stages of this contract to review progress, performance, and to identify and resolve any programmatic challenges.

After mobilization, Sentinel will continue to meet with Department as necessary monthly or quarterly depending

on the needs of Department. We will continue to provide all written reports to Department as needed to operate an efficient and effective program including participant activity reports for each program participant and monthly summary reports. In addition, the Sentinel Regional Account Manager will continue to always be available through telephone and/or email communications to address concerns or resolve issues with the program.

We will work closely with Department to ensure all needs, including implementation timeline expectations, are met during implementation. We are highly flexible in our capability for mobilization and will adjust our plans and staffing requirements as needed per the decisions made in the Initial Project Briefing and Information Session as previously described.

Work Plan Milestone	Week 1	Week 2	Week 3	Week 4	Monthly Beginning Program Start
Initial Project Briefing and Information Session					
Pre-Production Project Evaluation and Analysis					
Design, Development and Testing					
On-site Program Staff Installation and Training					
Equipment Delivery					
Department Training					
Equipment Transition					
Operation and Maintenance					
Contract Monitoring and Reporting					

## Training

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

- + All GPS equipment (use, installation, removal, and troubleshooting)
- + Enrollment (enrollment, deactivation, and the setting of all monitoring parameters including curfew schedules and GPS zones)
- + Tracking and monitoring of participants
- + Alarm processes and resolution procedures (agency-specific protocols)
- + Notification processes and reports (agency-specific protocols)
- + Monitoring System (complete instruction on the use of the web-based information system including, but not limited to, participant enrollment, modifications, reports, schedules, advanced automated analytics, location review, and deactivations)

Sentinel offers training sessions that are scheduled based upon officer availability with training class sizes determined by the number of officers available to attend a training session and accessible training facilities. Sentinel will supply all materials, including instructions, training materials and equipment for training, to be used by Agency personnel at no additional cost. Sentinel places emphasis on practical experiential learning, because it has shown this provides the greatest opportunity for the development of practical skills and device and web-based information system knowledge. In addition, as directed by contractual procedures, Sentinel will provide additional training for officers working more directly with the electronic monitoring program, as needed. Please refer to the **Supporting Documentation** (page 83) of this proposal for Sentinel's **Training Plan and Sample Curriculum**.

## TAB 5 – ORGANIZATION AND STAFFING

Sentinel has a proven record of accomplishment in providing excellent performance, flexibility, teamwork, and collaboration with our customers. To ensure we fulfill each task to the satisfaction of the County, Sentinel has readily assembled a multi-faceted Project Team, consisting of members from our Sales, Operations, Training, Monitoring Center, and Executive teams. The experienced Project Team Sentinel has assembled for this project includes several staff members that add significant value if awarded this contract due to their direct experience and extensive knowledge of the electronic monitoring industry. Sentinel's dedicated Project Team consisting of Mr. Leo Carson, Vice President Strategic Sales, Mr. Darin Simion, Senior Regional Account Manager, Ms. Alexandra Maal, Regional Manager of Branch Operations, Mrs. Melissa Starr, Senior Vice President of Field Services, Mrs. Myriam Montalvo-Sunga, Director Logistics Operations, and Mrs. Christy Suazo, National Service Center Director, bring more than 115 years of combined experience within the electronic monitoring industry. Mr. Carson will provide corporate oversight for the contractual cycle of the program while Mr. Simion will serve as the account manager for the program and work in conjunction with the County's program management team to train all necessary personnel for the project. In addition, he will conduct the initial training and program implementation for the project.

On the subsequent pages, we have provided biographical sketches detailing the education, experience, and special expertise – including their responsibilities for program operations and/or support – for our Key Project Personnel (below) followed by our Corporate Support Personnel (page 74) for the proposed Electronic Monitoring Services program.

### Key Project Personnel

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

#### LEO CARSON | Vice President Strategic Sales

As Vice President Strategic Sales, Mr. Carson brings Sentinel over 36 years of direct experience in the electronic monitoring industry with proven sales performance to the government corrections sector. Prior to joining G4S Justice Services and transitioning to Sentinel Offender Services through the acquisition, Mr. Carson was the Interim President and Vice President of Sales for Digital Technologies 2000 (formally Digital Products Corporation), a provider of electronic monitoring equipment and services to the government corrections sector. At DPC, his responsibilities included the development of sales and marketing strategy, product demonstration, management of the RFP response process, account management / implementation, and management of the company's sales force and nationwide VAR network. Prior to DPC, Mr. Carson held various technical, sales and management positions within the government defense technology sector. Mr. Carson is an honors graduate in electronic technologies from the Ohio Institute of Technology. Mr. Carson is responsible for the Business Development of this program. His responsibilities include:

- + Support and liaison status throughout the solicitation response and contract negotiation phases between the agency and Sentinel's corporate office;
- + Corporate contract oversight for the agency's programs and purchasing department; and
- + Aiding in the post-award implementation and transition phases for this contract.

#### DARIN SIMION | Senior Regional Account Manager

Mr. Simion's career began in 2004 working for Marion County Community Corrections (Indiana) as a field

officer managing a caseload of 300 home detention and pretrial offenders. He has been involved in implementation and supervision of more than 35 agency-run monitoring programs nationwide. He has held several positions including Community Corrections Officer, Trainer, and Electronic Monitoring Specialist. He has extensive experience with authoring and delivery of agency training. In 2007, Mr. Simon joined the Sentinel team as a Regional Account Manager. He manages a portfolio of services that includes customer logistics, training, and consultancy. For this program, Mr. Simon will:

- + Conduct training and oversee the transition and implementation of the program;
- + Supervise all onsite personnel hired to provide services to the agency; and
- + Be responsible for daily, weekly, and monthly reviews of inventory reports, training agency personnel on equipment installation/removal, and completion of any required Key Performance Indicator (KPI) reports as per the contract.

**ALEXANDRA MAAL | Regional Manager of Branch Operations**

Ms. Maal has been with Sentinel since 2017, providing exceptional service to our customers, staff and vendors. She has held various positions during her tenure with Sentinel to include Case Manager, Cognitive Behavioral Therapy (CBT) Facilitator, and Branch Manager working closely with the San Diego County Probation and Sheriff's Departments.

In March of 2023, Ms. Maal was promoted to Regional Manager of Branch Operations. In this role, Ms. Maal is responsible for the operation and compliance of several branches and locally based employees across the country. She is responsible for ensuring that national and local Standard Operating Procedures are established and adhered to by Sentinel personnel and making recommendations regarding procedural changes that are necessary to improve operational performance. Ms. Maal will be responsible for ensuring that Sentinel meets the contractual obligations associated with the placement of our local onsite personnel as determined for the program. She will also be responsible for:

- + Conducting candidate screening and on boarding for the local onsite personnel;
- + Providing guidance, career development, and management of the local onsite personnel;
- + Participating in the formulation, achievement and review of the company's quality standards and strategy to achieve and maintain ISO certification for this staffed location;
- + Building and maintaining a positive work environment by actively driving employee initiatives aimed at enhancing engagement and satisfaction;
- + Developing or modifying Standard Operating Procedures to improve operational performance and hold responsibility for maintaining the company's field ISO program;
- + Serving as a member of the regional operations management team and effectively communicating with all team members;
- + Conducting onsite and remote audits for the program location to ensure compliance with established policies and procedures, and conformance with customer contract requirements;
- + Establishing and monitoring Key Performance Indicators while evaluating the performance of the local onsite personnel and creating training plans where performance deficiencies are noted;
- + Assisting with operational training where applicable;
- + Reviewing and managing inventory with the local onsite personnel to ensure appropriate levels are always maintained; and
- + Providing regularly scheduled updates to the assigned Regional Account Manager and SVP Field Operations regarding the program location and providing immediate notification and resolution of issues impacting the operational performance.

## **SENTINEL PROJECT MANAGER**

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

Sentinel has high standards for hiring locally based staff for performing installation/removal services. To qualify, candidates must pass a criminal background screening, drug testing, have strong interpersonal and written skills and preferably hold a degree or requisite experience in electronic monitoring or a related offender management field with preference also placed on individuals with bilingual skills.

Upon notice-to-enroll a participant into the electronic monitoring program, Sentinel's on-site Project Manager will conduct orientations to ensure participants fully understand the terms and conditions of the program. The orientations are a key part of the process since all program rules and regulations are explained to the participants at this time. As required by the Department, participants will be given an agreement (form to be provided by the Department) with all regulations which will be signed to acknowledge their acceptance of the terms of program participation. All documentation used for this program will be submitted to the Department for its approval prior to use with participants. As part of the orientation, our Project Manager will create an orientation report that contains all program details that were reviewed with the participant, which is signed by both the Project Manager and the participant.

During the Orientation / Enrollment appointment, the Sentinel Project Manager will be responsible for the installation of equipment. Upon completing the program orientation, the Sentinel Project Manager will explain the use of the equipment and install the equipment on the participant. The participant's file will contain the ID numbers for all equipment that is issued to the participant for all future references in addition to the required demographic data for the participant and an identification photo of the participant. The Sentinel Project Manager will also maintain all active and shelf equipment to ensure operation; the Sentinel Project Manager will maintain active communication with Sentinel's warehouse to ensure prompt replacement or restocking of equipment.

## **CONTINUOUS MONITORING CENTER OPERATIONS AND SUPPORT**

Sentinel's National Monitoring Center is owned and managed by Sentinel and is the focal point of our state-of-the-art facility, located in Norco, California. Sentinel handles over 50,000 calls daily providing secure confidential monitoring services. The monitoring center is a separate, self-supporting node within the facility and is designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, monitoring information is disseminated, and technical support services are provided. All monitoring services are provided by Sentinel personnel and equipment. **Sentinel's direct provision of monitoring duties eliminates concerns found with other vendors who have no direct control over their subcontractor's monitoring center.** All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring centers that are operational 24 hours a day, 7 days a week, 365 days a year. Sentinel owns, staffs, and operates both our Primary Monitoring Center and Secondary Monitoring Center.

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

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

In concert with evidence-based practices, Sentinel measures and reviews each process to determine effective outcomes. Similarly, we have demonstrated our commitment to quality processes by achieving the **ISO certification for our Manufacturing Facility for Production of Electronic Monitoring Equipment plus our Monitoring Center for the Provision of Electronic Monitoring Services**. This quality certification ensures that documented procedures are in place for all aspects of services performed by Sentinel's monitoring centers that are audited on a routine basis.

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

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

### **Corporate Support Personnel**

Please refer to the **Supporting Documentation** (page 83) section of this proposal for brief descriptions of the Sentinel Corporate Staff and Support Personnel who will provide ancillary services for the program under the supervision of the Justice Services Department of Pretrial Services.

### **Quality Management Program**

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

Please note that while some electronic monitoring companies may have ISO certification limited to only the production of electronic monitoring equipment, **Sentinel's International Organization of Standardization (ISO) 9001 certification encompasses Design, Production, and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, Case Management Services and Community-Based Offender Management Programs**.

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

Please refer to the Sentinel ISO 9001:2015 Certificate included in the **Supporting Documentation** (page 83) section of this proposal.

## TAB 6 – QUALIFICATIONS AND EXPERIENCE

Sentinel has operations in 40+ states and provides technologies and services to nearly 350 agencies across the United States. We have contracted with some of the most progressive and demanding correctional agencies in the provision of electronic monitoring, including for the service of GPS tracking as required for the program. Today we serve state-level agencies that include the State of Alabama Bureau of Pardons & Paroles, the State of Connecticut Judicial Branch, the State of New Hampshire Department of Corrections, and the State of Hawaii Judiciary and Department of Public Safety. Moreover, we are contracted with some of the largest county programs in the country including operations in Leon and Miami-Dade Counties within Florida; Bexar, Dallas, Harris, and Tarrant Counties within Texas; Los Angeles, San Diego, and San Francisco Counties within California; Dauphin County and the City of Philadelphia within Pennsylvania; and in the Cities of Seattle and Tacoma, Washington, just to name a few.

**—IMPORTANT SENTINEL ADVANTAGE—** Sentinel has been providing services within the Carolinas for nearly 15 years, including but not limited to some of the Carolinas' largest county-based programs such as Charlotte-Mecklenburg Police Department, Greenville County Detention Center – Department of Public Safety and Spartanburg County Sheriff's Office, as referenced herein.

Sentinel is committed to ensuring that the programs operated on behalf of federal, state, and local agencies support their goal of protecting public safety by providing quality service and innovative solutions. We strive to develop and maintain strong relationships with our customers based upon integrity, openness, and accountability. We further understand the need for officers and judges to receive prompt, accurate information following any violation and that such communication is critical to the value of any monitoring program. We are pleased to provide the following three (3) references that are fully operational programs using similar solutions to those presented in this proposal and of similar size and scope to the Justice Services Department Electronic Monitoring Services program.

AGENCY NAME:	Charlotte Mecklenburg Police Department
CONTACT PERSON:	Sergeant Michael Frazer
ADDRESS:	600 E. Fourth St., Ste 931, Charlotte, North Carolina 28202
PHONE & EMAIL:	T   980.475.1509 E   <a href="mailto:michael.frazer@cmpd.org">michael.frazer@cmpd.org</a>
CONTRACT DATES:	April 2007 – Current; multiple contract award cycles
CONTRACT VALUE:	\$352,129.00 approximate annual value
PROJECT DESCRIPTION:	The Charlotte Mecklenburg Police Department currently manages approximately 390 active Global Positioning System (GPS) OM500 devices that utilize satellites, cell towers, and Wi-Fi technology to monitor offenders' whereabouts 24/7. These devices can pinpoint the exact location of an offender on the program anywhere on the earth in real time. Using this program, the agency can track offender movements and set "inclusion" and "exclusion" zones. EM officers can determine if an offender is at home, school, or work as scheduled. Further, units deter participants from going into areas that should be off limits. Using this technology, the agency 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.

AGENCY NAME:	Greenville County Detention Center – Department of Public Safety
CONTACT PERSON:	Major Marshall Stowers, Program Manager
ADDRESS:	20 McGee Street, Greenville, South Carolina 29601
PHONE & EMAIL:	T  864.467.2343 M  864.350.6016 E   <a href="mailto:mstowers@greenvillecounty.org">mstowers@greenvillecounty.org</a>
CONTRACT DATES:	August 2010 – Current; multiple contract award cycles
CONTRACT VALUE:	\$2,101,789.00 approximate annual value
PROJECT DESCRIPTION:	In August of 2010, Sentinel was awarded the contract to provide program services for the Greenville County Detention Center – Department of Public Safety. For this contract, Sentinel provides supervision services under an offender-funded electronic monitoring program to approximately 825 participants in addition to the provision of 1-piece GPS and alcohol monitoring equipment for the program. Sentinel's case management staff is responsible for installation/retrieval of equipment and verifying the participants' daily compliance with / adherence to the regulations and monitoring rules of the program, in addition to drug testing services as required, as well as collecting the fees owed by the participants for their supervision services.

AGENCY NAME:	Spartanburg County Sheriff's Office
CONTACT PERSON:	Sergeant Nancy Vinson
ADDRESS:	950 California Avenue, Spartanburg, South Carolina 29303
PHONE & EMAIL:	T  864.562.4064 M  864.327.7596 E   <a href="mailto:nvinson@spartanburgcounty.org">nvinson@spartanburgcounty.org</a>
CONTRACT DATES:	2022 – Current
CONTRACT VALUE:	\$497,882.00 approximate annual value
PROJECT DESCRIPTION:	In May of 2022, Sentinel began contracting to provide equipment and monitoring services for the Spartanburg County Sheriff's Office. For this contract, Sentinel provides an offender-funded electronic monitoring program to approximately 380 participants in addition to the provision of 1-piece GPS equipment, web-based Case Management Module and Monitoring Services for the program. The Sheriff's Office requires offenders to make debit/credit card payments online at <a href="http://sentineladvantage.com">sentineladvantage.com</a> . Fees received by Sentinel, less an administrative fee, are reflected on the Sheriff's Office's monthly invoice as a credit and deducted from the Department's oldest unpaid invoices first.

In addition to providing electronic monitoring equipment and services to agency-operated programs, we also provide agencies with on-site Sentinel staff performing services such equipment installation / maintenance / removal and as fee collection. We have on-site staff assisting with agency programs at multiple office locations across the country. Below is a list of Sentinel staffed locations by program city location.

1. City of Birmingham, Alabama | Jefferson County Sheriff's Office Electronic Monitoring Program
2. City of Phoenix, Arizona | City of Phoenix Municipal Court Electronic Monitoring Services Program
3. City of San Diego, California | San Diego County Sheriff's Electronic Monitoring Services Program

4. City & County of San Francisco, California | City & County of San Francisco Sheriff's Department Electronic Monitoring Services Program
5. City of Los Angeles, California | Los Angeles County Sheriff's Department Electronic Monitoring Services Program
6. City of Waukegan, Illinois | Lake County Sheriff's Office Electronic Monitoring Services Program
7. City of Crown Point, Indiana | Lake County Community Corrections Electronic Monitoring Services Program
8. City of Lancaster, Ohio | Fairfield County House Electronic Monitoring Services Program
9. City of Meriden, Connecticut | Connecticut Judicial Branch Electronic Monitoring Services Program
10. City of Miami, Florida | Miami-Dade Corrections and Rehabilitation Department
11. City of Tallahassee, Florida | Leon County Electronic Monitoring Services Program
12. City of Viera, Florida | 18<sup>th</sup> Judicial Circuit Electronic Monitoring Services Program
13. City of Caldwell, Idaho | Canyon County Sheriff's Office Electronic Monitoring Services Program
14. City of Las Vegas, Nevada | Las Vegas Municipal Court
15. City of Danbury, New Hampshire | New Hampshire Department of Corrections Electronic Monitoring Services Program
16. City of Greenville, South Carolina | Greenville County Electronic Monitoring Services Program
17. City of Dallas, Texas | Dallas County Electronic Monitoring Services Program
18. City of Fort Worth, Texas | Tarrant County Community Supervision and Corrections Department
19. City of Houston, Texas | Harris County Electronic Monitoring Services Program
20. City of San Antonio, Texas | Bexar County Electronic Monitoring Services Program
21. City of Seattle, Washington | City of Seattle Municipal Court Electronic Monitoring Services Program

As demonstrated by our nationwide network of field offices, we are highly experienced with diverse program populations and employ educated and trained staff to provide services to the agencies we serve. All our Sentinel on-site staff are highly trained professionals that provide the highest level of service and support. We understand the importance of each participant understanding the program rules and expectations to ensure the best outcome for both the participant and the program to increase public safety and reduce the costs of incarceration.

