



## NOTICE OF CONTRACT RENEWAL


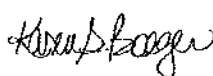
State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

CONTRACT NUMBER C214038001	CONTRACT TITLE Electronic Monitoring Services
AMENDMENT NUMBER 003	CONTRACT PERIOD April 25, 2018 through April 24, 2019
REQUISITION NUMBER NR 931 YYY18708126	VENDOR NUMBER 8407699260 0 / MB00081277
CONTRACTOR NAME AND ADDRESS B.I. Incorporated 6400 Lookout Road Boulder, CO 80301	STATE AGENCY'S NAME AND ADDRESS Department of Corrections Board of Probation and Parole 3400 Knipp Drive Jefferson City, MO 65101
ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:  The State of Missouri hereby exercises its option to renew the contract.  All other terms, conditions and provisions of the contract, including all prices, shall remain the same throughout the above contract period and apply hereto.  SIGNATURE OF CONTRACTOR IS NOT REQUIRED ON THIS DOCUMENT.	
BUYER Nicolle Backes	BUYER CONTACT INFORMATION Email: <a href="mailto:nicolle.backes@oa.mo.gov">nicolle.backes@oa.mo.gov</a> Phone: (573) 751-5341 Fax: (573) 526-9816
SIGNATURE OF BUYER <i>Brant Dixon</i> for Nicolle Backes	DATE 12/12/17
DIRECTOR OF PURCHASING <i>Heather Berger</i>	



## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

<b>CONTRACT NUMBER</b> C214038001	<b>CONTRACT TITLE</b> Electronic Monitoring Services
<b>AMENDMENT NUMBER</b> 004	<b>CONTRACT PERIOD</b> April 25, 2016 through April 24, 2018
<b>REQUISITION/REQUEST NUMBER</b> NR 931 YYY17708376	<b>SAM II VENDOR NUMBER/MissouriBUYS SYSTEM ID</b> 8407699260 0
<b>CONTRACTOR NAME AND ADDRESS</b> B.I. Incorporated 6400 Lookout Road Boulder, CO 80301	<b>STATE AGENCY'S NAME AND ADDRESS</b> Department of Corrections Board of Probation and Parole 3400 Knipp Drive Jefferson City, MO 65101
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  Contract C214038001 is hereby amended pursuant to the attached amendment #004, dated 3/31/17.	
<b>BUYER</b> Nicolle Backes	<b>BUYER CONTACT INFORMATION</b> Email: nicolle.backes@oa.mo.gov Phone: (573) 751-5341 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> March 31, 2017
<b>DIRECTOR OF PURCHASING</b>  Karen S. Boeger	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING (PURCHASING)  
CONTRACT AMENDMENT

AMENDMENT NO.: 004  
CONTRACT NO.: C214038001  
TITLE: Electronic Monitoring Services  
ISSUE DATE: 03/28/2017

REQ NO.: NR 931 YYY17708376  
BUYER: Nicolle Backes  
PHONE NO.: (573) 751-5341  
E-MAIL: Nicolle.backes@oa.mo.gov

TO: B.I. Incorporated  
6265 Gunbarrel Avenue, Suite B  
Boulder, CO 80301

RETURN AMENDMENT BY NO LATER THAN: 04/07/2017 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING (PURCHASING) BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	nicolle.backes@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	PURCHASING, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	PURCHASING, 301 West High Street, Room 630, Jefferson City, Mo 65101-1517

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

Department of Corrections  
Board of Probation & Parole  
3400 Knipp Drive  
Jefferson City, MO 65101

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME <b>B.I. Incorporated</b>		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. <b>B.I. Incorporated</b>	
MAILING ADDRESS <b>6265 Gunbarrel Avenue, Suite B</b> CITY, STATE, ZIP CODE <b>Boulder, Colorado 80301</b>		IRS FORM 1099 MAILING ADDRESS <b>6265 Gunbarrel Avenue, Suite B</b> CITY, STATE, ZIP CODE <b>Boulder, Colorado 80301</b>	
CONTACT PERSON <b>Laurent Lepoutre</b>		EMAIL ADDRESS <b>Laurent.Lepoutre@bi.com</b>	
PHONE NUMBER <b>303-218-1133</b>		FAX NUMBER <b>303-218-1461</b>	
TAXPAYER ID NUMBER (TIN) <b>84-0769926</b>	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN		VENDOR NUMBER (IF KNOWN)
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt			
AUTHORIZED SIGNATURE <b>Ruth Skerjanec, Vice President, Financial Planning</b>		DATE <b>03/31/2017</b>	

**AMENDMENT #004 TO CONTRACT C214038001****CONTRACT TITLE:** Electronic Monitoring Services**CONTRACT PERIOD:** April 25, 2017 through April 24, 2018

Effectively immediately, the State of Missouri desires to amend the above reference contract to add a quantity price break as stated below, on the Passive and Active GPS Monitoring devices as agreed upon in the email dated 3/3/2017 from Laurent Lepoutre, Business Development Director of BI Incorporated.