Sentinel's performance for these agencies, as well as to all our customers nationwide, demonstrates that we execute upon our commitment to provide services that meet or exceed the equipment and distinct service needs for each program. In addition, over the last 32 years, we have gained unparalleled knowledge and experience in how to successfully design, implement, and operate programs that are based on clear communication and strict compliance with program requirements, and we are focused on providing the highest-level services to our customers.

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## **TAB 7 – MWBE PARTICIPATION**

Sentinel has completed a Good Faith Effort as documented herein. Sentinel is the sole provider of the proposed electronic monitoring equipment, monitoring system, and 24/7/365 monitoring center services. Sentinel does not subcontract any of our monitoring services that we are offering the County as part of this proposal. All the field staff, monitoring center personnel, and Regional Account Managers are employees of Sentinel Offender Services.

Due to the nature of offender monitoring and 24/7 monitoring requirements, Sentinel believes the ability to control all aspects of the monitoring program leads to higher officer satisfaction, improved accountability and immediate resolution in the event of problem. By working directly with our customers, we can resolve issues without reliance on third parties. This approach has allowed us to maintain an extremely high customer retention rate and satisfied customer base over the last 32 years.

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## **TAB 8 – CONFLICT OF INTEREST**

Sentinel does not, nor do any of our current employees, agents, or representatives, engage in any development, business, or activity that interferes with or conflicts with the duties and responsibilities set forth in the Solicitation or resulting contract. Sentinel will immediately report any conflicts of interest, improprieties, or appearance thereof, to the contracting authority and supervising agency.

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## **SUPPORTING DOCUMENTATION**

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

- **Point-by-Point Response to Work Requirements (page 85)**
- **Biographical Sketches of Corporate Support Personnel (page 105)**
- **Training Plan and Sample Curriculum (page 111)**
- **Product Specifications (page 115)**
- **Product and Service Literature (page 117)**
- **International Organization of Standardization 9001:2015 Certificate (page 128)**

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## WORK REQUIREMENTS

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*1. The Contractor will provide turnkey electronic monitoring services by tracking and monitoring offender movement to ensure compliance with court-ordered requirements. A turnkey service proposal is preferred but not required. Program capacity is anticipated at a varying daily population of approximately seventy-five (75) adult participants.*

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Sentinel will provide a turnkey electronic monitoring services program by tracking and monitoring the County's approximately 75 adult offenders' movements to ensure compliance with court-ordered requirements.

Sentinel is a highly qualified leading monitoring service provider, fully prepared to successfully collaborate with the County of Durham Purchasing Division of Finance (County) by developing and implementing effective, state-of-the-art electronic monitoring equipment and monitoring services that will provide services to offenders under community supervision of the Justice Services Department Pretrial Services (Department) within Durham County and the surrounding area. Sentinel has proposed a full-service program with electronic monitoring and supervision services to meet the County's requirements outlined in the RFP for Electronic Monitoring Services.

The products we are proposing herein are geared specifically for this industry and provide reliable and accurate supervision 24/7, along with the use of innovative options including crime scene reporting and analysis and one of the latest services, Point Pattern Analysis. Sentinel is pleased to propose a program that offers a complete turnkey electronic monitoring solution with the use of the OM500™ one-piece GPS tracking device backed with the support of our SentinelDNA™ (DNA) Internet-based monitoring system, **Regional Account Manager**, dedicated **Project Manager**, and the support of our 24-hour a day monitoring center support staff.

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

**We do not subcontract any of our monitoring services that we are offering the County as part of this proposal. Additionally, all the hardware and web-based information system delivered to the County are engineered, manufactured, monitored and supported, directly by Sentinel and our in-house IT and Engineering professionals and our locally-based dedicated Project Manager staff will be Sentinel employees (no subcontracting).**

Sentinel's solution will provide the County with a 1) secure and reliable one-piece **Global Positioning System (GPS)** device to track and report data of program participants that is equipped with triple location tracking features (**GPS, Wi-Fi, and Cellular Tracking**) to ensure participants are continually tracked even in the absence of satellite signals, 2) a dedicated **Project Manager** who will provide oversight of the program operations and **provide equipment installation and removal services as well as inventory management and local support service for Department personnel**, 3) access to our **proprietary monitoring system and mobile application available via any internet-enabled device**, and 4) our **24/7/365 monitoring center operations** that provide support for Department staff as well as calls to offenders for tamper alerts.

Our proposed equipment does not pose a safety or health threat to the wearer or installer, nor does it unduly restrict the activities of the participants. Additionally, our body-worn equipment includes a hypoallergenic design to reduce any discomfort in wear for the participant. All of Sentinel's proposed equipment has been properly registered and certified under Federal Communications Commission (FCC) rules and regulations. Below, we have provided individual responses to the requirements within RFP Section 7.0 Work Requirements that describe our proposed equipment and services for the electronic monitoring program.

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*2. The Contractor shall use an electronic monitoring system which utilizes the most current available equipment and technology. The system must verify the participants' presence at the location directed by the Court and/or community supervisor and be equipped with tamper-resistant technology.*

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As an Original Equipment Manufacturer (OEM) of electronic monitoring and tracking equipment, we are required to stay at the forefront of technology to ensure we maintain our competitive advantage. **The proposed equipment and monitoring system are the latest models available and in use by Sentinel.**

Sentinel's OM500 one-piece GPS tracking unit will verify the participants' presence at the location directed by the Court and/or community supervisor and be equipped with tamper-resistant technology. The OM500 is a continuous Global Positioning System (GPS) electronic monitoring solution that is secure, robust, waterproof, submersible, and tamper alert/evident. The unit is ergonomically designed for efficient application, usability, safety, and comfort fit with both standard and large size straps available.



Sentinel's OM500 GPS tracking unit is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities and communicates with the host system via Verizon or the AT&T LTE network. This multi-carrier functionality provides a benefit to the County as based on any geographic limitations of cellular/communication coverage in remote areas, authorized staff can use the preferred carrier for that region. Prior to program transition, Sentinel will work closely with Pretrial Services staff to determine which communication carrier works best in that region, thereby ensuring optimal service provision.

The unit allows for customized tracking and reporting intervals to be assigned at the client level and can store more than ten (10) days of tracking information in the onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the web-based system. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7. Through the use of a geographic Home Zone, the system ensures the participant's compliance with curfew or home detention restrictions.

**—IMPORTANT SENTINEL ADVANTAGE—**

**Feature Advancements for OM500 GPS:** Sentinel has developed next generation feature advancements for OM500 GPS that will be delivered over-the-air without the need to replace equipment:

- + **Enhanced detection and reporting of device Potential Shielding:** The potential shielding of the OM500 is detected based on various parameters/characteristics of GPS, Cellular and Wi-Fi signals. The system analyzes the RF noise characteristics and levels along with knowledge of signals that are not present to identify if the lack of signal is due to the environment or due to shielding of the unit.
- + **Enhanced detection and reporting of device Potential Removal:** In addition to the OM500's three (3) tamper types already developed and implemented, Sentinel has developed an even more robust approach to detect and report possible unidentified removal via the Potential Slippage alert. Within our internal next generation firmware, Sentinel is maximizing the benefits of the OM500 internal components. By utilizing the accelerometer in combination with cellular signal measurement, "Tilt" measurements, Wi-Fi changes and GPS signal strength, we have developed an even more advanced tamper/removal detection solution.



The screenshot shows the SENTINEL software interface. At the top, there is a navigation bar with various icons: Clear All Alarms, Client Info, Schedule, Equipment, Location, Zones, SMS Actions, Profile, Activity, Refresh, and Audit History. Below the navigation bar is a map showing several locations, including "Odyssey Escape Game", "FIRELY AWARENESS", "Delta Park Solutions", and "Hilton Garden Inn Atlanta North Alpharetta". To the right of the map is a table titled "Event" with columns for "Event", "Event Time", and "Received Time". The table contains the following data:

Event	Event Time	Received Time
Potential Slippage Clear	3/19/2025 4:54:54 PM	3/19/2025 4:55:15 PM
Clear Equipment Alarm	3/19/2025 4:54:54 PM	3/19/2025 4:54:54 PM
Potential Slippage Clear alarm Sent by 109-GXnbHy7tKW @ Mar 19 2025 4:54PM		
Device Motion Start	3/19/2025 4:52:29 PM	3/19/2025 4:52:54 PM
Device Motion Stop	3/19/2025 4:35:29 PM	3/19/2025 4:35:52 PM
Potential Slippage	3/19/2025 4:35:29 PM	3/19/2025 4:35:55 PM

Below this table is another table showing a list of events with columns for "Event Time", "Event", and "Received Time". The data is as follows:

Event Time	Event	Received Time
3/19/2025 4:35:55 PM	3/19/2025 4:35:29 PM	GPS - Potential Slippage
3/19/2025 4:35:55 PM	3/19/2025 4:35:29 PM	SYS - Device Motion Stop
3/19/2025 4:52:54 PM	3/19/2025 4:52:29 PM	SYS - Device Motion Start
3/19/2025 4:54:54 PM	3/19/2025 4:54:54 PM	SYS - Clear Equipment Alarm
3/19/2025 4:55:15 PM	3/19/2025 4:54:54 PM	GPS - Potential Slippage Clear

A message "Potential Slippage Clear alarm Sent by 109-GXnbHy7tKW @ Mar 19 2025 4:54PM" is displayed next to the second table.

**3. The Contractor shall maintain replacement parts adequate for the proper provision of on call service on a 24 hour, 7 days per week basis. All equipment and services provided under the contract must be serviced and maintained by the contractor for the term of the contract. Any alterations in product manufacturing, fabrication, or delivery of substitute equipment will require prior written authorization from a designated County official.**

Sentinel's Project Manager will maintain replacement parts adequate for the proper provision of on call service on a 24 hour, 7 days per week basis. All equipment and services provided under the contract will be serviced and maintained by Sentinel for the term of the contract. Sentinel understands and acknowledges that any alterations in product manufacturing, fabrication, or delivery of substitute equipment will require prior written authorization from a designated County official.

**—IMPORTANT SENTINEL ADVANTAGE—**

Sentinel's Project Manager will support the logistical and equipment related tasks for this program. The Project Manager is required to maintain the equipment for use at all times. Their tasks include, but are not limited to, providing:

- + **Sufficient Equipment:** We will ensure that we always have sufficient equipment on site. Since the participants are issued the equipment at the office and then instructed to return to their residence, we ensure that all equipment is properly functioning at Enrollment. Therefore, our staff installs electronic monitoring equipment on the participant and instructs the participant on the use, care, and charging of the equipment. Our local, on-site Project Manager ensures that each participant that leaves the office after Enrollment has the equipment properly installed and in functional status.
- + **Ongoing Inventory:** Working closely with our Enrollment personnel, our on-site staff will maintain accurate and sufficient extra equipment at the program site. This allows us to enroll last-minute "Add-On" participants without having to wait an extended period of time.
- + **Maintenance:** All equipment that is returned from service is thoroughly cleaned and tested by our local, on-site staff. In addition, by doing this, we eliminate equipment having to be returned to our warehouse for basic cleaning and adjustment. However, any major inspection or needed repair will be handled solely by our warehouse personnel.

**—IMPORTANT SENTINEL ADVANTAGE—**

**To support the hardware aspect of this program, Sentinel will be shipping devices from our Atlanta-based warehouse. Located less than 400 miles from Durham County, our shipments will arrive the next business day at no additional cost. In an emergency, Sentinel staff can transport equipment from our Sentinel warehouse to Durham County in less than six (6) hours.**

All equipment we utilize in our program operations is fully tested and inspected prior to being placed in use. Any equipment that is shipped to the program site is first thoroughly checked at our warehouse to ensure that it is functional and ready for immediate service upon receipt. In addition, all equipment that is returned from use by a participant is inspected and tested by our Project Manager to ensure operational status; the equipment is then completely sanitized and returned to shelf status.

Any equipment that is damaged or tampered with is returned to our 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. Replacement units are then shipped to the program site so that they maintain the required amount of on-site spare equipment for daily operations.

As part of our program procedures, we maintain detailed records of all equipment in use in the program along with any that has been returned for service and/or removed from inventory. In addition, our warehouse also oversees program-wide audit inventories that we perform on all our operations nationwide.

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*4. The Contractor is responsible for all equipment installed, utilized, and monitored as a part of this contract. This includes lost, stolen, damaged, or otherwise misplaced transmitters, receiving units, drive-by units, bands, and supplies. The County will not pay for or maintain any equipment under any*

*circumstances related to this contract.*

---

Sentinel will be responsible for all equipment installed, utilized, and monitored as a part of this contract, including lost, stolen, damaged, or otherwise misplaced transmitters, receiving units, bands, and supplies. Sentinel understands and acknowledges that the County will not pay for or maintain any equipment under any circumstances related to this contract.

---

*5. The electronic supervision equipment is to be placed on the offender and in the offender's home if applicable. The equipment should be technology currently in use by the manufacturer and must be identified by name. A copy of the manufacturer's specifications and literature must be attached to the proposal. All equipment must be of the same type and model and from the same manufacturer.*

---

Sentinel's Project Manager will place the electronic supervision equipment on the offender and in the offender's home, if applicable.

As an Original Equipment Manufacturer (OEM) of electronic monitoring and tracking equipment, we are required to stay at the forefront of technology to ensure we maintain our competitive advantage. All proposed equipment is the latest model of equipment provided and in use by Sentinel, and we have proposed our latest generation OM500 one-piece GPS tracking device with the support of our proprietary SentinelDNA monitoring application. Sentinel has provided a copy of the GPS tracking device specifications and literature for our proposed equipment and monitoring system within the **Supporting Documentation** section of this proposal response.

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*6. The monitoring system shall provide a means of electronically monitoring a person's presence or absence at a specific location. The monitoring equipment shall be the most current and up to date technology available to communicate between the individual base stations and the monitoring center. The monitoring equipment shall have unique frequencies and identifiers to identify the offender assigned to each individual unit. Any alteration in the utilization of substitute electronic monitoring equipment requires prior approval from the County.*

---

Sentinel's OM500 GPS tracking unit is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities and communicates with the host system via Verizon or the AT&T LTE network. This multi-carrier functionality provides a benefit to the County as based on any geographic limitations of cellular/communication coverage in remote areas, authorized staff can use the preferred carrier for that region. Additionally, the unit allows for customized tracking and reporting intervals to be assigned at the client level and can store more than ten (10) days of tracking information in the onboard memory, regardless of the mode of operation, should the unit be unable to communicate with the web-based system. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7. Through the use of a geographic Home Zone, the system ensures the participant's compliance with curfew or home detention restrictions.

To address the need to provide Beacons in areas of impaired GPS coverage, Sentinel does offer our optional OM500 Beacon that has been designed to be used in conjunction with the OM500 location monitoring and tracking devices. The beacon allows the OM500 tracking devices to obtain location data using Wi-Fi radio frequency signals. Beacons are also an option in dense residential areas and high-rise residential structures to track participant's movements vertically and horizontally.

**—IMPORTANT SENTINEL ADVANTAGE—**

The OM500 also leverages three (3) industry-leading location-based services provided by Google and Skyhook. These hybrid Precision Location systems **locate our devices using Wi-Fi, GPS, and cell signals** ensuring that all devices can be accurately located in virtually every environment. In impaired areas where GPS alone cannot locate the device, the device automatically collects the IDs and signal strengths of visible Wi-Fi networks and cell towers for always-on, high precision secondary tracking. **This allows for a significantly more robust device as it offers multiple tracking options.** Additionally, this enhanced technological advancement and value-add feature eliminates the need for an extra piece of equipment (beacon / home unit) inside the home without any loss of tracking and monitoring.

As an Original Equipment Manufacturer (OEM) of electronic monitoring and tracking equipment, we are required to stay at the forefront of technology to ensure we maintain our competitive advantage. **The proposed equipment and monitoring system are the latest models available and in use by Sentinel.** The SentinelDNA monitoring system will securely communicate data and receive data from the OM500 GPS devices. Each OM500 GPS unit is available in either Verizon LTE or AT&T cellular data carriers to securely communicate data and receive data from Sentinel's DNA, our proprietary monitoring application. **Communication between the OM500 GPS device and the cellular carrier transmits through a secure, encrypted tunnel.** This communication then posts over an HTTPS connection to Sentinel's monitoring system call handlers. Once posted to the system call handlers, the data is then viewable to authorized users through the DNA monitoring application.

For security purposes, the OM500 uses a unique signal to communicate with the monitoring system; other commercially available products do not use the OM500 unit's transmission signal / same coding scheme. The OM500 utilizes encrypted communications to prevent tracing and/or signal duplication.

Each OM500 GPS tracking device is designed with a unique signal that is individual to the unit **therefore providing a unique signal to the individual to whom the unit is assigned.** When the device is enrolled to the client record, the unique serial number is attached to that client record. The serial number is transmitted to confirm that the corresponding events are clearly identified as belonging to the individual client. Strict inventory controls prevent transmitter serial numbers from being incorrectly assigned while active on another participant and eliminate the possibility of data entry errors during enrollment. The Sentinel Project Manager performing the physical enrollment needs only confirm that the serial number on the transmitter securely fastened to the client's ankle matches the serial number enrolled in the system and the unique participant identification is established.

Sentinel understands and acknowledges that any alteration in the utilization of substitute electronic monitoring equipment requires prior approval from the County.

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*7. The Contractor shall designate a Contract Contact Person who will respond to County requests within one business day. The Contract Contact Person will be the initial point of contact and should coordinate all matters under the contract. The Contractor shall also designate a back-up person to the Contract Contact Person to whom inquiries and requests can be made in the absence of the Contract Contact Person. Failure by the Contractor to provide a reliable point of contact will be cause to consider the Contractor in violation of the terms of the contract, which can be grounds for the County to terminate this contract.*

---

Sentinel's Senior Regional Account Manager assigned to this program, Darin Simion, will respond to County requests within one business day. Mr. Simion will be the initial point of contact and will coordinate all matters under the contract.

In the event Mr. Simion is unavailable, Sentinel's Regional Manager of Branch Operations, Alexandra Maal, will perform as back-up to respond to requests and inquiries.

Sentinel understands and acknowledges that failure by Sentinel to provide a reliable point of contact can be cause to consider Sentinel in violation of the terms of the contract, which can be grounds for the County to terminate this contract.

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*8. The Contractor shall receive and file copies of computer-generated reports of personal demographic data, monitoring utilization data, or follow-up reports on monitoring incidents by daily electronic communication on all participants being supervised by electronic monitoring.*

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Sentinel will receive and file copies of computer-generated reports of personal demographic data, monitoring utilization data, or follow-up reports on monitoring incidents by daily electronic communication on all participants being supervised by electronic monitoring.

---

*9. The Contractor will work with the assigned Pretrial Staff to ensure all schedule change requests and emergency contact information are kept up to date for all active units. The contractor will also maintain a file for each defendant with the updated demographics, a current schedule and/pertinent schedule changes and all signed documents.*

---

Sentinel's Project Manager will work with the assigned Pretrial Staff to ensure all schedule change requests and emergency contact information are kept up to date for all active units. The Project Manager will also maintain a file for each defendant with the updated demographics, a current schedule and/pertinent schedule changes and all signed documents.

The Sentinel Project Manager will enter all client information into the participant's personal case file in our proprietary information management system, with copies of the statements also kept in the participant's physical file at the program office. Pretrial Staff will have secure access into our web-based information management system to view all program reports and notices at any time.

---

*10. The Contractor shall maintain for inspection and examination by authorized County personnel, all offenders' records that are associated with the contract. This information shall be stored on a computer readable medium and provided to designated County staff upon request. At the end of the*

*contract term, all offenders' records will become the exclusive property of the County, and the Contractor shall present all records to the County in a readable format.*

---

Sentinel will maintain for inspection and examination by authorized County personnel, all offenders' records that are associated with the contract. This information will be stored on a computer readable medium and provided to designated County staff upon request. At the end of the contract term, all offenders' records will become the exclusive property of the County, and Sentinel will present all records to the County in a readable format.

All backups are encrypted AES-256 and uploaded offsite to Amazon Glacier immediately upon creation. Seven (7) days of backups are kept locally for quick restores. Monitoring Systems are continuously replicated to a geographically redundant Secondary data center facility in Dallas, Texas. Access to backup systems and encryption keys are limited to key IT Operations staff.

Offsite backups retention is based on agreed contractual requirements. Access to all historical data is available unimpeded to the County for the life of the contract.

---

*11. Tracking history will only be released to Pretrial Services Staff. Any tracking requests from law enforcement or other court personnel will go through the Pretrial Supervisor or the Justice Services Department Director and will require a court ordered subpoena.*

---

Tracking history will only be released to Pretrial Services Staff. Sentinel understands and acknowledges that any tracking requests from law enforcement or other court personnel will go through the Pretrial Supervisor or the Justice Services Department Director and will require a court ordered subpoena.

---

*12. The Contractor shall prevent unauthorized access to the data contained in the computer system by unauthorized staff or other parties. Staff who monitor the computer system and have contact with participants must not be able to modify monitoring data or programming.*

---

Only authorized personnel assigned to our National Monitoring Centers or IT Group have access to program participant data, and monitoring center personnel are unable to modify or alter monitoring data. **Monitoring data is electronically impervious to modification or manipulation.**

#### **INTRUSION DETECTION**

Sentinel protects the perimeter of data center and office networks with Fortinet FortiGate firewalls with Intrusion Detection and Intrusion Prevention features enabled and tracked. Security and Traffic activity is logged and ingested into the Arctic Wolf SIEM for combined Managed Detection and Response (MDR). Combined with the SentinelOne XDR Endpoint Protection Platform that runs on all Sentinel's servers and employee workstations and laptops, the Arctic Wolf 24x7 operated MDR service provides 24x7 rapid detection and reaction to intrusions.

Sentinel does not allow vendors or 3rd party access to participant data. Sentinel staff and end users (agency officers) access participant data using multi-layered login passwords. All activities conducted in DNA are recorded with date, timestamp, and user credentials to provide audit capability, replay of events, and access to historical accuracy.

## **SECURITY OF MONITORING RECORDS**

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

**NOTE:** No participant data is stored on the hard drive of a computer accessing the monitoring system (internally or externally). In the event of the theft or destruction of a computer that has accessed our system, confidential participant data and records will not be compromised. All data is stored on our secure servers in our Primary sites in Irvine, California, and Oracle Cloud Langley, Virginia, and Disaster Recovery sites in Dallas, Texas, and Phoenix, Arizona.

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

## **MONITORING SYSTEM SECURITY**

The Monitoring Center systems and servers use a minimum of TLS 1.2 with best practice cryptographic ciphers for HTTPS access to monitoring applications and for Data in Transit. Data at rest is encrypted using AES-256 and remains encrypted before being transmitted.

The system is continuously synchronized and replicated in its entirety to secondary offsite Disaster Recovery systems, in addition to all data being backed up and encrypted for off-site long-term storage.

All changes to participant or demographic information or monitoring data are saved within the system. Additionally, each employee has a specific database login credential that permits Sentinel to perform detailed audits on user access to all participant records in the database to confirm that unauthorized changes have not been made.

Our IT staff has installed all of the necessary physical and technical security measures (e.g., TLS certificates, network firewalls, Endpoint Protection providing protection from malware and ransomware, Monitoring Agents for Managed Detection and Response, access control equipment) to ensure that unauthorized users and malicious actors do not have access to Sentinel's information technology infrastructure, applications, data or our National Monitoring Center facilities.

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*13. The Contractor shall have at least three years recent experience of active and/or passive offender tracking/monitoring services.*

---

Sentinel has been providing offender monitoring services for 32 years and Global Positioning Satellite System (GPS) equipment and tracking services for 28 years. Sentinel is proud to remain an industry leader and to continue to bring innovative and progressive options to the agencies we serve.

**—IMPORTANT SENTINEL ADVANTAGE—**

**Sentinel has been providing services within the Carolinas for nearly 15 years, including but not limited to some of the Carolinas' largest county-based programs such as Charlotte-Mecklenburg Police Department, Greenville County Detention Center – Department of Public Safety and Spartanburg County Sheriff's Office, as referenced herein.**

Since our beginning in 1993, Sentinel's core business operations have been solely focused on providing electronic monitoring services to criminal justice agencies nationwide. The offender monitoring industry was originally based on electronic monitoring services using radio frequency (RF) electronic monitoring as GPS tracking was still under development. As soon as the GPS tracking technology became reliable and acceptable to correctional agencies, Sentinel began to offer it to our customers and new prospective agencies as well. During this period of expanding GPS tracking services in addition to or in lieu of radio frequency electronic monitoring, Sentinel's key personnel were instrumental in the placement of this new and advanced tracking system to meet agency supervision needs.

---

*14. The Contractor shall have a formal Quality Control Program in place that will detect errors in monitoring, prevent future errors, and provide quality assurance for the services provided under this contract to the County. The Quality Control Program will include a routine review process that addresses all areas of the Contractor's performance, and each mandatory service described above.*

---

Sentinel has in place a formal Quality Control Program that will detect errors in monitoring, prevent future errors, and provide quality assurance for the services provided under this contract to the County. Sentinel's Quality Control Program includes a routine review process that addresses all areas of Sentinel's performance, and each mandatory service described above.

Since September 19, 2010, Sentinel has been dedicated to delivering quality services, equipment, and a web-based information system and has achieved and maintained International Organization of Standardization (ISO) 9001 quality certification for **Design, Production, and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, Case Management Services, and Community-Based Offender Management Programs**. ISO 9001 is the world's most widely recognized quality management system standard. This standard is based on several quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Sentinel's adoption of a quality management system ensures that customers get consistent, good-quality products and services. Sentinel's quality management system requires our staff to report any customer complaint that is received. Further, the program dictates the steps that must be taken to investigate any concern by initiating a nonconformance report with the specific goal of identifying the root cause of an issue to ensure the effect of a permanent solution.

The Quality Management program is audited annually by an independent firm, American Systems Registrar, a provider of third-party system registration and accredited by the ANSI-ASQ National Accreditation Board. The audit consists of employee interviews to ensure that published policies and procedures are adhered to by the staff. More importantly, the audit involves a thorough review of all nonconformance reports and their identified solution. On November 26, 2024, Sentinel achieved our most recent ISO 9001-2015 recertification. The successful completion of Sentinel's audit demonstrates to our customers our ability to:

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

ISO Certification is important to our customers, as it demonstrates that Sentinel is committed to quality and ensures that we have audited systems, processes, and procedures in place that cover all aspects of our business. In addition, passing our 2024 ISO Recertification Audit demonstrates the effectiveness of Sentinel's Quality Management System and confirms that our employees at every level are following Sentinel's Quality Management Plan with the goal of enhancing our customers' satisfaction.

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

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

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

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

---

*15. The Contractor shall be competent to attest to its methodology and performance in any legal proceedings if called upon or subpoenaed. If required to provide testimony, the Contractor shall have the person or persons with direct responsibility for the information requested, appear and testify on behalf of the County. The costs of travel and any witness fees will be paid by the County as provided for by law and are outside the Scope of this contract.*

---

Sentinel will provide a subject matter expert to appear in court to discuss equipment, monitoring services, etc., if required, and we understand the required testimony obligations. We are fully prepared to provide qualified personnel to provide testimony to describe the functionality, capabilities, and reliability of equipment and reports under oath in a court of law. Upon request of the court and/or in

response to a subpoena, Sentinel will provide expert court testimony, either in person, in writing or through remote Video Conferencing (method determined by the agency/court). With 32 years of proven electronic monitoring experience, Sentinel has maintained integrity and credibility with numerous courts throughout the country on behalf of the agencies we serve. Sentinel understands and acknowledges that the costs of travel and any witness fees will be paid by the County as provided for by law and are outside the Scope of this contract.

---

*16. The Contractor shall notify the County immediately upon receipt of any legal process requiring disclosure of records of offenders.*

---

Sentinel will immediately notify the County upon receipt of any legal process requiring disclosure of records of offenders.

---

*17. The Contractor must conduct criminal background checks on all employees.*

---

Sentinel conducts criminal background checks on all employees.

Upon employment position needed, our Human Resources Department posts required positions on job boards and with local Employment Development sites in the area where we will be providing contractual program services, such as required by this program. After reviewing potential applicants, those who meet our qualifications are interviewed by telephone; if the applicant passes the telephone interview, he/she is sent an Application for Employment. After the application is received, reviewed, and approved, a face-to-face interview is arranged with the hiring manager. If the hiring manager makes an affirmative selection, an offer is made to the applicant contingent on the applicant passing a background check and drug screen. After the offer has been accepted, a background check for criminal convictions is started.

Sentinel understands the importance of hiring the best quality personnel to provide secure, confidential, and reliable service. **Sentinel processes our employment candidate background checks using ADP, a company that specializes in performing employment screenings. ADP performs Sentinel's screening and selection services utilizing the services of NAPBS, the National Association of Professional Background Screeners. In addition to the services provided by ADP, Sentinel performs a USIS Widescreen National Criminal/Sex Offender search, state-specific misdemeanor and felony checks based on addresses received from their personal Experian TRAC report by social security number, and five-panel drug-testing on our employees. Sentinel's review process ensures that the candidates meet all background, educational, and experience standards as set forth by contractual obligations. We do not hire persons with felony convictions or misdemeanors involving moral turpitude.**

---

*18. The Contractor and its employees shall avoid compromising relationships with offenders, their families, and the County's staff. The Contractor shall immediately report any conflicts of interest, improprieties, or the appearance thereof, to the County.*

---

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

---

*19. The Contractor's staff providing services under the resulting contract shall meet sufficient standards of integrity to ensure that the confidentiality of offenders' records is not compromised. The Contractor shall ensure that its staff does not disclose information to any third party without a written authorization from the County.*

---

Each employee assigned to the monitoring center and IT Group is required to undergo a thorough background check (including drug testing) and sign a Confidentiality or CORI (Criminal Offender Record Information) form when hired; any violation of these requirements will result in the termination of the employee's employment.

Only authorized personnel assigned to our National Monitoring Centers or IT Group have access to program participant data, and monitoring center personnel are unable to modify or alter monitoring data. Monitoring data is electronically impervious to modification or manipulation. **At no time will we ever disclose confidential data to any unauthorized personnel without written approval of the County or by an officer providing a confidential verbal password. All program data is maintained in accordance with industry-accepted secure data protection standards.** The only staff members who are authorized to access or receive information on program participants are those who have undergone a background check and are assigned to support this program's operations, and no information is disclosed by these staff members to any third party without written authorization of the County. All records created for participants referred to this program will remain the property of the County and will not be released without the written consent of the County or due to compliance with a legal subpoena. Upon completion of services, all records are returned to the County or destroyed under direction of agency-authorized personnel.

---

*20. The contractor agrees to hold the County harmless from any damages or legal action from third parties resulting from negligence of the service provider and its employees.*

---

Sentinel agrees to hold the County harmless from any damage or legal action from third parties resulting from negligence of the service provider and its employees.

---

*21. The contractor will submit an invoice to the County for each unit utilized, per unit per day, by the 5th day of the following month.*

---

Sentinel will submit an invoice to the County for each unit utilized per unit per day by the 5th day of the following month.

---

*22. If the client is approved in First Appearance Court, Contractor will coordinate with the Durham County Detention Facility booking/intake staff, or designated facility staff, the release of the defendant upon receipt of the case material. The contractor will assist with residence investigations for referred cases to determine housing suitability for electronic monitoring. Once the case is approved, the coordination of release can proceed.*

---

If the client is approved in First Appearance Court, Sentinel's Project Manager will coordinate with the

Durham County Detention Facility booking/intake staff, or designated facility staff, the release of the defendant upon receipt of the case material. Sentinel's Project Manager will assist with residence investigations for referred cases to determine housing suitability for electronic monitoring. Sentinel understands and acknowledges that, once the case is approved, the coordination of release can proceed.

---

*23. Upon release, the client shall be accompanied to the Pretrial Services office by the Contractor's staff for initial contact with the assigned Pretrial Specialist. A leave schedule, if allowed by the court, will be set at the initial appointment and a copy be provided to the Contractor. (If the release of the defendant takes place after normal business hours, the Pretrial Specialist will ensure the client has an appointment for the next business day and must inform the Contractor of the appointment date and time.) The Contractor shall install all necessary equipment immediately upon notification but no later than within 24 hours of notification by the County.*

---

Upon release, the client will be accompanied to the Pretrial Services office by Sentinel's Project Manager for initial contact with the assigned Pretrial Specialist. Sentinel understands and acknowledges that a leave schedule, if allowed by the court, will be set at the initial appointment and a copy be provided to Sentinel. We further understand and acknowledge that, if the release of the defendant takes place after normal business hours, the Pretrial Specialist will ensure the client has an appointment for the next business day and must inform Sentinel of the appointment date and time. Sentinel's Project Manager will install all necessary equipment immediately upon notification but no later than within 24 hours of notification by the County.

---

*24. The contractor will review with the client and have the client sign the charging/maintenance requirements, conditions of the agreement and acknowledgment of receipt of the monitoring equipment documentation during the installation process.*

---

Sentinel's Project Manager will review with the client the requirements and conditions of the program and have the client sign the charging/maintenance requirements, conditions of the agreement and acknowledgment of receipt of the monitoring equipment documentation during the installation process.

---

*25. Contractor's staff shall verify unauthorized absences and late arrivals, tampering, equipment malfunctions by attempting to contact the defendants by telephone and by sending audible messages via the transmitter warranting acknowledgment and a response from the client. If during normal business hours, Contractor will notify the designated County staff of attempts made to contact the defendants using the staff's selected options and schedule by telephone, fax, pager notification, or email (or all of these methods if selected). If during business hours the electronic methods of contacting the client are unsuccessful, the Contractor will attempt a field contact with the assigned case manager, at the last known location to attempt to regain compliance provided the environment is deemed safe enough for the Contractor to do so. If the client allows the equipment to remain uncharged and a loss of signal occurs, the Contractor will provide Pretrial Staff of the last known location so that documentation can be secured to return the client to the detention facility. A report of all violations will be prepared and sent to Pretrial Services via email or fax by 10am each business day or upon first availability if the office is closed. After business hours, during holidays or during inclement*

# **RESPONSE TO RFP N°. 25-035**

## **Justice Services Department Electronic Monitoring Services**

### **DURHAM COUNTY PURCHASING DIVISION**

ATTN: JONATHAN HAWLEY | PROCUREMENT MANAGER  
201 EAST MAIN STREET | 7TH FLOOR | ROOM 703  
DURHAM, NORTH CAROLINA 27701

 **SENTINEL®**

### **PRESENTED BY**

**LEO CARSON | VICE PRESIDENT STRATEGIC SALES**  
SENTINEL OFFENDER SERVICES, LLC  
1220 NORTH SIMON CIRCLE | UNIT C  
ANAHEIM, CALIFORNIA 92806  
P | 888 843 5590 F | 800 327 1178  
E | [LCARSON@SENTINELADVANTAGE.COM](mailto:LCARSON@SENTINELADVANTAGE.COM)

**DUE APRIL 15, 2025, AT 2:00 P.M.**



**SENTINEL®**

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1220 NORTH SIMON CIRCLE | UNIT C | ANAHEIM, CALIFORNIA 92806  
P| 888 843 5590 F| 800 327 1178 W| [SENTINELADVANTAGE.COM](http://SENTINELADVANTAGE.COM)

PAGE | 2

of satellite signals, 2) access to our **proprietary monitoring system and mobile application available via any internet-enabled device**, and 3) our **24/7/365 monitoring center operations** that provide support as well as calls to offenders for tamper alerts. In addition to our offering, we have provided details within our proposal of these optional “Value-Add” enhancements that are currently available:

- + **Optional OM500 Beacon** designed to be used in conjunction with the OM500 location monitoring and tracking devices thereby allowing the OM500 tracking unit to obtain location data using Wi-Fi radio frequency as an option in dense residential areas and high-rise residential structures or low GPS signal areas;
- + **Optional Cut-Resistant Strap** for the proposed GPS device that contains a heat-treated, hardened, stainless steel insert designed to make cutting the strap extremely difficult;
- + **Optional Victim Mobile App** for GPS-based Domestic Violence and Mobile Exclusion Zone Monitoring providing a **comprehensive solution for victim notification services** that can alert the officers, offenders and/or victims through automated voice alert and/or text message to a smartphone regarding the location of the offender and/or alert the victim; and
- + **Optional Smartphone-Based Check-In and Video Call Solution** providing an easy-to-use option for agencies to manage their low-risk caseloads more efficiently and without the need for in-person office visits or issuing and monitoring additional equipment.