Monthly Average # of Units	Active GPS	Passive GPS
1 to 699 GPS units	\$4.35	\$4.05
700+ GPS units	\$4.15	\$4.05

All other terms, conditions, and provisions of the contract shall remain the same and apply hereto. The contractor should sign and return this document on or before the date indicated on the cover page of the amendment.

## Backes, Nicolle

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**From:** Stoll, Gary  
**Sent:** Friday, March 03, 2017 2:57 PM  
**To:** Backes, Nicolle  
**Subject:** FW: Pricing Reduction

As discussed.

### *Gary Stoll, CPPB*

Purchasing Manager  
Missouri Department of Corrections  
(573)-526-6402

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**From:** McClure, Peg  
**Sent:** Friday, March 03, 2017 2:42 PM  
**To:** Stoll, Gary  
**Cc:** Kempker, Julie; McClure, Peg; Zuroweste, Lori; Peters, Dana K  
**Subject:** FW: Pricing Reduction

Gary, due to a legal interpretation of statutes related to lifetime supervision on certain sex offenders, we will be placing a significant amount of offenders on GPS. We had reached out to BI (current contract) and asked that they begin getting equipment ready for this deployment. I had also asked Lori if she would inquire that we get a reduction in pricing since we will be adding a significant amount of equipment. Below is there response.

How do you recommend we go forward with this? I would anticipate it would be about another 45 days before we start hooking the extra folks up.

### *Peg McClure*

Assistant Division Director  
Phone: (573) 522-5531  
Fax: (573) 522-3702  
[peg.mcclure@doc.mo.gov](mailto:peg.mcclure@doc.mo.gov)

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**From:** Zuroweste, Lori  
**Sent:** Friday, March 03, 2017 1:37 PM  
**To:** McClure, Peg  
**Subject:** FW: Pricing Reduction

I just received this from BI. Not much savings, but a little. Do we need to have Gary do a contract amendment or are we not at that point yet? Just advise whatever you need me to do. Thank you.

Lori Zuroweste  
Community Corrections Administrator  
Deputy Compact Administrator-MO  
3411 B Knipp Drive

Jefferson City, MO 65109  
573-526-7800

**From:** Lepoutre, Laurent [<mailto:Laurent.Lepoutre@bi.com>]  
**Sent:** Friday, March 03, 2017 1:10 PM  
**To:** Zuroweste, Lori  
**Subject:** Pricing Reduction

Good Afternoon Lori,

I received approval to offer the following GPS pricing changes to the MO DOC:

	Monthly Average # of Units	Active GPS	Passive GPS
Current Pricing	Any quantity	\$4.35	\$4.05
Proposed Pricing	1 to 699 GPS units	\$4.35	\$4.05
	700+ GPS units	\$4.15	\$4.05

As of this morning you had 406 GPS units active, so if you grow by a minimum of 294 units, all units will be billed at the 700+ tier.

Thank you for your consideration.

Please let me know if you've gotten further updates about implementation timeline, quantity, etc.

**Laurent Lepoutre**  
BUSINESS DEVELOPMENT DIRECTOR

**BI Incorporated, a GEO Group Company**  
6265 Gunbarrel Drive, Suite B  
Boulder CO 80301

Tel: 303.218.1133 • Fax: 303.218.1461  
Mobile: 720.320.7759 • Toll Free  
[www.bi.com](http://www.bi.com)


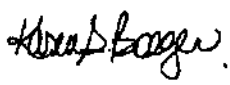
CONFIDENTIALITY NOTICE: The information contained in this message may be attorney-client privileged and/or confidential information. It is intended only for the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, electronic storage or use of this information is prohibited. If you received this communication in error, please notify the sender immediately and delete the original communication. Thank you.



## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

B22 14038

<b>CONTRACT NUMBER</b> C214038001	<b>CONTRACT TITLE</b> Electronic Monitoring Services
<b>AMENDMENT NUMBER</b> 003	<b>CONTRACT PERIOD</b> April 25, 2017 through April 24, 2018
<b>REQUISITION NUMBER</b> NR 931 YYY17708229	<b>VENDOR NUMBER</b> 8407699260 0
<b>CONTRACTOR NAME AND ADDRESS</b> B.I. Incorporated 6400 Lookout Road Boulder, CO 80301	<b>STATE AGENCY'S NAME AND ADDRESS</b> Department of Corrections Board of Probation and Parole 3400 Knipp Drive Jefferson City, MO 65101
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  The State of Missouri hereby exercises its option to renew the contract.  All other terms, conditions and provisions of the contract, including all prices, shall remain the same throughout the above contract period and apply hereto.  SIGNATURE OF CONTRACTOR IS NOT REQUIRED ON THIS DOCUMENT.	
<b>BUYER</b> Nicolle Backes	<b>BUYER CONTACT INFORMATION</b> Email: nicolle.backes@oa.mo.gov Phone: (573) 751-5341 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> December 9, 2016
<b>DIRECTOR OF PURCHASING</b> 	

RENEWAL: <u>2</u>	PERIOD OF <u>3</u>	TOTAL
<input type="checkbox"/> Renewal - % Increase	<input type="checkbox"/> Cost Savings	
<input type="checkbox"/> Renewal - \$ Increase	<input type="checkbox"/> Cost Savings	
<input checked="" type="checkbox"/> Renewal - W/O Increase		
<input type="checkbox"/> SFS Renewal - Prices In Original Contract		
<input type="checkbox"/> SFS Renewal - Prices Not in Original Contract		

Performance Security Deposit: \$ \_\_\_\_\_

Surety Bond: \$ \_\_\_\_\_

Annual Wage Order Number: \_\_\_\_\_

Annual Wage Order Date: \_\_\_\_\_

County(ies): \_\_\_\_\_

Other Instructions: \_\_\_\_\_

EXTENSION PERIOD:		
<input checked="" type="checkbox"/> Extension - 30-Day		
<input type="checkbox"/> Termination		
<input type="checkbox"/> Extension - \$ Increase	<input type="checkbox"/> Cost Savings	
<input type="checkbox"/> Extension - W/O Increase		
<input type="checkbox"/> Assignment		
<input type="checkbox"/> Cancellation/Termination		
<input type="checkbox"/> Other Amendment		

A. Section 34.040.6, RSMo	match	Buyer/Section Support	SW	12/9/15
B. Purchasing Suspension List		Buyer/Section Support	SW	12/9/16
C. Federal Suspension - SAM.GOV		Buyer/Section Support	SW	12/9/16
D. Labor Stds - OA/FMDC Contractor Debarment Lists		Buyer/Section Support	nb	12/9/14
E. Review of Participation Commitment Attainment - If app, Verify Receipt of 1 <sup>st</sup> Renewal - Blind/Shel Wkshp Affidvt		Buyer	X	X
F. SFS Review/Justification - Insert Advertising Date, if applicable		Buyer	X	X
		Buyer/Section Support	SW	12/9/16
		Buyer	nb	12/9/16
				X
		Buyer/Section Support		
Contractor E-Mail Address/Fax Number	michael.phams@bi.com			
State Agency Contact E-Mail Address	Gary Stoll nicole parkes			
Section 34.040.6, RSMo, Letter	Follow-Up Notes: Beth Lambert			

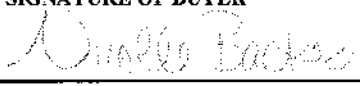
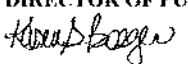
A. Renewal/Extension Pricing	Buyer/Section Support	na	X
B. Section 34.040.6, RSMo	Buyer/Section Support	SW	12/9
C. Performance Security Deposit/Surety Bond	Buyer/Section Support	X	X
D. Renewal/Extension with Cost Savings Language	Buyer	X	X
E. Statewide Notice	Buyer	X	X
F. SFS Authorized Limit \$	Buyer	X	X
G.			
1. E-Verify Exhibit/Affidavit/Documentation	Buyer/Section Support		
2. Assignment and Consent Form	Buyer/Section Support		
3. Purchasing Suspension List	Buyer/Section Support		
4. Federal Suspension - SAM.GOV	Buyer/Section Support		
5. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support		
	Buyer/Section Support	SW	12/9
	Buyer	nb	12/9
	Buyer/Section Support	SW	12/9/16
AM 300 PMM 00073915	Buyer/Section Support		
Distribute E-Verify & SDV Documents	Buyer/Section Support		
E-Mail/Fax NOA to Contractor/Assignee & Agency Contact	Buyer/Section Support	nb	12/13
Copy/Save As Statewide Notice to Internet Folder	Buyer/Section Support		
	Central Support-Participation		
	Central Support-Imaging		12/28





## NOTICE OF CONTRACT AMENDMENT

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

<b>CONTRACT NUMBER</b> C214038001	<b>CONTRACT TITLE</b> Electronic Monitoring Services
<b>AMENDMENT NUMBER</b> 002	<b>CONTRACT PERIOD</b> April 25, 2016 through April 24, 2018
<b>REQUISITION/REQUEST NUMBER</b> NR 931 YYY17708105	<b>SAM II VENDOR NUMBER/MissouriBUYS SYSTEM ID</b> 8407699260 0
<b>CONTRACTOR NAME AND ADDRESS</b> B.I. Incorporated 6265 Gunbarrel Ave., Suite B Boulder, CO 80301	<b>STATE AGENCY'S NAME AND ADDRESS</b> Department of Corrections Board of Probation and Parole 3400 Knipp Drive Jefferson City, MO 65101
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  Contract C214038001 is hereby amended pursuant to the attached amendment #002, dated 01/24/2017.	
<b>BUYER</b> Nicolle Backes	<b>BUYER CONTACT INFORMATION</b> Email: <a href="mailto:Nicolle.backes@oa.mo.gov">Nicolle.backes@oa.mo.gov</a> Phone: (573) 751- 5341 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> 1/24/17
<b>DIRECTOR OF PURCHASING</b> 	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING (PURCHASING)  
CONTRACT AMENDMENT