#### —IMPORTANT SENTINEL ADVANTAGE—

To support the hardware aspect of this program, Sentinel will be shipping devices from our Atlanta-based warehouse. Located less than 400 miles from Durham County, our shipments will arrive the next business day at no additional cost. In an emergency, Sentinel staff can transport equipment from our Sentinel warehouse to Durham County in less than six (6) hours.

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

**SENTINEL®**

**—IMPORTANT SENTINEL ADVANTAGE—**

We do not subcontract any of our monitoring services that we are offering the County as part of this proposal. Additionally, all the hardware and web-based information system delivered to the County are engineered, manufactured, monitored and supported, directly by Sentinel and our in-house IT and Engineering professionals and our locally based dedicated Project Manager staff will be Sentinel employees (no subcontracting).

It is Sentinel's firm belief that this combination of extensive experience in the criminal justice industry, unique technology and service offering, exceptional customer service, and superior support capabilities provide the "Best Value" solution for the Justice Services Department Pretrial Services Electronic Monitoring Services program.

As Vice President Strategic Sales, I am authorized to negotiate this proposal, answer questions, and provide clarification on behalf of Sentinel regarding this proposal and will act as contract manager for any resulting contract. Mark Contestabile, Chief Business Development Officer, is authorized to commit the company to the proposal and bind the company to contract.

Should the County have any questions concerning Sentinel's offering, please contact me directly at 888.843.5590, via email at [lcarsen@sentineladvantage.com](mailto:lcarsen@sentineladvantage.com), by fax at 800.327.1178, or U.S. mail at 1220 North Simon Circle, Unit C, Anaheim, California 92806. Again, thank you for this opportunity to continue to provide services to the County of Durham Purchasing Division of Finance and the Justice Services Department Pretrial Services.

Sincerely,



Leo Carson  
Vice President Strategic Sales



Mark Contestabile  
Chief Business Development Officer

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**Attachment A**



**PROPOSAL FORM**  
**Justice Services Department Electronic Monitoring Services**  
**RFP No. 25-035**

In accordance with the attached instructions, terms, conditions, and Scope of Services we submit the following proposal to the County of Durham.

**(\$4.88/unit/day X 75 participants X 365 days = \$133,590.00)**  
**TOTAL PROPOSED COST**

**\$ 133,590.00**

**One-hundred thirty-three-thousand, five-hundred ninety dollars**

***(Total Proposed Cost in Writing)***

**The above Total Proposed Cost should be based on being awarded the entire project.**

I certify that the contents of this proposal are known to no one outside the firm, and to the best of my knowledge all requirements have been complied with.

Date: April 10, 2025

Authorized Signature: 

Name

**Mark Contestabile,**  
**Chief Business Development Officer**

Title

**Sentinel Offender Services, LLC**

Firm Name

## OPTIONAL/VALUE-ADD TECHNOLOGIES AND SERVICES

\$39.00 Optional OM500 Cut-Resistant Reusable Strap

\$2.00/unit/day Optional Advocate Victim Notification and Tracking Smartphone Application with automated push notification (via victim's own smartphone)

\$1.00/unit/day Optional Victim Notification Services (Manual Notification)

\$1.20/unit/day Optional Shadowtrack Smartphone-Based Check-in & Video Call Solution (via participant's own smartphone)

**Attachment C**

**ADDENDUM ACKNOWLEDGEMENT**  
**Justice Services Department Electronic Monitoring Services:**  
**RFP No. 25-035**

Receipt of the following Addendum is acknowledged:

Addendum no. 1 Date 3/11/25

Addendum no. 2 Date 3/21/25

Addendum no. 3 Date 3/21/25

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

  
Signature

Date: April 10, 2025

Mark Contestabile

(Print Name)

Chief Business Development Officer

Title

Sentinel Offender Services, LLC

Name of Firm

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**Attachment F**

**AFFIDAVIT OF COMPLIANCE**

**STATE OF NORTH CAROLINA  
COUNTY OF DURHAM**

**AFFIDAVIT OF COMPLIANCE  
with N.C. E-Verify Statutes**

I, Mark Contestabile (hereinafter the "Affiant"), being duly authorized by and on behalf of Sentinel Offender Services, LLC (hereinafter "Contractor") after first being duly sworn hereby swears or affirms as follows:

1. Contractor understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with Article 2 of Chapter 64 of the North Carolina General Statutes; and
2. Contractor understands that an "Employer", as defined in NCGS§64-25(4), is required by law to use E-Verify to verify the work authorization of its employees through E-Verify in accordance with NCGS§64-26(a). The term "Employer" does not include State agencies, counties, municipalities, or other governmental bodies.
3. Contractor is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in the state of North Carolina. (mark Yes or No)
  - a. YES
  - b. NO X
4. Contractor will ensure compliance with E-Verify to the extent applicable and will ensure compliance by any subcontractors subsequently hired by Contractor to perform work under Contractor's contract with Durham County.

This 10 day of April, 2025



\_\_\_\_\_  
Signature of Affiant

Print or Type Name: Mark Contestabile, Chief Business Development Officer

State of Georgia  
County of Gwinnett

Signed and sworn to (or affirmed) before me, this the 10  
day of April, 2025.

My Commission Expires:

03/01/2027



Notary Public

(Affix Official/Notarial Seal)

**B Shiggs  
NOTARY PUBLIC  
Gwinnett County, GEORGIA  
My Commission Expires 03/01/2027**

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### Vendor Application

IT IS CRITICAL TO THE COUNTY THAT YOU COMPLETE ALL DATA - PLEASE PRINT OR TYPE  
(A W-9 FORM IS REQUIRED AND MUST BE SUBMITTED WITH THIS FORM)

1. Vendor Name: Sentinel Offender Services, LLC  
Do you require a 1099? Yes  No
2. Mailing address for payments:  
PO Box 8436  
Pasadena, CA 91109-8436
3. Mailing address for purchase orders, proposals and bids:  
1220 North Simon Circle, Unit C  
Anaheim, CA 92806
4. Contact Person Leo Carson, VP Strategic Sales Phone #: 888 843 5590  
Email: lc Carson@sentineladvantage.com Fax #: 800 327 1178
5. In what City and State is your firm licensed? Anaheim, California  
If licensed in NC, indicate County (for tax purposes) \_\_\_\_\_
6. Indicate your firm's organizational type:  
Individual  Partnership  Corporation  Governmental Agency  Other Limited Liability Company
7. Is your firm a large business? Yes  No
8. Is your firm a small business? Yes  No
9. Is your firm 51 percent or more owned and operated by a woman? Yes  No   
If yes, with what governmental agencies are you certified? \_\_\_\_\_
10. Is your firm 51 percent or more minority owned and operated? Yes  No   
If yes, with what governmental agencies are you certified? \_\_\_\_\_
- Identify appropriate minority group:  
Black American  Native American  Hispanic  Asian/Pacific  Asian Indian
11. Is your firm incorporated? Yes  No
12. Is your firm a not-for-profit business? Yes  No
13. Is your firm identified as a disabled business? Yes  No
14. Give a brief description of goods or services your firm provides:  
Sentinel provides offender supervision equipment and services to criminal justice agencies

Signature: 

Title: Chief Business Development Officer

Print name: Mark Contestabile

Date: April 10, 2025

If you have any questions concerning this form, call Durham County Purchasing Division - (919) 560-0051.

---

### FOR DEPARTMENT COMPLETION (Prior to Vendor Distribution)

Email to:

Department Contact Email

or

Fax to:

Department Contact Fax No.

**Request for Taxpayer  
 Identification Number and Certification**

Give Form to the  
 requester. Do not  
 send to the IRS.

Print or type See Specific Instructions on page 2	Name (as shown on your income tax return) <b>Sentinel Offender Services, LLC</b>																							
	Business name/disregarded entity name, if different from above																							
	Check appropriate box for federal tax classification (required): <input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ► <b>S</b> <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ►																							
	Address (number, street, and apt. or suite no.) <b>1220 North Simon Circle, Unit C</b>	Requester's name and address (optional)																						
	City, state, and ZIP code <b>Anaheim, California 92806</b>																							
	List account number(s) here (optional)																							
	<b>Part I Taxpayer Identification Number (TIN)</b> Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3.																							
	Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.																							
	<table border="1" style="width: 100%;"> <tr> <td colspan="3" style="text-align: center;">Social security number</td> </tr> <tr> <td style="text-align: center;">[ ] [ ] [ ]</td> <td style="text-align: center;">-</td> <td style="text-align: center;">[ ] [ ]</td> <td style="text-align: center;">-</td> <td style="text-align: center;">[ ] [ ] [ ] [ ]</td> </tr> <tr> <td colspan="5" style="text-align: center;">Employer identification number</td> </tr> <tr> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">-</td> <td style="text-align: center;">0</td> <td style="text-align: center;">9</td> <td style="text-align: center;">2</td> <td style="text-align: center;">9</td> <td style="text-align: center;">9</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> </table>		Social security number			[ ] [ ] [ ]	-	[ ] [ ]	-	[ ] [ ] [ ] [ ]	Employer identification number					3	3	-	0	9	2	9	9	4
Social security number																								
[ ] [ ] [ ]	-	[ ] [ ]	-	[ ] [ ] [ ] [ ]																				
Employer identification number																								
3	3	-	0	9	2	9	9	4	5															

**Part II Certification**

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

<b>Sign Here</b>	Signature of U.S. person ► 	Date ► April 10, 2025
------------------	--	-----------------------

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business.

Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

**Affidavit A****ATTACH TO BID****State of North Carolina AFFIDAVIT A - List of the Good Faith Effort****COUNTY OF DURHAM**Affidavit of Sentinel Offender Services, LLC

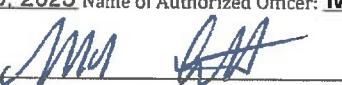
(Name of Bidder)

I have made a good faith effort to comply under the following areas checked:  
(A minimum of 5 areas must be checked in order to have achieved a "good faith effort")

- 1-Contacted minority businesses that reasonably could have expected to submit a quote and that were known to the contractor, or available on State or local government-maintained lists, at least 10 days before the bid date and notified them of the nature and scope of the work to be performed.
- 2-Made the construction plans, specifications and requirements available for review by prospective minority businesses or providing these documents to them at least 10 days before the bids are due.
- 3-Broken down or combined elements of work into economically feasible units to facilitate minority participation.
- 4-Worked with minority trade, community, or contractor organizations identified by the Office of Historically Underutilized Businesses and included in the bid documents that provide assistance in recruitment of minority business.
- 5-Attended pre-bid meetings scheduled by the public owner.
- 6-Provided assistance in getting required bonding or insurance or provided alternatives to bonding or insurance for subcontractors.
- 7-Negotiated in good faith with interested minority businesses and did not reject them as unqualified without sound reasons based on their capabilities. Any rejection of a minority business based on lack of qualification should have the reasons documented in writing.
- 8-Provided assistance to an otherwise qualified minority business in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letters of credit, including waiving credit that is ordinarily required. Assisted minority businesses in obtaining the same unit pricing with the Bidder's suppliers in order to help minority businesses in establishing credit.
- 9-Negotiated joint venture and partnership arrangements with minority businesses in order to increase opportunities for minority business participation on a public construction or repair project when possible.
- 10-Provided quick pay agreements and policies to enable minority contractors and suppliers to meet cashflow demands.

In accordance with GS 143-128.2(d) the undersigned will enter into a formal agreement with the firms listed in the Identification of Minority Business Participation schedule conditional upon execution of a contract with the Owner. Failure to abide by this statutory provision will constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of the minority business commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: April 10, 2025 Name of Authorized Officer: Mark ContestableSignature: Title: Chief Business Development Officer

SEAL

State of North Carolina, County of Gwinnett  
Subscribed and sworn to before me this 10 day of April 2025  
Notary Public B Shiggs  
My commission expires 03/01/2027

**B Shiggs**  
**NOTARY PUBLIC**  
**Gwinnett County, GEORGIA**  
**My Commission Expires 03/01/2027**

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**Affidavit B**

**ATTACH TO BID - IF YOU ARE NOT UTILIZING SUBCONTRACTORS**

**State of North Carolina AFFIDAVIT B - Intent to Perform Contract with Own Workforce**

**COUNTY OF DURHAM**

Affidavit of Sentinel Offender Services, LLC

(Name of Bidder)

I hereby certify that it is our intent to perform 100% of the work required for  
the Justice Services Department Electronic Monitoring Services contract.

(Name of Project)

In making this certification, the Bidder states that the Bidder does not customarily subcontract elements of this type project, and normally performs and has the capability to perform and will perform all elements of the work on this project with his/her own current work forces; and agrees to provide any additional information or documentation requested by the owner in support of the above statement.

The undersigned hereby certifies that he or she has read this certification and is authorized to bind the Bidder to the commitments herein contained.

Date: April 10, 2025

Name of Authorized Officer: Mark Contestabile

Signature: Mark Contestabile

Title: Chief Business Development Officer

SEAL

Georgia

State of North Carolina, County of Gwinnett

Subscribed and sworn to before me this 10 day of April 2025

Notary Public B Shiggs

My commission expires 03/01/2027

**B Shiggs  
NOTARY PUBLIC  
Gwinnett County, GEORGIA  
My Commission Expires 03/01/2027**

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**Affidavit C**

**ATTACH TO BID - IF YOU HAVE MWBE PARTICIPATION**

**State of North Carolina AFFIDAVIT C - Portion of the Work to be Performed by Minority Firms**

**COUNTY OF DURHAM**

Durham County Goals for MWBE Participation in the Procurement of Goods, Services and Construction

Categories	Construction	Architect/ Engineer	Services	Goods	MWBE Availability % (Median Availability)
Black American	14.6	9.8	10.9	2.8	10.4%
Asian American	1.3	3.0	1.1	.43	1.3%
Hispanic American	4.2	1.8	1.1	.43	1.5%
American Indian	.65	.75	1.0	.5	.70%
White Female	13.8	11.0	9.5	7.1	10.3%
Overall MWBE Participation Goal =					25.0%

Affidavit of Sentinel Offender Services, LLC I do hereby certify that on the  
(Name of Bidder)

**Justice Services Department Electronic Monitoring Services**  
**(Project Name)**

Project ID No. **RFP 25-035** Amount of Bid \$ **133,590.00**

I will expend a minimum of 0 % of the total dollar amount of the contract with minority businesses enterprises. Work will be subcontracted to the following firms listed below. Attach additional sheets if needed.

Firm Name (Street Address/Zip/Telephone)	*Minority Category	Work Description	Dollar Value	Percentage of Goal
N/A	N/A	N/A	N/A	N/A

**\*Minority categories:** Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

Pursuant to GS 143-128.2(d), the undersigned will enter into a formal agreement with Minority Firms for work listed in this schedule conditional upon execution of a contract with the Owner. Failure to fulfill this commitment may constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: April 10, 2025 Name of Authorized Officer: Mark Contestable

Signature: 

Title: Chief Business Development Officer

Title: Georgia

State of North Carolina, County of Gwinnett  
Subscribed and sworn to before me this 10 day of April 2025  
Notary Public Brenigent  
My commission expires 03/01/2027

**SEAL**

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**DO NOT SUBMIT WITH THE BID      DO NOT SUBMIT WITH THE BID      DO NOT SUBMIT WITH THE BID**  
**(NOTE: This form is to be submitted only by the apparent lowest responsible, responsive bidder.)**

If you do not meet the MWBE Goal, the Bidder shall provide the following documentation of his Good Faith Efforts within 72 hours after notification of being the low bidder.

**State of North Carolina AFFIDAVIT D – Good Faith Efforts  
 COUNTY OF DURHAM**

Durham County Goals for MWBE Participation in the Procurement of goods, Services, and Construction

Categories	Construction	Architect/ Engineer	Services	Goods	MWBE Availability % (Median Availability)
Black American	14.6	9.8	10.9	2.8	10.4%
Asian American	1.3	3.0	1.1	.43	1.3%
Hispanic American	4.2	1.8	1.1	.43	1.5%
American Indian	.65	.75	1.0	.5	.70%
White Female	13.8	11.0	9.5	7.1	10.3%
<b>Overall MWBE Participation Goal =</b>					<b>25.0%</b>

Affidavit of Sentinel Offender Services, LLC

(Name of Bidder)

I do certify the attached documentation as true and accurate representation of my good faith efforts.

I will expend a minimum of 0 % of the total dollar amount of the contract with minority businesses enterprises. Work will be subcontracted to the following firms listed below. Attach additional sheets if needed.