AMENDMENT NO.: 002  
CONTRACT NO.: C214038001  
TITLE: Electronic Monitoring Services  
ISSUE DATE: 12/6/2016

REQ NO.: NR 931 YYY17708105  
BUYER: Nicolle Backes  
PHONE NO.: (573) 751-5341  
E-MAIL: Nicolle.backes@oa.mo.gov

TO: B.I. Incorporated  
6265 Gunbarrel Avenue, Suite B  
Boulder, CO 80301

RETURN AMENDMENT BY NO LATER THAN: 12/15/2016 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING (PURCHASING) BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	nicolle.backes@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	PURCHASING, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	PURCHASING, 301 West High Street, Room 630, Jefferson City, Mo 65101-1517

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

Department of Corrections  
Board of Probation and Parole  
3400 Knipp Drive  
Jefferson City, MO 65101

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO.	
MAILING ADDRESS		BI, Incorporated	
6265 Gunbarrel Avenue, Suite B		IRS FORM 1099 MAILING ADDRESS	
CITY, STATE, ZIP CODE		same	
Boulder, CO 80301		CITY, STATE, ZIP CODE	
CONTACT PERSON		same	
Laurent Lepoutre		EMAIL ADDRESS	
PHONE NUMBER		Laurent.Lepoutre@bi.com	
303-218-1133		FAX NUMBER	
TAXPAYER ID NUMBER (TIN)		TAXPAYER ID (TIN) TYPE (CHECK ONE)	
84-0769926		X FEIN    SSN	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)		VENDOR NUMBER (IF KNOWN)	
X Corporation    Individual    State/Local Government    Partnership    Sole Proprietor    IRS Tax-Exempt		8407699260 0	
AUTHORIZED SIGNATURE		DATE	
Jock Waldo, Divisional Vice President		01/24/2017	

**AMENDMENT #002 TO CONTRACT C214038001**

**CONTRACT TITLE:** Electronic Monitoring Services

**CONTRACT PERIOD:** April 25, 2017 through April 24, 2018

Effective immediately, the State of Missouri desires to amend the above referenced contract to add the SL2 device at the price of \$6.25/day as agreed upon in the email dated 9/2/16 from Laurent Lepoutre, Business Development Director of BI Incorporated.

All other terms, conditions, and provisions of the contract shall remain the same and apply hereto. The contractor should sign and return this document on or before the date indicated on the cover page of the amendment.

**Backes, Nicole**

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**From:** Lepoutre, Laurent <Laurent.Lepoutre@bi.com>  
**Sent:** Friday, September 02, 2016 10:24 AM  
**To:** Mosley, John  
**Cc:** Young, Dave; Kniest, Tim; Miller-Van Matre, Beth; Hughley, Tim  
**Subject:** SL2  
**Attachments:** Process for use of SL2s by MO DOC.docx

Good morning John,

I am pleased to inform you that I received final approval to offer the SL2 to the MO DOC, **with equipment management services**, for a daily rate of \$6.25. This is with the understanding that the attached process is followed by MO DOC officers and BI staff for all SL2 related functions.

Please let me know if you are in agreement or would like to discuss any of the steps. Once we are all in agreement with the process I will immediately instruct our contracts department to send an amendment for your review.

Thank you.

**Laurent Lepoutre**  
BUSINESS DEVELOPMENT DIRECTOR

**BI Incorporated, a GEO Group Company**  
6265 Gunbarrel Drive, Suite B  
Boulder CO 80301


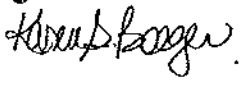
Tel: 303.218.1133 • Fax: 303.218.1461  
Mobile: 720.320.7759 • Toll Free  
[www.bi.com](http://www.bi.com)

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## NOTICE OF CONTRACT RENEWAL


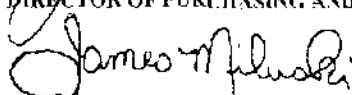
State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

CONTRACT NUMBER C214038001	CONTRACT TITLE Electronic Monitoring Services
AMENDMENT NUMBER 001	CONTRACT PERIOD April 25, 2016 through April 24, 2017
REQUISITION NUMBER NR 931 YYY16708151	VENDOR NUMBER 8407699260 0
CONTRACTOR NAME AND ADDRESS B.I. Incorporated 6400 Lookout Road Boulder, CO 80301	STATE AGENCY'S NAME AND ADDRESS Department of Corrections Board of Probation and Parole 3400 Knipp Drive Jefferson City, MO 65101
ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:  The State of Missouri hereby exercises its option to renew the contract.  All other terms, conditions and provisions of the contract, including all prices, shall remain the same throughout the above contract period and apply hereto.  SIGNATURE OF CONTRACTOR IS NOT REQUIRED ON THIS DOCUMENT.	
BUYER John Stobbart	BUYER CONTACT INFORMATION Email: <a href="mailto:john.stobbart@oa.mo.gov">john.stobbart@oa.mo.gov</a> Phone: (573) 751-3796 Fax: (573) 526-9816
SIGNATURE OF BUYER 	DATE 11-30-15
DIRECTOR OF PURCHASING 	