Name and Phone Number	*Minority Category	Work description	Dollar Value	Percentage of Goal
N/A	N/A	N/A	N/A	N/A

\*Minority categories: Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

Documentation of the Bidder's good faith efforts to meet the goals set forth in the provisions. Examples of documentation include, but are not limited to, the following evidence:

- A. Copies of solicitation for quotes to at least three (3) minority business firms from the source list provided by the State for each subcontract to be let under this contract (if 3 or more firms are shown on the source list). Each solicitation shall contain a specific description of the work to be subcontracted, location where bid documents can be reviewed, representative of the Prime Bidder to contact, and location, date and time when quotes must be received
- B. Copies of quotes or responses received from each firm responding to the solicitation.
- C. A telephone log of follow-up calls to each firm sent a solicitation.
- D. For subcontracts where a minority business firm is not considered the lowest responsible sub-bidder, copies of quotes received from all firms submitting quotes for that particular subcontract.
- E. Documentation of any contacts or correspondence to minority business, community, or contractor organizations in an attempt to meet the goal.
- F. Copy of pre-bid roster.
- G. Letter documenting efforts to provide assistance in obtaining required bonding or insurance for minority business.
- H. Letter detailing reasons for rejection of minority business due to lack of qualification.
- I. Letter documenting proposed assistance offered to minority business in need to equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letter of credit, including waiving credit that is ordinarily required.

Failure to provide the documentation as listed in these provisions may result in rejection of the bid and award to the next lowest responsible and responsive bidder.

Pursuant to GS143-128.2(d), the undersigned will enter into a formal agreement with Minority firms for work listed in this schedule conditional upon execution of a contract with the Owner. Failure to fulfill this commitment may constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: April 10, 2025 Name of Authorized Officer: Mark Contestabile, Chief Business Development Officer

Signature: Mark Contestabile  
Title: CBDO

State of Georgia, County of Gwinnett  
Subscribed and sworn to before me this 10 day of April 2025  
Notary Public B. Shiggs  
My commission expires 03/01/2027

SEAL

B Shiggs  
NOTARY PUBLIC  
Gwinnett County, GEORGIA  
My Commission Expires 03/01/2027

## Leo Carson

---

**From:** Mike Dean  
**Sent:** Monday, March 10, 2025 11:37 AM  
**To:** Leo Carson  
**Subject:** RE: Durham

### Vendor Details - eVP

**MIKE DEAN** | VICE PRESIDENT OF SALES  
SENTINEL OFFENDER SERVICES  
1220 N SIMON CIRCLE, UNIT C | ANAHEIM, CA 92806  
P | 800 496 4882 C | 513 884 4052  
E | [MDEAN@SENTINELADVANTAGE.COM](mailto:MDEAN@SENTINELADVANTAGE.COM)  
W | [WWW.SENTINELADVANTAGE.COM](http://WWW.SENTINELADVANTAGE.COM)

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**From:** Mike Dean  
**Sent:** Monday, March 10, 2025 11:32 AM  
**To:** Leo Carson <lcarson@sentineladvantage.com>  
**Subject:** Durham

### HUB Vendor Database – Durham County Purchasing Group

**MIKE DEAN** | VICE PRESIDENT OF SALES  
SENTINEL OFFENDER SERVICES  
1220 N SIMON CIRCLE, UNIT C | ANAHEIM, CA 92806  
P | 800 496 4882 C | 513 884 4052  
E | [MDEAN@SENTINELADVANTAGE.COM](mailto:MDEAN@SENTINELADVANTAGE.COM)  
W | [WWW.SENTINELADVANTAGE.COM](http://WWW.SENTINELADVANTAGE.COM)

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Export to Excel

22 Records

Name	Main Contact Name	Main Contact Email	Main Contact Phone	Main Location Address	eVP Status	NC eProcurement	HUB	HUB Category	NCSBE
achievable goals 4 employment (/vendor-information/?Id=3b11d73-6c1c-ee11-a8ef-000d3a7b69a4)	Cassandra Harvey	betterhope01@aol.com	3365672930	341 Sharpe Road, Burlington, North Carolina, Alamance, United States, 27217	Active	Active			
Aligned Government Services (/vendor-information/?Id=da74d1c0-3f4f-ef11-b4ad-001dd804fae1)	Charles Daymon	cdaymon@alignedgovernmentservices.com	4075747287	390 N Orange Ave, Orlando, Florida, United States, 32801	Active	Active			
AMERICAN ASSOC FOR EMPLOYMENT IN EDUCATION (/vendor-information/?Id=a3c38473-6c1c-ee11-a8ef-000d3a7b69a4)	Tim Neubert	execdir@aaee.org	6148001722	PO Box 510, Sycamore, Illinois, United States, 60178	Active	Active			
Center for Employment Opportunities, Inc. (/vendor-information/?Id=28c2c273-6c1c-ee11-a8ef-000d3a7b69a4)	Tiffany Miller	charlottefd@ceoworks.org	9012757556	50 Broadway, New York City, New York, United States, 10004	Active	Active			
Employment Practices Counsel Inc (/vendor-information/?Id=2c0ba373-6c1c-ee11-a8ef-000d3a7b69a4)	Lynn Leary	lleary@pcounsel.com	9802071137	1100 S. Mint Street, Charlotte, North Carolina, Mecklenburg, United States, 28203	Active	Active	Certified	Black	
Employment Screening Resources (/vendor-information/?Id=f2039673-6c1c-ee11-a8ef-000d3a7b69a4)	Sherri Justin	sjustin@employmentscreeninginc.com	7045040928	PO Box 410442, Charlotte, North Carolina, Mecklenburg, United States, 28241	Active	Active			

## Vendor Details - eVP

Name	Main Contact Name	Main Contact Email	Main Contact Phone	Main Location Address	eVP Status	NC eProcurement	HUB	HUB Category	NCSBE
Employment Source Inc (DBA ServiceSource) (Vendor-information/?Id=667fbdf0-2682-ee11-a81c-001dd804a490)	Pablo Puente	pablo.puente@servicesource.org	9197856631	600 Ames Street, Fayetteville, North Carolina, Cumberland, United States, 28301	Active	Active			
Express Employment Professionals (Vendor-information/?Id=67c42f1-1149-ef11-a296-001dd8309883)	Wendy Mayo	wendy.mayo@expresspros.com	9197889575	4701 Creedmoor Road #115, Raleigh, North Carolina, Wake, United States, 27612	Active	Active			
FOOTHILLS EMPLOYMENT (Vendor-information/?Id=c6c2a373-8c1c-ee11-a8ef-000d3a7b69a4)	KELLY PRITCHARD	foothillsemployment@charter.net	8287280040	P.O. Box 601, Hudson, North Carolina, Caldwell, United States, 28638	Active	Active			
Grace Mar Training and Employment (Vendor-information/?Id=f65ea84-142b-ee11-a81c-001dd83010e8)	Kenneth Smith	kennysmith@gracemar.us	7042313191	615 E 6th Street Suite, Charlotte, North Carolina, Mecklenburg, United States, 28202	Active	Active	Certified	Black	
KJJ Employment Agency, L.L.C (Vendor-Information/?Id=21a4e0b5-57da-ee11-92bd-001dd8051f55)	Keshla Criss-Basden Criss	KJJEmployment@aol.com	9107475148	912 S Cliffs Circle, Spring Lake, North Carolina, Cumberland, United States, 28390	Active	Active			
Morgan Employment Solutions (Vendor-Information/?Id=d057d2a6-4c7c-ef11-9442-001dd8307ed7)	Charlotte Morgan	cmorgan@grnchapelhill.com	9198861083	406 Hillsborough Rd., Carrboro, North Carolina, Orange, United States, 27510-1338	Active	Active			

Name	Main Contact Name	Main Contact Email	Main Contact Phone	Main Location Address	eVP Status	NC eProcurement	HUB	HUB Category	NCSBE
National Foundation for Unemployment Compensation (/vendor-information/?Id=75dcc273-8c10-ee11-a81c-000d3a7b69e4)	Douglas Holmes	holmesd@uwcstrategy.org	6148052208	121 Saint Julien Street, Worthington, Ohio, United States, 43085	Active	Not Applicable			
NCAPSE (/vendor-information/?Id=f94f5ee-422a-ee11-a81c-001dd83010e8)	Tracey Craven	ncapse@ncapse.org		PO Box 2330, Boone, North Carolina, Watauga, United States, 28607	Active	Active			
Newline Employment Group (/vendor-information/?Id=7e7aa59d-7247-ee11-a81c-001dd806da8b)	Jared Black	jared@newlinegroup.com		8260 NW 27th St Ste 300, Miami, Florida, United States, 33122	Active	Not Applicable			
North Carolina Employment Training Association Inc (/vendor-information/?Id=4ed0ffd7-68f0-ee11-a73e-001dd806eca0)	Malinda Marsh	melmars7309@gmail.com	9844848496	109 N MAIN STREET, RANDLEMAN, North Carolina, Randolph, United States, 27317	Active	Active			
Phoenix Employment Solutions (/vendor-information/?Id=c0b4d5f1-3e08-ef11-a73d-001dd804e0f1)	Rakendra Logan	rlogan@phoenixemploymentsolutions.com	8332417877		Pending	Not Applicable			
Ready For Change Employment Solutions (/vendor-information/?Id=f62b9ad1-c299-ee11-a81c-001dd809cc17)	Deondra Parks	Info@rfcemployment.com	8446756963	108, Charlotte, North Carolina, Mecklenburg, United States, 28273	Active	Active			

Name	Main Contact Name	Main Contact Email	Main Contact Phone	Main Location Address	eVP Status	NC eProcurement	HUB	HUB Category	NCSBE
Southeastern Employment & Training Associations (Vendor-Information/?Id=07c7c273-6c1c-ee11-a8ef-000d3a7b69a4)	Toronda Webb	toronda@seta.org	8646630663	PO Box 92818, Atlanta, Georgia, , United States, 30314	Active	Active			
The Center for Employment Security Education and Research (Vendor-Information/?Id=838341b1-cc20-ee11-a81c-001dd8094eb2)	Meredith Towns	mtowns@naswa.org	2029353234	444 N Capitol St NW, Washington, District of Columbia, , United States, 20001	Active	Not Applicable			
To the Future, Education & Employment Solutions (Vendor-Information/?Id=76c04c93-ea3e-ef11-a296-001dd8309883)	Tyler McCombs	tothefutureees@outlook.com	8284496455	301 S Main St, Catawba, North Carolina, Catawba, United States, 28609	Active	Active			
UWC - Strategic Services on Unemployment & Workers (Vendor-Information/?Id=4bdcc273-6c1c-ee11-a8ef-000d3a7b69a4)	Douglas Holmes	holmesd@uwcsstrategy.org	6148052208	PO Box 1110, Worthington, Ohio, , United States, 43085	Active	Active			

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North Carolina electronic Vendor Portal

Contact Us (<https://eprocurement.nc.gov/contact>)

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## **Leo Carson**

---

**From:** Leo Carson  
**Sent:** Monday, March 10, 2025 12:22 PM  
**To:** betterhope01@aol.com  
**Subject:** Durham County (NC) MBE/WBE Opportunity to Collaborate

Hello Cassandra,

I received your contact information from the North Carolina Electronic Vendor Portal ([Vendor Details · eVP](#)) web site as we are currently in the process of evaluating local certified MBE/WBE providers for the following services:

- a) Employment/recruiting services for a Case Manager to provide a service to the contracted Agency by overseeing an assigned caseload of offenders/defendants who are court ordered to participate in the contracted Justice Services Electronic Monitoring (EM) Program.

### **Job Expectations + Essential Functions**

- Install and remove various electronic monitoring equipment as requested using directed safety precautions.
- Inspect and maintain all monitoring equipment, this includes cleaning equipment.
- Telephone calls to offenders/defendants when needed for program compliance and/or equipment troubleshooting purposes.
- Maintain calibration and repair records for all equipment serviced.
- Shipping and receiving functions for equipment and supplies per established procedures.  
Advise Regional Account Manager and Agency of participants who are not in compliance with their program requirements.
- Keep accurate records of service calls.
- Diagnosis and repair of EM equipment as outlined in company procedures.
- Serve as a liaison between Sentinel and/or another contracted agency, as needed.
- Provide support for service and maintenance of equipment.

Sentinel would provide all required training on the installation/removal/maintenance of equipment and troubleshooting on an ongoing basis to the security officer staff.

If you can provide these services and have an interest in collaborating with Sentinel for this RFP, could please provide me a detailed cost proposal outlining the cost for security officers for up to 40 hours per week and a capabilities overview on your company.

Also, if there is no interest, please respond with a currently not interested response.

If you want to set up a call to discuss, please let me know a good phone number to reach you with a date and time.

Thank you for your time, consideration, and response.

Leo

**LEO CARSON | VICE PRESIDENT STRATEGIC SALES**  
SENTINEL OFFENDER SERVICES, LLC  
1220 N SIMON CIRCLE, UNIT C, ANAHEIM, CA 92806  
P| 704 840 6407 F| 800 327 1178  
E| [LCARSON@SENTINELADVANTAGE.COM](mailto:LCARSON@SENTINELADVANTAGE.COM)

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## Leo Carson

---

**From:** Leo Carson  
**Sent:** Monday, March 10, 2025 12:26 PM  
**To:** lleary@epcounsel.com  
**Subject:** Durham County (NC) MBE/WBE Opportunity to Collaborate

Hello Lynn,

I received your contact information from the North Carolina Electronic Vendor Portal ([Vendor Details · eVP](#)) web site as we are currently in the process of evaluating local certified MBE/WBE providers for the following services:

- a) Employment/recruiting services for a Case Manager to provide a service to the contracted Agency by overseeing an assigned caseload of offenders/defendants who are court ordered to participate in the contracted Justice Services Electronic Monitoring (EM) Program.

### Job Expectations + Essential Functions

- Install and remove various electronic monitoring equipment as requested using directed safety precautions.
- Inspect and maintain all monitoring equipment, this includes cleaning equipment.
- Telephone calls to offenders/defendants when needed for program compliance and/or equipment troubleshooting purposes.
- Maintain calibration and repair records for all equipment serviced.
- Shipping and receiving functions for equipment and supplies per established procedures.  
Advise Regional Account Manager and Agency of participants who are not in compliance with their program requirements.
- Keep accurate records of service calls.
- Diagnosis and repair of EM equipment as outlined in company procedures.
- Serve as a liaison between Sentinel and/or another contracted agency, as needed.
- Provide support for service and maintenance of equipment.

Sentinel would provide all required training on the installation/removal/maintenance of equipment and troubleshooting on an ongoing basis to the security officer staff.

If you can provide these services and have an interest in collaborating with Sentinel for this RFP, could please provide me a detailed cost proposal outlining the cost for security officers for up to 40 hours per week and a capabilities overview on your company.

Also, if there is no interest, please respond with a currently not interested response.

If you want to set up a call to discuss, please let me know a good phone number to reach you with a date and time.

Thank you for your time, consideration, and response.

Leo

**LEO CARSON** | VICE PRESIDENT STRATEGIC SALES  
SENTINEL OFFENDER SERVICES, LLC  
1220 N SIMON CIRCLE, UNIT C, ANAHEIM, CA 92806  
P | [704 840 6407](#) F | [800 327 1178](#)  
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## Leo Carson

---

**From:** lynn.leary@epcounsel.com  
**Sent:** Tuesday, March 11, 2025 6:11 PM  
**To:** Leo Carson  
**Subject:** {Spam?} RE: {Spam?} RE: Durham County (NC) MBE/WBE Opportunity to Collaborate

You don't often get email from lynn.leary@epcounsel.com. [Learn why this is important](#)

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So sorry, I completely misread the email. Our fee for sourcing and recruiting as your sub-contractor and place would be 25% of annual salary. We generally include background check and drug testing in that fee.



**Lynn S. Leary**  
Employment Practices Counsel, Inc.

[\(980\) 207-1137](#) | [www.epcounsel.com](#) | [lynn.leary@epcounsel.com](mailto:lynn.leary@epcounsel.com)  
[1100 S. Mint Street, Suite 104, Charlotte NC 28203](#)



**From:** Leo Carson <lcarson@sentrineladvantage.com>  
**Sent:** Monday, March 10, 2025 3:29 PM  
**To:** lynn.leary@epcounsel.com  
**Subject:** RE: {Spam?} RE: Durham County (NC) MBE/WBE Opportunity to Collaborate

Thank you for your response - Please see corresponding responses in **bold red print** below.

Thank you in advance - Please advise,

Leo

**LEO CARSON** | VICE PRESIDENT STRATEGIC SALES  
SENTINEL OFFENDER SERVICES, LLC  
1220 N SIMON CIRCLE, UNIT C, ANAHEIM, CA 92806  
P| [704 840 6407](#) F| [800 327 1178](#)  
E| [LCARSON@SENTINELADVANTAGE.COM](mailto:LCARSON@SENTINELADVANTAGE.COM)  
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**From:** [lynn.leary@epcounsel.com](mailto:lynn.leary@epcounsel.com) <[lynn.leary@epcounsel.com](mailto:lynn.leary@epcounsel.com)>  
**Sent:** Monday, March 10, 2025 1:16 PM  
**To:** Leo Carson <[lcarsen@sentineladvantage.com](mailto:lcarsen@sentineladvantage.com)>  
**Subject:** {Spam?} RE: Durham County (NC) MBE/WBE Opportunity to Collaborate

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We are always happy to collaborate. We are unfamiliar with the equipment referenced in the Job Expectations + Essential Functions. This would require training for us to be of assistance with those duties. We can certainly assist in the more administrative aspects such as:

- Telephone calls to offenders/defendants when needed for program compliance and/or equipment troubleshooting purposes.
- Maintain calibration and repair records for all equipment serviced.
- Shipping and receiving functions for equipment and supplies per established procedures.  
Advise Regional Account Manager and Agency of participants who are not in compliance with their program requirements.
- Keep accurate records of service calls.

In order to provide a cost quote, please advise as to:

- how many offenders are being monitored. **Approximately 75 as an average daily population however, one (1) security officer for up to 40 hours per week staffing is all that should be included in your quote – Sentinel will provide all equipment/supplies**
- How many pieces of equipment are involved? **Approximately 75 as an average daily population however, one (1) security officer for up to 40 hours per week staffing is all that should be included in your quote – Sentinel will provide all equipment/supplies**
- What additional supplies are involved **Staffing is all that should be included in your quote – Sentinel will provide all equipment/supplies**

Lynn S. Leary  
EPC  
(980) 207-1137

**From:** Leo Carson <[lcarsen@sentineladvantage.com](mailto:lcarsen@sentineladvantage.com)>  
**Sent:** Monday, March 10, 2025 12:26 PM  
**To:** [lleary@epcounsel.com](mailto:lleary@epcounsel.com)  
**Subject:** Durham County (NC) MBE/WBE Opportunity to Collaborate

Hello Lynn,

I received your contact information from the North Carolina Electronic Vendor Portal ([Vendor Details - eVP](#)) web site as we are currently in the process of evaluating local certified MBE/WBE providers for the following services:

- a) Employment/recruiting services for a Case Manager to provide a service to the contracted Agency by overseeing an assigned caseload of offenders/defendants who are court ordered to participate in the contracted Justice Services Electronic Monitoring (EM) Program.

#### Job Expectations + Essential Functions

- Install and remove various electronic monitoring equipment as requested using directed safety precautions.

- Inspect and maintain all monitoring equipment, this includes cleaning equipment.
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- Keep accurate records of service calls.
- Diagnosis and repair of EM equipment as outlined in company procedures.
- Serve as a liaison between Sentinel and/or another contracted agency, as needed.
- Provide support for service and maintenance of equipment.

Sentinel would provide all required training on the installation/removal/maintenance of equipment and troubleshooting on an ongoing basis to the security officer staff.

If you can provide these services and have an interest in collaborating with Sentinel for this RFP, could please provide me a detailed cost proposal outlining the cost for security officers for up to 40 hours per week and a capabilities overview on your company.

Also, if there is no interest, please respond with a currently not interested response.

If you want to set up a call to discuss, please let me know a good phone number to reach you with a date and time.

Thank you for your time, consideration, and response.

Leo

**LEO CARSON** | VICE PRESIDENT STRATEGIC SALES  
 SENTINEL OFFENDER SERVICES, LLC  
 1220 N SIMON CIRCLE, UNIT C, ANAHEIM, CA 92806  
 P | 704 840 6407 F | 800 327 1178  
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## Leo Carson

---

**From:** Leo Carson  
**Sent:** Monday, March 10, 2025 12:28 PM  
**To:** sjustin@employmentscreeninginc.com  
**Subject:** Durham County (NC) MBE/WBE Opportunity to Collaborate

Hello Sherri,

I received your contact information from the North Carolina Electronic Vendor Portal ([Vendor Details · eVP](#)) web site as we are currently in the process of evaluating local certified MBE/WBE providers for the following services:

- a) Employment/recruiting services for a Case Manager to provide a service to the contracted Agency by overseeing an assigned caseload of offenders/defendants who are court ordered to participate in the contracted Justice Services Electronic Monitoring (EM) Program.

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- Provide support for service and maintenance of equipment.

Sentinel would provide all required training on the installation/removal/maintenance of equipment and troubleshooting on an ongoing basis to the security officer staff.

If you can provide these services and have an interest in collaborating with Sentinel for this RFP, could please provide me a detailed cost proposal outlining the cost for security officers for up to 40 hours per week and a capabilities overview on your company.

Also, if there is no interest, please respond with a currently not interested response.

If you want to set up a call to discuss, please let me know a good phone number to reach you with a date and time.

Thank you for your time, consideration, and response.

Leo

**LEO CARSON | VICE PRESIDENT STRATEGIC SALES**  
SENTINEL OFFENDER SERVICES, LLC  
1220 N SIMON CIRCLE, UNIT C, ANAHEIM, CA 92806  
P| [704 840 6407](tel:7048406407) F| [800 327 1178](tel:8003271178)  
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## Leo Carson

---

**From:** Leo Carson  
**Sent:** Monday, March 10, 2025 12:34 PM  
**To:** wendy.mayo@expresspros.com  
**Subject:** Durham County (NC) MBE/WBE Opportunity to Collaborate

Hello Wendy,

I received your contact information from the North Carolina Electronic Vendor Portal ([Vendor Details · eVP](#)) web site as we are currently in the process of evaluating local certified MBE/WBE providers for the following services:

- a) Employment/recruiting services for a Case Manager to provide a service to the contracted Agency by overseeing an assigned caseload of offenders/defendants who are court ordered to participate in the contracted Justice Services Electronic Monitoring (EM) Program.

### Job Expectations + Essential Functions

- Install and remove various electronic monitoring equipment as requested using directed safety precautions.
- Inspect and maintain all monitoring equipment, this includes cleaning equipment.
- Telephone calls to offenders/defendants when needed for program compliance and/or equipment troubleshooting purposes.
- Maintain calibration and repair records for all equipment serviced.
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- Diagnosis and repair of EM equipment as outlined in company procedures.
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- Provide support for service and maintenance of equipment.

Sentinel would provide all required training on the installation/removal/maintenance of equipment and troubleshooting on an ongoing basis to the security officer staff.

If you can provide these services and have an interest in collaborating with Sentinel for this RFP, could please provide me a detailed cost proposal outlining the cost for security officers for up to 40 hours per week and a capabilities overview on your company.

Also, if there is no interest, please respond with a currently not interested response.

If you want to set up a call to discuss, please let me know a good phone number to reach you with a date and time.

Thank you for your time, consideration, and response.

Leo

**LEO CARSON | VICE PRESIDENT STRATEGIC SALES**  
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1220 N SIMON CIRCLE, UNIT C, ANAHEIM, CA 92806  
P | [704 840 6407](tel:7048406407) F | [800 327 1178](tel:8003271178)  
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**Leo Carson**

---

**From:** Mayo, Wendy H. <Wendy.Mayo@ExpressPros.com>  
**Sent:** Monday, March 10, 2025 12:35 PM  
**To:** Leo Carson  
**Subject:** Automatic reply: Durham County (NC) MBE/WBE Opportunity to Collaborate

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I am out the office until March 10 at Express International Leadership Conference in Dallas. I will have access to email but may delayed in responding. If you need immediate assistance you can reach Christine Holmes in my Raleigh office at 919-788-9575 or Beth Gonzalez in my Wilmington office at 910-392-2300.

## Leo Carson

---

**From:** Leo Carson  
**Sent:** Monday, March 10, 2025 12:38 PM  
**To:** cmorgan@grnchapelhill.com  
**Subject:** Durham County (NC) MBE/WBE Opportunity to Collaborate

Hello Charlotte,

I received your contact information from the North Carolina Electronic Vendor Portal ([Vendor Details · eVP](#)) web site as we are currently in the process of evaluating local certified MBE/WBE providers for the following services:

- a) Employment/recruiting services for a Case Manager to provide a service to the contracted Agency by overseeing an assigned caseload of offenders/defendants who are court ordered to participate in the contracted Justice Services Electronic Monitoring (EM) Program.

### Job Expectations + Essential Functions

- Install and remove various electronic monitoring equipment as requested using directed safety precautions.
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- Maintain calibration and repair records for all equipment serviced.
- Shipping and receiving functions for equipment and supplies per established procedures.
- Advising Regional Account Manager and Agency of participants who are not in compliance with their program requirements.
- Keep accurate records of service calls.
- Diagnosis and repair of EM equipment as outlined in company procedures.
- Serve as a liaison between Sentinel and/or another contracted agency, as needed.
- Provide support for service and maintenance of equipment.

Sentinel would provide all required training on the installation/removal/maintenance of equipment and troubleshooting on an ongoing basis to the security officer staff.

If you can provide these services and have an interest in collaborating with Sentinel for this RFP, could please provide me a detailed cost proposal outlining the cost for security officers for up to 40 hours per week and a capabilities overview on your company.

Also, if there is no interest, please respond with a currently not interested response.

If you want to set up a call to discuss, please let me know a good phone number to reach you with a date and time.

Thank you for your time, consideration, and response.

Leo

**LEO CARSON | VICE PRESIDENT STRATEGIC SALES**  
SENTINEL OFFENDER SERVICES, LLC  
1220 N SIMON CIRCLE, UNIT C, ANAHEIM, CA 92806  
P | [704 840 6407](#) F | [800 327 1178](#)  
E | [LCARSON@SENTINELADVANTAGE.COM](mailto:LCARSON@SENTINELADVANTAGE.COM)

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*weather, Contractor will notify designated County staff of any violations that warrant an immediate response (new arrests, strap tampers, communication loss and battery critical escalates).*

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Sentinel's staff will verify unauthorized absences and late arrivals, tampering, equipment malfunctions by attempting to contact the defendants by telephone and by sending audible messages via the transmitter warranting acknowledgment and a response from the client. If during normal business hours, Sentinel's staff will notify the designated County staff of attempts made to contact the defendants using the staff's selected options and schedule by telephone, fax, pager notification, or email (or all these methods, if selected). If during business hours the electronic methods of contacting the client are unsuccessful, Sentinel's staff will attempt a field contact with the assigned case manager, at the last known location to attempt to regain compliance provided the environment is deemed safe enough for Sentinel's staff to do so. If the client allows the equipment to remain uncharged resulting in a loss of signal, Sentinel's staff will provide Pretrial Staff of the last known location so that documentation can be secured to return the client to the detention facility. A report of all violations will be prepared and sent to Pretrial Services via email or fax by 10am each business day or upon first availability if the office is closed. After business hours, during holidays or during inclement weather, Sentinel's staff will notify designated County staff of any violations that warrant an immediate response (new arrests, strap tampers, loss of communication and critical battery escalates).

**—IMPORTANT SENTINEL ADVANTAGE—**

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

**—IMPORTANT SENTINEL ADVANTAGE—**

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

- + **Automated Template Voice Commands** (Charge Your Device as Directed, Charging Has Begun, Charging Has Stopped, and Battery Warning/Battery Alert) that can be managed at the master level or sub-agency level
- + **Automated / Officer-initiated on-demand communications**, including:
  - Audible Beep
  - 90+ Decibel Siren, proven to be very helpful to field officers
  - Vibration
  - Multi-color LED light
  - **Custom Audible Communications in 19 languages**

When a communication is sent to the device, the DNA monitoring system logs the event action with a date and time stamp indicating when the command was sent. **When the participant receives the**

**communication, he/she touches the acknowledgement sensor on the front of the device indicating receipt of the signal.** If they fail to touch the sensor, the device will continue to flash, vibrate, and/or beep for sixty (60) seconds. Once the participant touches the acknowledgement sensor, the light flash, vibration, or beeping will cease, and the DNA web-based system will log that the participant acknowledged the command with a date and time stamp indicating when the acknowledgement sensor was touched. The vibration or audible beep features can also be used as a direct contact mechanism with the participant by informing them at the time of enrollment that the vibration or beep is to be considered directions to contact the officer as soon as possible.

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*26. Upon receipt of strap/body tamper Contractor will attempt to call the client initially. If unable to reach the client by telephone an audible message will be sent. If a response is received and the tamper can be cleared immediately, Contractor will execute whatever measures necessary to clear the violation. If a telephone resolution is not possible, Contractor will respond with the assigned case manager, to the last known location of the client to attempt to locate and restore service of the unit. If it is determined that the equipment has been removed or tampered with and the client is present, the equipment will be restored, and County staff notified. If the client is no longer available for supervision and has thereby absconded, the designated County staff will be notified immediately.*

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Upon receipt of strap/body tamper Sentinel staff will initially attempt to call the client. If unable to reach the client by telephone, Sentinel staff will send an audible message. If a response is received and the tamper can be cleared immediately, Sentinel staff will execute whatever measures necessary to clear the violation. If a telephone resolution is not possible, Sentinel staff will respond with the assigned case manager to the last known location of the client to attempt to locate and restore service of the unit. If it is determined that the equipment has been removed or tampered with and the client is present, the equipment will be restored, and Sentinel will notify County staff. If the client is no longer available for supervision and has thereby absconded, the designated County staff will be immediately notified.

**—IMPORTANT SENTINEL ADVANTAGE—**

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

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*27. Any equipment in the offender's home shall be installed and removed by the Contractor accompanied by the assigned case manager. Equipment installed in offenders' homes shall be capable of communicating with a monitoring center 24 hours a day/ 7 days a week. The monitoring equipment that the Contractor proposes shall be of the latest technology available from the manufacturer of the equipment and updated as appropriate during the contract period.*

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Any equipment that requires installation in the offender's home will be installed and removed by the Sentinel Project Manager accompanied by the assigned case manager. The equipment installed will communicate with the Sentinel monitoring center 24 hours a day, seven (7) days a week.

All proposed equipment is the latest model of equipment provided by Sentinel. As a provider of electronic monitoring and tracking equipment, we are required to stay at the forefront of technology to ensure we maintain our competitive advantage. This drive for enhanced products and any future modifications will benefit the Department as Sentinel offers new features and enhancements at no cost. Furthermore, Sentinel offers the Department upgrades and revisions to our proposed monitoring application at no additional cost during the contract period.

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*28. The contractor shall maintain replacement parts adequate for the proper provision of on-call service on a 24-hour, 7 days per week basis.*

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Sentinel will maintain replacement parts adequate for the proper provision of on-call service on a 24-hour, 7 days per week basis. Sentinel's Project Manager will support the logistical and equipment related tasks for this program. **Our Project Manager is required to maintain the equipment for use at all times.**

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*29. Contractor shall be responsible for disconnecting and terminating the service at a participant's location within 24 hours of notification by the County or Courts or upon first availability.*

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Sentinel will disconnect and terminate the service at a participant's location within 24 hours of notification by the County or Courts or upon first availability.

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## BIOGRAPHICAL SKETCHES OF CORPORATE SUPPORT PERSONNEL

Below we have provided brief descriptions of the Sentinel Corporate Staff and Support Personnel who will provide ancillary services for the program under the supervision of the Justice Services Department of Pretrial Services.

### **LEO CARSON** | Vice President Strategic Sales

As Vice President Strategic Sales, Mr. Carson brings Sentinel over 36 years of direct experience in the electronic monitoring industry with proven sales performance to the government corrections sector. Prior to joining G4S Justice Services and transitioning to Sentinel Offender Services through the acquisition, Mr. Carson was the Interim President and Vice President of Sales for Digital Technologies 2000 (formally Digital Products Corporation), a provider of electronic monitoring equipment and services to the government corrections sector. At DPC, his responsibilities included the development of sales and marketing strategy, product demonstration, management of the RFP response process, account management / implementation, and management of the company's sales force and nationwide VAR network. Prior to DPC, Mr. Carson held various technical, sales and management positions within the government defense technology sector. Mr. Carson is an honors graduate in electronic technologies from the Ohio Institute of Technology. Mr. Carson is responsible for the Business Development of this program. His responsibilities include:

- + Support and liaison status throughout the solicitation response and contract negotiation phases between the agency and Sentinel's corporate office;
- + Corporate contract oversight for the agency's programs and purchasing department; and
- + Aiding in the post-award implementation and transition phases for this contract.

### **DARIN SIMION** | Senior Regional Account Manager

Mr. Simion's career began in 2004 working for Marion County Community Corrections (Indiana) as a field officer managing a caseload of 300 home detention and pretrial offenders. He has been involved in implementation and supervision of more than 35 agency-run monitoring programs nationwide. He has held several positions including Community Corrections Officer, Trainer, and Electronic Monitoring Specialist. He has extensive experience with authoring and delivery of agency training. In 2007, Mr. Simion joined the Sentinel team as a Regional Account Manager. He manages a portfolio of services that includes customer logistics, training, and consultancy. For this program, Mr. Simion will:

- + Conduct training and oversee the transition and implementation of the program;
- + Supervise all onsite personnel hired to provide services to the agency; and
- + Be responsible for daily, weekly, and monthly reviews of inventory reports, training agency personnel on equipment installation/removal, and completion of any required Key Performance Indicator (KPI) reports as per the contract.

### **SENTINEL PROJECT MANAGER**

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

Sentinel has high standards for hiring locally based staff for performing installation/removal services. To qualify, candidates must pass a criminal background screening, drug testing, have strong interpersonal and written skills and preferably hold a degree or requisite experience in electronic monitoring or a related offender management field with preference also placed on individuals with bilingual skills.

Upon notice-to-enroll a participant into the electronic monitoring program, Sentinel's on-site Project Manager will conduct orientations to ensure participants fully understand the terms and conditions of the program. The orientations are a key part of the process since all program rules and regulations are explained to the participants at this time. As required by the Department, participants will be given an agreement (form to be provided by the Department) with all regulations which will be signed to acknowledge their acceptance of the terms of program participation. All documentation used for this program will be submitted to the Department for its approval prior to use with participants. As part of the orientation, our Project Manager will create an orientation report that contains all program details that were reviewed with the participant, which is signed by both the Project Manager and the participant.

During the Orientation / Enrollment appointment, the Sentinel Project Manager will be responsible for the installation of equipment. Upon completing the program orientation, the Sentinel Project Manager will explain the use of the equipment and install the equipment on the participant. The participant's file will contain the ID numbers for all equipment that is issued to the participant for all future references in addition to the required demographic data for the participant and an identification photo of the participant. The Sentinel Project Manager will also maintain all active and shelf equipment to ensure operation; the Sentinel Project Manager will maintain active communication with Sentinel's warehouse to ensure prompt replacement or restocking of equipment.

**DARRYL MARTIN | Chief Operating Officer**

Mr. Martin possesses over 30 years of direct experience in the electronic monitoring industry. His prior experience includes eight (8) years at Digital Products Corporation followed by nine (9) years at Sentinel Offender Services, where he served as Vice President and General Manager. In 2007, he transitioned his career to G4S Justice Services and held executive level responsibility for that company's nationwide monitoring centers, customer and technical support, and internal operations before becoming its president. In 2012, Mr. Martin assumed the role of Chief Operating Officer of Sentinel Offender Services, LLC, through Sentinel's acquisition of G4S Justice Services. As Chief Operating Officer, Mr. Martin maintains executive responsibility for Sentinel's internal, logistical, and field operations, which include the company's network of field offices that specialize in community-based case management programs designed to aid program participants. Mr. Martin received his Bachelor's degree in Organizational Leadership from Chapman University and received his MBA in Business Administration from the University of Redlands.