## NOTICE OF AWARD

State Of Missouri  
Office Of Administration  
Division Of Purchasing And Materials Management  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://content.oa.mo.gov/purchasing-materials-management>

SOLICITATION NUMBER B2Z14038	CONTRACT TITLE Electronic Monitoring Services
CONTRACT NUMBER C214038001	CONTRACT PERIOD April 25, 2014 through April 24, 2016
REQUISITION NUMBER NR 931YYY1370873	VENDOR NUMBER 8407699260 0
CONTRACTOR NAME AND ADDRESS B.I. Incorporated 6400 Lookout Road Boulder, CO 80301	STATE AGENCY'S NAME AND ADDRESS Department of Corrections Board of Probation and Parole 3400 Knipp Drive Jefferson City, MO 65101
ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:  The proposal submitted by B.I. Incorporated in response to B2Z14038, including the letters and e-mails of clarification dated February 6, 2014, March 4, 2014, March 11, 2014, and April 3, 2014, is accepted in its entirety.	
BUYER John Stobhart	BUYER CONTACT INFORMATION Email: <a href="mailto:john.stobhart@oa.mo.gov">john.stobhart@oa.mo.gov</a> Phone: (573) 751-3796 Fax: (573) 526-9816
SIGNATURE OF BUYER 	DATE 4/25/14
DIRECTOR OF PURCHASING AND MATERIALS MANAGEMENT 	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
REQUEST FOR PROPOSAL (RFP)

AMENDMENT NO.: 002  
RFP NO.: B2Z14038  
TITLE: ELECTRONIC MONITORING SERVICES  
ISSUE DATE: 01/13/14

REQ NO.: NR 931 YYY13708373  
BUYER: JOHN STOBART  
PHONE NO.: (573) 751-3796  
E-MAIL: john.stobart@oa.mo.gov

RETURN PROPOSAL NO LATER THAN: 01/24/14 AT 2:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type RFP Number and Return Due Date on the lower left hand corner of the envelope or package. Delivered sealed proposals must be in DPMM office (301 W High Street, Room 630) by the return date and time.

RETURN PROPOSAL AND AMENDMENT(S) TO:

(U.S. Mail)

DPMM

PO BOX 809

JEFFERSON CITY MO 65102-0809

or

(Courier Service)

DPMM

301 WEST HIGH STREET, ROOM 630

JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: DATE OF AWARD THROUGH TWO YEARS

DELIVER SUPPLIES/SERVICES FOR (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

DEPARTMENT OF CORRECTIONS  
BOARD OF PROBATION AND PAROLE  
3400 Knipp Drive  
Jefferson City, MO 65101

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by this and any previously issued RFP amendments. The offeror should, as a matter of clarity and assurance, also sign and return all previously issued RFP amendment(s) and the original RFP document. The offeror agrees that the language of the original RFP as modified by this and any previously issued RFP amendments shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME B.I. Incorporated		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. B.I. Incorporated	
MAILING ADDRESS 6400 Lookout Road		IRS FORM 1099 MAILING ADDRESS Boulder, CO 80301	
CITY, STATE, ZIP CODE Boulder, CO 80301		CITY, STATE, ZIP CODE Boulder, CO 80301	
CONTACT PERSON Michael Pharris		EMAIL ADDRESS Michael.Pharris@bi.com	
PHONE NUMBER 303.218.1000		FAX NUMBER 303.218.1250	
TAXPAYER ID NUMBER (TIN) 84-0769926	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN		VENDOR NUMBER (IF KNOWN)
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt			
AUTHORIZED SIGNATURE 		DATE January 22, 2014	
PRINTED NAME Michael Pharris		TITLE Assistant Secretary	

**Stobbart, John**

---

**From:** McCool, Scott [Scott.McCool@bi.com]  
**Sent:** Thursday, April 03, 2014 3:55 PM  
**To:** Stobbart, John  
**Cc:** Rivas, Jeff  
**Subject:** BI Clarification: RFP #B2Z14038

Mr. Stobbart –

Thank you very much for the additional information this afternoon on your request for clarification to BI Incorporated's response to RFP #B2Z14038. Per your request, please find the below clarification to our MBE, WBE, Blind Workshop and SDVE plans to accomplish the stated goals of the State:

- **Contract Manufacturing (MBE, WBE, Blind Workshop)** – Every electronic monitoring device is packaged and shipped with the required parts (e.g. - batteries, locking pins, etc.) for device installation and spare parts in the event of repair or re-installation of another offender. KLI and Lighthouse for the Blind provide the contract manufacturing service through the assembly of these packets.
- **Device Recovery (SDVE)** – Device loss refers to instances where the electronic monitoring device is not provided to BI after the termination of the offender from the program. As the contractor is responsible for the inventory management function on this contract per the bid specifications, device loss is an area that BI makes every effort to reduce. Aegis Business Solutions device recovery opportunity is based on the historical device loss of the MO DOC program. BI lost approximately 1,000 electronic monitoring devices in 2013. With Aegis Business Solutions specifically focused on the recovery of the devices, BI believes they can achieve a 70% collection of lost devices. This assumption is based on the loss rates of programs with a similar size and scope. The pricing paid to Aegis Business Solutions for recovery of lost devices varies by product type and value of the asset to BI. The average daily unit counts of the program, coupled with the historic loss rate and projected recovery rate are anticipated to meet or exceed the 3% goal.
- **Exclusivity** – MBE, WBE, Blind Workshop and SDVE efforts are exclusive to the MO DOC program.
- **Residual Benefit** – The contract manufacturing function provided by KLI and Lighthouse for the Blind produce single use install kits. These components are designed to be disposable and do not have a residual benefit to BI. Device recovery has a residual benefit to BI. Recovered devices are returned to BI, refurbished and returned to the pool of inventory for use by the State or other electronic monitoring contracts.

Thank you very much for the opportunity to clarify the above points. Please do not hesitate to contact me if the State requires additional information on this or any other area of our response.

**Scott McCool**  
WESTERN REGIONAL SALES MANAGER

**BI Incorporated, a GEO Group Company**  
6400 Lookout Road  
Boulder CO 80301

Tel: 303-218-1056 • Fax: 303-218-1461  
Mobile: 720-626-4340 • Toll Free 800-241-2911  
[www.bi.com](http://www.bi.com)

**CONFIDENTIALITY NOTICE:** The information contained in this message may be attorney-client privileged and/or confidential information. It is intended only for the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, electronic storage or use of this information is prohibited. If you received this communication in error, please notify the sender immediately and delete the original communication. Thank you.



**Stobbart, John**

---

**From:** McCool, Scott [Scott.McCool@bi.com]  
**Sent:** Tuesday, March 11, 2014 10:57 AM  
**To:** Stobbart, John  
**Cc:** Rivas, Jeff  
**Subject:** BI Clarification to RFP #B2Z14038

Mr. Stobbart –

Thank you very much for the time today. We appreciate the opportunity to provide additional clarification to the above-referenced RFP.

The DOC has requested clarification regarding, "Page 71, Section 3.7.10, Please confirm passive GPS will still receive alerts in near real time for the following events: tampers, low battery and zone crossings.":

- BI confirms that passive GPS will receive alerts in near real time for tampers, low battery and zone crossing. This passive GPS rate plan is offered to DOC at a per unit daily rate of \$4.05.

Please do not hesitate to contact BI, if we can provide any additional information or assistance.

Thanks again.

**Scott McCool**  
WESTERN REGIONAL SALES MANAGER

**BI Incorporated, a GEO Group Company**  
6400 Lookout Road  
Boulder CO 80301

Tel: 303-218-1056 • Fax: 303-218-1461  
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# STATE OF MISSOURI



Jason Kander  
Secretary of State

## CORPORATION DIVISION CERTIFICATE OF GOOD STANDING

I, JASON KANDER, Secretary of the State of Missouri, do hereby certify that the records in my office and in my care and custody reveal that

**BI INCORPORATED**

using in Missouri the name

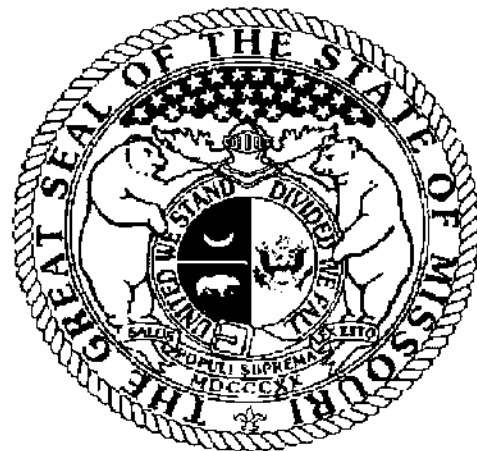
**BI INCORPORATED  
F00544099**

a COLORADO entity was created under the laws of this State on the 15th day of September, 2003, and is in good standing, having fully complied with all requirements of this office.

IN TESTIMONY WHEREOF, I have set my hand and imprinted the GREAT SEAL of the State of Missouri, on this, the 6th day of February, 2014

A handwritten signature in cursive script, appearing to read "Jason Kander".

Secretary of State





a **GE** Group Company

BI Incorporated  
6400 Lookout Road  
Boulder, CO 80301

Tel: 303.218.1000  
800.241.2911  
Fax: 303.218.1250

February 6, 2014

State of Missouri  
Office of Administration  
Division of Purchasing and Materials Management  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809

Attn: John Stobbart

Re: Documentation Request Regarding Electronic Monitoring Services RFP B2Z14038  
Due January 24, 2014

Dear Mr. Stobbart:

This letter is in response to your request for documentation regarding BI's response to RFP B2Z14038, received 2/5/2014.

Please find the following documents attached:

- 2.1.8 Business Compliance contains:
  - 2013 Annual Registration Report
  - Missouri State Certificate of Authority
  - Missouri State Certificate of Good Standing
- Exhibit F

Copies of these documents were emailed to your office on February 6, 2014.