**MELISSA STARR | Senior Vice President of Field Operations**

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

With a focus on the development of Standard Operating Procedures (SOP), attention to Key Performance Indicators (KPI) and relationship building, the Field Operations Team strives to make use of Sentinel's spectrum of services to assist our customers in realizing efficiencies, cost savings and freeing up much needed government resources. As subject matter experts in electronic monitoring supervision and reentry, her team takes a consultative approach to account management to ensure that the design of the program is

in line with the goals of the agency. Additionally, this team utilizes their experience in the industry and their relationships with our customers to introduce advanced technologies and services into existing programs to grow brand loyalty and revenue through a spectrum of services offering.

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

#### **MYRIAM MONTALVO-SUNGA** | Director Logistics Operations

Mrs. Montalvo-Sunga joined Sentinel in 2016 and has held various roles in Sentinel's National Monitoring Center during her tenure. As Help Desk Supervisor, she was responsible for Tier-1 customer support delivery, supervising a team of seven (7) technicians, driving changes and results related to ISO certification maintenance, and identifying trends involving product and system performance. Prior to Mrs. Montalvo-Sunga's appointment as Help Desk Supervisor, she was a Help Desk Lead and responsible for Help Desk personnel performance, investigating and reporting abnormalities with Sentinel's products and Services, and delivering operational efficiencies. She earned her Bachelor's of Arts degree from the University of California at Los Angeles in 2014.

In December of 2024, Mrs. Montalvo-Sunga was promoted to Director Logistics Operations. In her new role, she oversees the full life cycle of Sentinel's assigned products by managing the assembly, repairs, warehousing, and disposal of electronic monitoring devices and related accessories, and processing the procurement, distribution, allocation, and delivery based on contract terms and corporate planning. She analyzes and coordinates logistical operations, including raw materials, production, equipment repairs, consumables, and fixed asset inventories, to ensure efficient and cost-effective supply chain management across the product lines and organization. As Director Logistics Operations, Mrs. Montalvo-Sunga is primarily responsible for:

- + Leading Sentinel's Equipment Services, Fulfillment, and Warehouse teams.
- + Overseeing company operations related to the acquisition, repair, distribution, warehousing, and disposal of raw materials, consumables, and fixed assets.
- + Supervision physical inventory count operations as scheduled by the Finance Department, external auditors, or management.

- + Managing third party relationships including contract manufacturers, equipment repair centers, and suppliers of electronic monitoring equipment and consumables.
- + Planning, organizing, and executing logistics support activities such as maintenance planning, repair (RMA) analysis, and test equipment requirements.
- + Delivering efficient and cost-effective supply chain management and operational efficiencies.

#### **CHRISTY SUAZO | National Service Center Director and Custodian of Records**

Mrs. Suazo has been involved in internal operations for the electronic monitoring industry since 2009. Mrs. Suazo began her electronic monitoring career with G4S Judicial Services as a Dispatcher, Monitoring Center Operator, and a Help Desk Technician. In 2012, she joined the Sentinel team, and her responsibilities have continued to expand and have included roles as Help Desk Supervisor, Monitoring Center Manager, and now as National Service Center Director, overseeing Sentinel's Monitoring Center and Help Desk operations, as well as Custodian of Records since 2018. As part of Mrs. Suazo's regular duties, she maintains custody and control of the original records of Sentinel Offender Services, LLC. Mrs. Suazo is required to attest to the truth and accuracy of the records that can include but are not limited to the original memorandums, reports, records, data compilations or other business records maintained by Sentinel as regular practice in the course of the regularly conducted activities of Sentinel.

As the National Service Center Director, Mrs. Suazo is responsible for the day-to-day supervision and management of the National Monitoring Center and other functional departments. As a member of the Operations management team, Mrs. Suazo participates in the strategic planning process, develops and manages budgets, implements and manages organizational change, and determines the financial impact of management decisions. In addition, she is responsible for leading the National Service Center team to ensure that all terms and conditions of Sentinel customer contracts are met. In this capacity, she assists in the successful resolution of difficult and/or complex customer issues or problems that have been escalated. Mrs. Suazo's primary duties and responsibilities include:

- + Developing, managing, motivating and leading a customer service team to create a definitive value-add for our customers (internal and external) and a distinct differentiator from our competition. Initiating recruitment and development programs that establish team members as experts in our industry and ensuring that they are perceived as such by all Sentinel customers.
- + Establishing, investigating and resolving issues while producing timely management reports related to Key Performance Indicators (KPI) for assigned areas of responsibility and related positions. Identifying trends, patterns, and priorities relating to Key Performance Indicators and other performance measurements.
- + Identifying and mitigating any risks relating to the monitoring of financial service operations and equipment.
- + Designing collection programs that permit Sentinel employees to effectively collect outstanding fines, fees, and restitution from program participants. Reviewing records to identify delinquent account records that require collection action.

- + Supervising and coordinating the activities of employees engaged in collecting fines, fees, and restitution from program participants. Creating and managing spreadsheets/management information showing the progress of collection activities.
- + Developing, implementing, monitoring, and testing appropriate processes to facilitate contract compliance and customer satisfaction.
- + Identifying and implementing policies and procedures to improve the quality and efficiency of Sentinel's 24/7/365 National Service Center delivery of service to customers.
- + Proactively monitoring and managing communication routes between the customer and assigned internal or external operational contacts thereby ensuring that service is compliant with contractual obligations.
- + Diagnosing, resolving, or escalating advanced electronic monitoring hardware and software issues while staying current with technological trends related to hardware and software applications offered by Sentinel. Staying abreast of current news, system information, problems, changes and updates relevant to our internal and external user community.
- + Responding to internal and external customer requests via telephone, email, via remote access or in-person in a timely and professional manner.

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## TRAINING PLAN AND SAMPLE CURRICULUM

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, 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 ensure that all staff members are fully and properly trained.

Sentinel's training philosophy for our instructor-led courses can be a combination of respondent training as well as train-the-trainer if so desired by the County. We work to provide all training for our customers based on their individual program needs and thus will work with the County to develop and deliver a training format that provides the best solution for each training location. Sentinel's standard training minimally includes the following items: installation and de-installation of equipment; use of web-based information system including procedures for enrollment and curfew changes; troubleshooting monitoring problems; and any additional training as needed to remain current on monitoring equipment and web-based information system. Training is offered for the life of the program as outlined in the monitoring services agreement at no additional cost.

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

In addition to the initial training and set up process with representatives onsite at the agency program location(s), the Sentinel Training Department offers webinar training sessions for customers and staff on an ongoing basis. Webinars are offered for all technologies and services including those proposed herein. It is important to note that Sentinel's webinar training sessions involve interactive voice plus visual contact with a live Sentinel expert trainer, therefore Department trainees can ask questions and engage in discussion with the trainer as part of any webinar.

Once Sentinel management and County management have executed a contract and agreed upon program guidelines, notifications, and parameters, Sentinel will arrange for a mutually beneficial initial training session at times and locations to be determined by the County. In Sentinel's experience, training should be conducted in near proximity to the intended program start date and should be very thorough to ensure that all Department personnel are completely comfortable and knowledgeable in using the proposed equipment and systems prior to program transition.

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

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

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

Sentinel offers training sessions that are scheduled based upon officer availability with training class sizes determined by the number of officers available to attend a training session and accessible training facilities. Sentinel will supply all materials, including instructions, training materials and equipment for training, to be used by Department personnel at no additional cost. Sentinel places emphasis on practical experiential learning, because it has shown this provides the greatest opportunity for the development of practical skills and device and web-based information system knowledge. In addition, as directed by contractual procedures, Sentinel will provide additional training for officers working more directly with the electronic monitoring program, as needed.

Training is typically provided in a classroom setting for officers to wear / experience the equipment, if desired. Training will be conducted during the hours requested by the County. Though tailored for the specific program needs of the Department, Sentinel's general training outline for GPS tracking consists of:

SENTINEL TRAINING ELEMENTS – GPS EQUIPMENT / WEB-BASED INFORMATION SYSTEM			
08:00 AM	08:15 AM		Introductions
08:15 AM	10:00 AM		<ul style="list-style-type: none"><li>How to Access the Monitoring System (handout)</li><li>How to Add a Participant to the System (handout)</li><li>Program Types</li><li>How to Search for a Participant in the System (handout)</li><li>Navigating the System</li></ul>
10:00 AM	10:15 AM		<b>BREAK</b>
10:15 AM	12:30 PM		<ul style="list-style-type: none"><li>GPS Tracking</li><li>+ Introduction to GPS Tracking Devices</li><li>+ Parts of the GPS Tracking Devices</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>+ Scheduling</li><li>+ GPS Tracking Devices Shutdown</li><li>+ Cleaning the GPS Tracking Devices</li></ul>
12:30 PM	01:30 PM		<b>LUNCH</b>
01:30 PM	03:00 PM		GPS Tracking (continued)

<b>03:00 PM</b>	<b>03:15 PM</b>	<b><i>BREAK</i></b>
03:15 PM	04:30 PM	Web-based Information System & Equipment Review and Q&A
04:30 PM	05:00 PM	Web-based Information System & Equipment Exam
<b>SENTINEL TRAINING ELEMENTS – GPS EQUIPMENT / WEB-BASED INFORMATION SYSTEM (CONTINUED)</b>		
08:00 AM	09:00 AM	Review from DAY 1 <ul style="list-style-type: none"> <li>+ How to Log into the System</li> <li>+ How to Add a Participant into the System</li> </ul>
09:00 AM	09:30 AM	Review - How to Search for a Participant in the System <ul style="list-style-type: none"> <li>+ List Query</li> <li>+ Search Tool</li> </ul>
09:30 AM	10:30 AM	Review – Current Status Screen Review Data from Test Units Taken Home Overnight <ul style="list-style-type: none"> <li>+ Events interpretations</li> <li>+ How to read the location screens</li> <li>+ How to use the tools on the mapping screens</li> <li>+ How to Properly End of Service (EOS) - Remove From System - Equipment</li> </ul>
<b>10:30 AM</b>	<b>10:45 AM</b>	<b><i>BREAK</i></b>
10:45 AM	11:15 AM	Review - Configuration Screens <ul style="list-style-type: none"> <li>+ Set Up Equipment Configuration</li> <li>+ Set Up Events</li> </ul>
11:15 AM	11:45 AM	Review - GPS Zones <ul style="list-style-type: none"> <li>+ How to Find an Address Using the System Search Tool</li> <li>+ Circle and Polygon Zones</li> <li>+ Inclusion and Exclusion Zones</li> </ul>
11:45 AM	12:30 PM	GPS Schedules <ul style="list-style-type: none"> <li>+ Weekly and Calendar Day Schedules</li> <li>+ No Zone, Do Not Care, or Must Be In</li> </ul>
<b>12:30 PM</b>	<b>01:30 PM</b>	<b><i>LUNCH</i></b>
01:30 PM	02:00 PM	GPS Schedules (continued)
<b>02:00 PM</b>	<b>02:15 PM</b>	<b><i>BREAK</i></b>
02:15 PM	03:45 PM	Data Management (continued) <ul style="list-style-type: none"> <li>+ Track Schedule Changes</li> </ul>

			<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>Report System</p> <ul style="list-style-type: none"><li>+ System Reports</li><li>+ Web Reports</li></ul>
03:45 PM	04:15 PM		Web-based Information System & Equipment Review and Q&A
04:15 PM	04:45 PM		Web-based Information System & Equipment Exam
04:45 PM	05:00 PM		Sentinel EVALUATIONS

## OM500 SPECIFICATIONS

The OM500 GPS tracking unit is both the transmitter and receiver of information in one unit. It is equipped with onboard processing capabilities and communicates with the host system via Verizon or the AT&T LTE networks. The unit allows customized tracking and reporting intervals to be assigned at the participant level and contains a non-volatile onboard memory for when the unit cannot communicate with the host system. The OM500 is equipped with three (3) location technologies (GPS, Wi-Fi, Cellular) to ensure that program participants are continually tracked, even in the absence of satellite signals. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7. Using a geographic Home Zone, the system ensures the participant's compliance with curfew or home detention restrictions.

**Make and Model** | Sentinel Offender Services, LLC, OM500

**Type** | One-piece GPS tracking device

**FCC Certified** | TS5-WP76-OM500

**Dimensions** | 3.9" x 2.6" x 1.5"; 5 oz without strap

**Battery Life** | 5+ days on a full charge on a standard rate plan; rechargeable Lithium-ion battery with an agency-definable threshold for low battery alerts for participants (e.g., 20% remaining) - the OM500 is configured to automatically vibrate, beep, and/or provide an audible voice reminder

**Charging Time** | 30 minutes per day via standard AC electrical outlet

**Storage** | 10 days; transmitted upon restoration of communications, in historical order with date and time stamp

**Waterproof Capabilities** | 1 atmosphere, or 33 feet; IP67 certified and IP68-compliant

**Tamper Detection** | fiberoptic strap design; device case; backplate

**Reporting Intervals** | Agency-defined for each participant; can be remotely programmed to a variety of different transmission rate plans, as intensive as tracking at one (1) point per minute and reporting the information every one (1) minute as well as a less intense plan that tracks one (1) point per minute and reports the information every ten (10) minutes. Other reporting intervals are also available based on agency preferences and can be established upon award during the negotiation process. It is important to note that regardless of the reporting interval setting, alerts such as Tampers and Exclusion Zone Violations are always reported immediately. It is also important to note that, when in an Exclusion Zone or while in Pursuit Mode, the OM500 devices increase their acquisition timers and collect location information every fifteen (15) seconds then report the data to the web-based information system every thirty (30) seconds.

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The OM500 offered by Sentinel is a sleek, one-piece GPS tracking device that employs GPS, WiFi, and Cellular location tracking technologies to effectively monitor a participant's movement throughout the community. The device allows agency personnel to communicate with participants through the use of audio messaging, vibrations, and tones. The OM500 utilizes quick charge technology and offers industry leading battery performance.



## ESSENTIAL FEATURES

- One-piece design, tool-free installation
- Reusable, fiber-optic strap and Optional Cut Resistant strap
- Tamper detection by fiber-optic strap and backplate removal
- Tracks indoors and GPS-impaired environments for greater accuracy
- Participant acknowledgement sensor
- Audio Siren 90+ decibel
- Cellular, satellite, and Wi-Fi signals for precision tracking
- Verizon and AT&T LTE Networks
- Rapid, rotating magnetic charger
- Participant communications via tone, vibration, and voice
- Extended battery life that exceeds five days on a single charge
- Waterproof, dishwasher safe, and exceeds IP68 standards



At the Core of What We Do.

SentinelDNA is the intelligent offender management platform with advanced analytics. SentinelDNA provides single-screen access to our comprehensive set of products and services.

GPS and RF Electronic Monitoring \* Remote Alcohol Testing \* Substance Abuse Screening  
Domestic Violence Monitoring \* Cognitive Skills Training \* Full-Service Offender Management.

Call today to request a free demonstration or customized solution.

P| 800 589 6003 | [SALES@SENTINELADVANTAGE.COM](mailto:SALES@SENTINELADVANTAGE.COM) | [WWW.SENTINELADVANTAGE.COM](http://WWW.SENTINELADVANTAGE.COM)

SentinelDNA™ is the offender management platform that enables corrections agencies to monitor all of their program activities from any device. Users create customized dashboards for activity tracking, robust case management, inventory management, and advanced analytics.

Supervising officers can manage every aspect of a participant's case through a single screen. GPS tracking, electronic monitoring, remote alcohol testing, community based programs, and full service offender management are all accessible at the click of a button to handle even the largest caseloads.

Advanced Data Analytics allow you to take offender management to the next level. Make better, more well informed decisions with SentinelDNA.



**SENTINEL|DNA**  
AT THE CORE OF WHAT WE DO.

#	Name	# ID	Type	Equipment	Compliance	WB Battery
1	Doe, Jane	ID900422	GPS3	●	●	● 100%
2	Doe, John	ID900423	RF	●	●	● 100%
3	Doe, Jane	ID900425	RF/GPS3	●	●	● 97%
4	Doe, John	ID900426	BART	●	●	● 100%
5	Doe, Jane	ID900424	GPS3	●	●	● 100%

Supervising Officer Dashboard

## ESSENTIAL FEATURES

- Customized Dashboards to meet unique programmatic needs
- Near real-time access to view and access participant activity in just a few keystrokes.
- Case management module provides access to features such as Court-Ordered Requirements, Financial Obligations, Drug Testing Requirements, and Counseling/Community Involvement Projects
- Comprehensive Inventory Management Module enables officers to track all program equipment
- Extensive Report Library allows officers to review participant/caseload activity, track equipment by device or participant, review participant payment history, create non-compliance reports, and audit user access to participant data
- Advanced Data Analytics allow officers to quickly identify known locations frequented by participants, record travel patterns, and recognize deviations from normal scheduled activities
- Event Detection provides participant proximity data to known crime scene locations



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SentinelDNA is the intelligent offender management platform with advanced analytics. SentinelDNA provides single-screen access to our comprehensive set of products and services.

GPS and RF Electronic Monitoring \* Remote Alcohol Testing \* Substance Abuse Screening  
Domestic Violence Monitoring \* Cognitive Skills Training \* Full-Service Offender Management.

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Designed to streamline feature sets that are available through our Sentinel DNA website, DNA Mobile improves the mobile access experience of our customers. Created using valuable input from a panel of supervising officers who routinely work away from their field office, DNA Mobile facilitates remote supervision like never before and will quickly become a valuable tool in participant supervision. DNA Mobile App, free to our customers, utilizes TLS 1.2, AES-256 encryption to ensure all customer and participant data is secure.