Respectfully,

Jeff Rivas  
Business Development Director  
314.392.9960 (office)  
314.330.8734 (cell)  
[Jeff.Rivas@bi.com](mailto:Jeff.Rivas@bi.com)





BI Incorporated  
6400 Lookout Road  
Boulder CO 80301

Tel: 303.218.1000  
800.241.2911  
Fax: 303.218.1250

March 4, 2013

State of Missouri  
Office of Administration  
Division of Purchasing and Materials Management  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809

Attn: John Stobbart

Re: Electronic Monitoring Services RFP B2Z14038  
Clarification Questions for BI

Dear Mr. Stobbart:

Thank you very much for the time yesterday to further clarify our response to the above referenced RFP. BI appreciates the opportunity to provide confirmation of our verbal responses to the below clarifying questions for the DOC:

*Page 31, Section 3.12*

*Please confirm all alcohol monitoring solutions include the HomeGuard solution (curfew monitoring).*

**BI Response:**

All alcohol monitoring devices in the proposed solution incorporate a radio frequency curfew monitoring component (TAD HomeBase) or may be paired with the HomeGuard 200 (Sobriotor).

BI also offers in its response (page 32), a TAD cellular base station option and the SOBERLINK SL2—a mobile breath alcohol device—as additional alcohol monitoring technologies. BI welcomes the opportunity to add these products through contract negotiations at the request of the DOC.

*Page 32, Section 3.1.3*

*Identifies alcohol solutions generate an alert at .02 – currently DOC has alerts generated at .04. Can this standard be maintained?*

**BI Response:**

Yes. This standard can be maintained or adjusted upon request, should the DOC's needs change.

*Page 33, Calibration Process 3.1.3 "alcohol monitoring solutions are calibrated on a regular schedule."*

*Please provide regular schedule dates on which units will be the calibrated Identify how or when the calibration is conducted.*

**BI Response:**

TAD and Sobriotor are scheduled for regular calibration every six months. BI maintains an ongoing inventory service list, so that all units can be replaced by BI installers before the calibration date is due.

BI also offers in its response (page 32), a TAD cellular base station option and the SOBERLINK SL2—a mobile breath alcohol device—as additional alcohol monitoring technologies. BI welcomes the opportunity to add these products through contract negotiations at the request of the DOC.

*Page 48, Section 3.5.5*

*Expert testimony is asking for costs in addition to the hourly rate on the pricing page of \$00. Need to identify a specific cost or no cost.*

**BI Response:**

BI provides expert testimony at no cost to the DOC.

*Page 60, Section 3.7.2.1*

*BI does not specifically identify that they understand and will comply with the 6 month requirement for all batteries. Please confirm BI agrees to this.*

**BI Response:**

BI confirms that all devices will have six months or more of battery life when equipment is installed on offenders.

*Page 60, Section 3.7.3 b. The range for some options proposed is only 100 feet instead of 150 feet.*

*Have BI clarify the range for all options proposed? (There are other instances in the response where the range is less than the 150 feet requested.)*

**BI Response:**

All proposed products utilizing radio frequency as a primary means of curfew monitoring within the residence have an adjustable range up to 150 feet.

TAD transmits alcohol information within 50 feet of the TAD HomeBase. The HomeBase notifies the offender to move closer after 30 minutes when they are in the 150 foot curfew range, but have not been within 50 feet of the device.

The optional beacon that may be paired with the ExacuTrack One GPS device has a range of 100 feet in all directions.

*Page 70, Section 3.7.9*

*BI's response identifies communication with the contractor's central computer every 6 hours if there is no new event. The RFP requests 3 hours – Can BI comply with the 3 hours request?*

**BI Response:**

Yes. BI will continue to provide a three (3) hour call in interval for equipment (HomeGuard, TAD and Sobrietor).

Please note that GPS communication is defined by the rate plan chosen for each offender: Passive GPS calls in every twelve hours, Hybrid and Active GPS every 30 minutes.

*Page 71, Section 3.7.10*

*Please confirm passive GPS will still receive alerts in near real time for the following events: tampers, low battery and zone crossings.*

**BI Response:**

BI confirms that it offers a passive GPS mode (1.720.A0.ZX) where alerts are generated in near real-time for tampers, low battery alerts, and zone crossing violations.

Please note that the agency currently utilizes approximately 70 passive GPS units where battery alerts and zone crossing violations are reporting at the next reporting interval. Tampers are reported immediately for all rate plans. BI will continue to offer this GPS rate plan (1.720.A0.NZ), should the agency continue with this level of GPS monitoring.

*Page 80, Section "Communication with offenders" Need to confirm BI will be able to continue with the following five on demand alerts currently being used by DOC: call your officer now; low battery; please pay your fees; remember your appointment; and, report to the office immediately.*

**BI Response:**

Yes. BI confirms all offender communication messages through ExacuTrack One remain consistent with the messages currently available to the DOC.