## ESSENTIAL FEATURES

- Easily send commands to the GPS device
- View, respond, and clear alerts directly from DNA Mobile
- Quickly and easily send a text message to the participant's cellular based home monitoring unit
- Verify and document field contacts with participants while using DNA Mobile to record the date, time, location, and notes for each contact
- Quickly update a participant's curfew schedule
- Update client pictures directly through DNA Mobile
- Modify Participant name, Device ID, Case information, Home address, etc
- View GPS Tracking history, Current Location, and Zones via DNA Mobile
- Initiate Pursuit mode to activate faster GPS acquisition and reporting
- Get turn-by-turn directions from officer's location to the last known location of the participant or selected address
- Schedule and Review alcohol test results client picture, and GPS location directly from DNA Mobile
- Easily identify inventory availability and status

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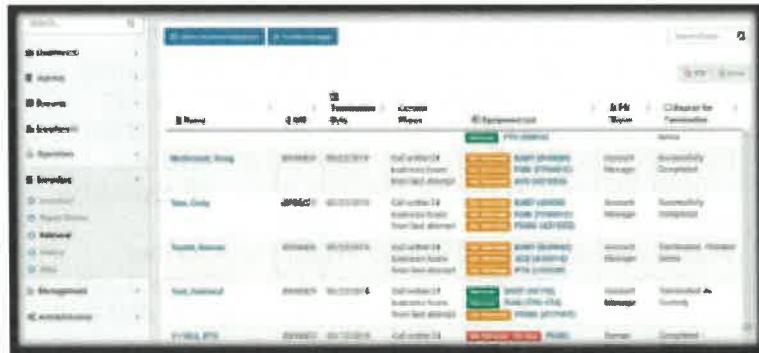
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The SentinelDNA Equipment Retrieval Dashboard extends the value and effectiveness of inventory management. This easy-to-use tool tracks equipment that has yet to be retrieved when removing participants from your program.

The Equipment Retrieval Dashboard captures the participant's address, contact information, and equipment retrieval attempts so officers and supervisors can easily review equipment recovery efforts and reduce device loss. With easy to read reports outlining the status of each unreturned device, agencies are quickly able to identify lost devices and reduce costs associated with lost equipment.

Reduce lost equipment by easily logging attempts to contact participant to retrieve devices.



Standardize retrieval efforts with customizable phases. For example: Phase 1: Call participant within the next 24 hours; Phase 2: Mail retrieval letter; Phase 3: Schedule drive by.

## ESSENTIAL FEATURES

- Configurable retrieval phases define and standardize participant contacts and touch points
- Automatically lists unrecovered equipment at the time of participant removal from the program
- Automatically flags equipment not recovered within 30 days
- Quickly view real time information about unreturned equipment, recovery efforts, officer assignment and the date of each recovery attempt
- Quickly lookup of specific participant or device via the search box
- Easily update the device status to Retrieved or Lost with the click of your mouse



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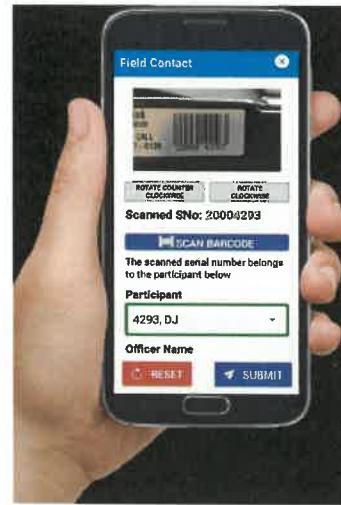
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Complete and accurate record of participant contact

The Field Verification module for SentinelDNA allows field officers to efficiently verify and document interactions with program participants anytime and anywhere.

Using the SentinelDNA Mobile App, the officer scans the participant's GPS device to capture all pertinent information. The identity of the participant and officer are linked to the contact and the data is transmitted to SentinelDNA to become part of the permanent case file. Benefits include:

- **Simplicity:** Field officers quickly capture and document all pertinent information during field contact with a participant using their smartphone.
- **Convenience:** The participant's SentinelDNA record is automatically updated without after-the-fact manual entry of information.
- **Accountability:** Supervisors can ensure field contact with participants is documented and performed according to agency standards.



Verify field contact with participants using an iPhone or Android.

## CAPTURES ESSENTIAL DATA

Field officers simply scan the participant's GPS device and all pertinent information is recorded, ad hoc notes can be added and data is electronically transmitted to SentinelDNA.

- **Who:** identity of program participant
- **Where:** location of the contact
- **When:** date and time contact took place
- **Field notes:** ad hoc notes and comments by officer
- **Agency-specific data:** user definable information
- **Part of the permanent record:** verified field contact with the participant becomes part of their historical record in SentinelDNA

## FIELD VERIFICATION DATA ATTACHED TO CASE FILE



The Field Verification module for SentinelDNA provides proof of the date, time, and location of participant contact.



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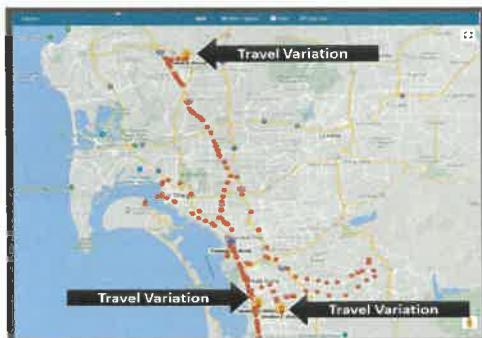
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## POINT PATTERN ANALYSIS WITH DATA ANALYTICS

Point Pattern Analysis (PPA) for SentinelDNA delivers a comprehensive view of participant travel patterns throughout the community.

With larger and larger caseloads, field officers don't have the time to sift through thousands of GPS data points every day.

PPA provides visual queues that enable officers to quickly identify variations in participant travel patterns. These variations help supervising officers zero in on travel exceptions and address potential violations before they happen.



Locations a participant visited are analyzed and mapped. The number and duration of visits are displayed, enabling supervising officers to zero in on travel variations.

*The calendar view in SentinelDNA shows approved locations and any travel variations.*



## ESSENTIAL FEATURES

- Streamlines Data Review by reducing the time spent reviewing thousands of GPS data points and brings attention to travel exceptions
- Increases Officer efficiency by reviewing 7 days of location information at one time
- Facilitates early intervention by recognizing changes in travel patterns for immediate officer response

- Customized labels can be assigned to known and variation locations
- Distinguishes variations and known locations using color-coded icons both on the calendar view and the map view
- Calculates the number of times visited and the total time spent at every location



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## SENTINEL'S 24/7/365 NATIONAL MONITORING CENTER PROVIDES THE SUPPORT YOU NEED

Sentinel's National Monitoring Center provides enhanced alert monitoring and officer support 24 hours a day, seven days a week, 365 days a year. The highly trained monitoring center personnel oversee a digital dashboard of mission critical information. These dedicated professionals ensure that automated and live-notification alerts are delivered smoothly to participants and supervising agencies.

Based on contracted specifications, any violation is quickly identified, confirmed, and possible cause verified. This information is passed along to the supervising officer and agency electronically and / or verbally. Monitoring Center personnel assist agencies in the completion of participant enrollments, the creation or editing of curfew schedules, the creation and management of GPS inclusion or exclusion zones, and also assist with alcohol testing. Monitoring Center personnel provide these support services:

- Assist users with all aspects of electronic monitoring and monitor alerts and violations 24 hours a day in real-time
- Provide around-the-clock diagnostic assistance and equipment and software troubleshooting support
- Deliver phone, email, SMS/text and fax updates 24/7/365.



Help desk personnel provide written documentation and analysis of participant activity. This has been found to be an incredibly valuable service by supervising agencies and legal teams for internal purposes.

- Best-in-class electronic monitoring support services
- Advanced troubleshooting and high-level technical support
- Expert analysis documentation of electronic monitoring activity
- Report creation and analysis
- Creates and maintains custom agency profiles and notification procedures based on customer requirements
- Assists users with logins, passwords, enrollments, and alert processing information
- Inventory management: Orders and returns processing, inventory allocation, and the replacement of equipment
- Available by phone, email and fax Monday through Friday from 6:00 a.m. to 5:00 p.m. (Pacific)

## Live Help Desk

Prior to a program's launch, Sentinel's Help Desk establishes all contract implementation procedures as required by the agency. Once established, help desk personnel are available to provide specialized technical support and advanced troubleshooting during peak business hours.



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The OM500 Beacon, offered by Sentinel, is a sleek in-home device that provides accurate location data in challenging environments where GPS signals are limited or unavailable. Paired with the OM500, the Beacon uses a secure Wi-Fi connection to precisely verify presence or absence of the participant at a specific location.

The OM500 Beacon is particularly effective in situations where participants may be restricted to a certain apartment within a multi-level facility. The Beacon is able to assist in reporting the vertical and horizontal movement of the participant should they leave their assigned residence.



## OM500 Beacon Benefits

- Reduces location failure alerts in challenging environments
- Immediately reports tampering when the device is opened, moved, or power is disconnected
- 20+ hour battery backup
- Simple installation completed in under 3 minutes
- Secure Wi-Fi connection minimizes zone size and behaves like curfew monitoring device
- OM500 reinitiates GPS upon leaving the range of the Beacon

## Specifications

<b>Location Technology</b>	Wi-Fi
<b>Physical</b>	2.0" (h) x 6.5" (w) x 4.0" (d)
<b>Weight</b>	9.1 oz
<b>Power Source</b>	120 Volt
<b>Battery Backup</b>	20+ hrs
<b>Tamper Features</b>	Case open Power disconnect Device movement
<b>Device Compatibility</b>	OM500 Series



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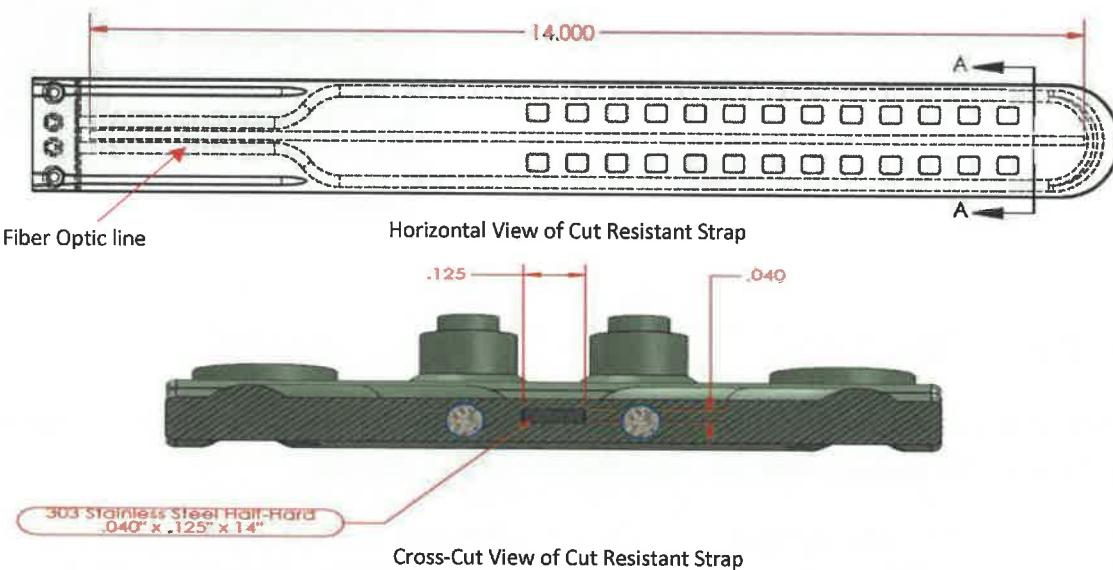
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### OM Series Cut Resistant Strap

Sentinel now offers a cut-resistant strap that can be used on any OM series offender monitoring solution. Sentinel added a thin heat-treated hardened stainless-steel strip to the existing industry-leading strap design for customers seeking a more secure strap. The hardened heat-treated stainless-steel strip is highly cut-resistant, providing additional layers of security to the existing tamper features of our time-tested reusable strap. The cut-resistant strap is made of thermoplastic polyurethane, which is hypoallergenic.



*Sentinel does not recommend the use of cut-resistant straps except in certain controlled environments. The NIJ Offender Monitoring Standard 1004.00 requires that offender monitoring straps be cut with medical shears in one minute or less, and the Sentinel cut-resistant strap does not meet this voluntary standard. Please contact your Account Manager for additional information about the Sentinel cut-resistant strap.*

## Victim Notification and Tracking Application

*Convenient, Discreet and Confidential*

Combining a Victim's smartphone with the advanced tracking capabilities of Sentinel's OM500 GPS device, Advocate allows law enforcement and corrections agencies to track and compare location data of participants and Victims of domestic violence simultaneously through Sentinel's proprietary DNA monitoring system.

Available for iPhone and Android devices, Advocate discreetly tracks the Victim's smartphone and updates SentinelDNA with location data to create a Mobile Exclusion Zone. This Mobile Exclusion Zone repositions within SentinelDNA as the Victim's smartphone moves throughout the community. Should the participant approach within a preset distance of the Victim's smartphone, notification is sent to the Victim and law enforcement authorities.



## Essential Features

**Sentinel's Advocate App combines the services of our industry-leading 24/7/365 National Monitoring Center with proven GPS tracking technology to deliver:**

- Near real-time Victim and participant geolocation comparison
- Convenient text, email, or push notifications without the need for a secondary device
- Configurable Exclusion Zone sizing for maximum program effectiveness
- 90+ decibel Siren for Alert Notification triggered on participant's GPS device
- Specially trained Sentinel operators providing 24-hour a day location monitoring and poised, reliable information to the Victim and law enforcement should an offender breach an exclusion zone
- Advanced notification with the use of customizable Buffer Zones
- Emergency contact numbers and one touch dialing for 911



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Shadowtrack® is an innovative, smartphone-based mobile monitoring solution designed to provide criminal justice agencies with the ability to manage their low-risk caseloads more efficiently. Designed for installation on the participant's smartphone, the Shadowtrack App utilizes a combination of facial recognition and voice verification to identify the participant.

Once active, Shadowtrack allows officers to initiate mobile check-in services as well as mobile interview services for participants. Officers can also receive the participant's location with each check-in/interview, assign check-in/interview schedules and requirements, facilitate direct communication, and review participant compliance.

From the Dashboard, Shadowtrack allows supervising officers to conduct "Virtual" meetings with participants through the video chat feature. Shadowtrack mobile monitoring is an ideal addition to an agency's continuum of supervision solutions.



## ESSENTIAL FEATURES

- Low Risk Participant Monitoring using their personal IOS or Android smartphone
- Multi-Factor Authentication with facial recognition and voice verification
- Location verification at the time of check-in/interview utilizing geofencing and individual participant scheduling
- Smart Device Battery/Status transmitted with each check-in/interview
- Officer Notification of missed check-ins, failed check-ins, enrollment completion, geofence violations
- Appointment Reminder with push notifications and automatic updates to the participant's app calendar
- Video Calling, SMS/Text Communication, In-App Chat, Voicemail Delivery
- Scheduled weekly/bi-weekly/monthly Mobile Interview scheduling
- Scheduled, self-initiated and on-demand participant Mobile Check-ins
- Scheduled, self-initiated and on-demand participant location Requests



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# CERTIFICATE OF REGISTRATION

The management system of certificate number **266659**

**Sentinel Offender Services, LLC**

1220 Simon Circle, Unit C, Anaheim, CA, 92806, USA

has been assessed and certified as meeting the requirements of:

**ISO 9001:2015**

Design, Production, and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, and Community Based Offender Management Programs

Further clarifications regarding the scope of this certificate and the applicability of requirements may be obtained by consulting the certifier.



**Initial certification:** Sunday, September 19, 2010

**Current cycle start:** Thursday, February 13, 2025

**Latest issue:** Tuesday, November 26, 2024

**Expiry date:** Saturday, February 12, 2028

Subject to annual assessments.

Certification structure: Multi Site

Authorized by

Mike Tims  
Chief Executive Officer



**amtivo.us**

Certificate issued by Amtivo (USA) Inc.

Certification is conditional on maintaining the required performance standards throughout the certified period of registration.  
Amtivo (USA) Inc, 7502 W. 80th Avenue, STE. 225 Arvada, Colorado 80003-2128, USA.



Expiry Date: **Saturday, February 12, 2028**

Certificate Number **266659**

**Locations covered under certification:**

- **Sentinel Offender Services, LLC (Overall Certification)**  
1220 Simon Circle, Unit C, Anaheim, CA, 92806, USA  
*Design, Production, and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, and Community Based Offender Management Programs*
- **Sentinel Offender Services, LLC - Caldwell**  
405 E. Elm Street, Caldwell, ID, 83605, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs
- **Sentinel Offender Services, LLC - Dallas**  
133 N. Riverfront Blvd 1st Floor Room A9, Dallas, TX, 75207, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs
- **Sentinel Offender Services, LLC - Greenville**  
101 Broadus Avenue, Greenville, SC, 29601, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs
- **Sentinel Offender Services, LLC - Oroville**  
51 County Center Drive, Oroville, CA, 95965, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs
- **Sentinel Offender Services, LLC - Phoenix**  
3806 N. 3rd St. Suite #200, Phoenix, AZ, 85012, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs
- **Sentinel Offender Services, LLC - Riverside**  
4133 10th St, Riverside, CA, 92501, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs
- **Sentinel Offender Services, LLC - San Diego**  
7857 Convoy Court, Suite 201, San Diego, California, 92111, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs
- **Sentinel Offender Services, LLC - San Francisco**  
70 Oak Grove, San Francisco, CA, 94170, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs
- **Sentinel Offender Services, LLC - Seattle**  
600 5th Avenue, 8th Floor, Seattle, WA, 98104, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs

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- **Sentinel Offender Services, LLC - Tacoma**  
930 Tacoma Avenue South, Room 136, Tacoma, WA, 98402, USA  
Location Scope: Delivery of Electronic Monitoring Technologies, Case Management Services, and Community Management Programs

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