*Page 115, Section i*

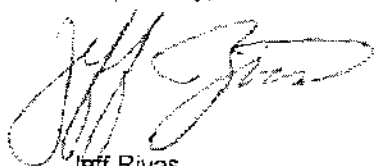
*Please confirm timeline for emergency hook-up requirements and replacement of batteries.*

**BI Response:**

BI will continue to install equipment for all emergency hook-up requirements within 24 hours. Repairs—including battery replacement—are scheduled at the request of DOC officers. BI complies with these requested time lines whether completing a repair at the offender residence, or on a mutually agreed upon time and DOC office location.

Please don't hesitate to contact me if you have further questions or concerns.

Respectfully,



Jeff Rivas  
Business Development Director  
314.392.9960 (office)  
314.330.8734 (cell)  
[Jeff.Rivas@bi.com](mailto:Jeff.Rivas@bi.com)

**Stobbart, John**

---

**From:** Stobbart, John  
**Sent:** Wednesday, February 05, 2014 2:01 PM  
**To:** Rivas, Jeff  
**Subject:** RFP B2Z14038

Dear Mr. Rivas, I would like to ask you to clarify two items in your response to State of Missouri RFP B2Z14038, Electronic Monitoring Services for the Department of Corrections.

Please see Paragraph 2.1.8 Business Compliance-please provide documentation of compliance for the registration of business name and certificate of authority to transact business/certificate of good standing.

Please see Exhibit F. Please complete and sign the page for the appropriate Box and provide the other information required.

Your prompt assistance will be appreciated.

John Stobbart  
Division of Purchasing & Materials Management  
State of Missouri  
(573) 751-3796  
[John.stobbart@oa.mo.gov](mailto:John.stobbart@oa.mo.gov)

**EXHIBIT F**  
**BUSINESS ENTITY CERTIFICATION, ENROLLMENT DOCUMENTATION,**  
**AND AFFIDAVIT OF WORK AUTHORIZATION**

**BUSINESS ENTITY CERTIFICATION:**

The offeror must certify their current business status by completing either Box A or Box B or Box C on this Exhibit.

- |                      |   |
|----------------------|---|
| <b><u>BOX A:</u></b> | To be completed by a non-business entity as defined below.  |
| <b><u>BOX B:</u></b> | To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at <a href="http://www.dhs.gov/files/programs/gc_1185221678150.shm">http://www.dhs.gov/files/programs/gc_1185221678150.shm</a> . |
| <b><u>BOX C:</u></b> | To be completed by a business entity who has current work authorization documentation on file with a Missouri state agency including Division of Purchasing and Materials Management.   |

**Business entity**, as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term "**business entity**" shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term "**business entity**" shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term "**business entity**" shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities (other than stated in Box C), out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

**BOX A – CURRENTLY NOT A BUSINESS ENTITY**

I certify that \_\_\_\_\_ (Company/Individual Name) **DOES NOT CURRENTLY MEET** the definition of a business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above, because: (check the applicable business status that applies below)

- ☐ I am a self-employed individual with no employees; **OR**  
☐ The company that I represent employs the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

I certify that I am not an alien unlawfully present in the United States and if \_\_\_\_\_ (Company/Individual Name) is awarded a contract for the services requested herein under RFP B2Z14038 and if the business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, then, prior to the performance of any services as a business entity, \_\_\_\_\_ (Company/Individual Name) agrees to complete Box B, comply with the requirements stated in Box B and provide the Department of Labor and Industrial Relations with all documentation required in Box B of this exhibit.

\_\_\_\_\_  
 Authorized Representative's Name (Please Print)

\_\_\_\_\_  
 Authorized Representative's Signature

\_\_\_\_\_  
 Company Name (if applicable)

\_\_\_\_\_  
 Date



**EXHIBIT F, continued**

*(Complete the following if you DO NOT have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box B, do not complete Box C.)*

**BOX B – CURRENT BUSINESS ENTITY STATUS**

I certify that \_\_\_\_\_ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530.

\_\_\_\_\_  
Authorized Business Entity Representative's  
Name (Please Print)

\_\_\_\_\_  
Authorized Business Entity  
Representative's Signature

\_\_\_\_\_  
Business Entity Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
E-Mail Address

As a business entity, the offeror must perform/provide each of the following. The offeror should check each to verify completion/submission of all of the following:

- ☐ Enroll and participate in the E-Verify federal work authorization program (Website: [http://www.dhs.gov/files/programs/gc\\_1185221678150.shtm](http://www.dhs.gov/files/programs/gc_1185221678150.shtm); Phone: 888-464-4218; Email: [e-verify@dhs.gov](mailto:e-verify@dhs.gov)) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
- ☐ Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include EITHER the E-Verify Employment Eligibility Verification page listing the offeror's name and company ID OR a page from the E-Verify Memorandum of Understanding (MOU) listing the offeror's name and the MOU signature page completed and signed, at minimum, by the offeror and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the offeror's name and company ID, then no additional pages of the MOU must be submitted; AND
- ☐ Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.

**EXHIBIT F, continued**

**AFFIDAVIT OF WORK AUTHORIZATION:**

The offeror who meets the section 285.525, RSMo, definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now \_\_\_\_\_ (Name of Business Entity Authorized Representative) as \_\_\_\_\_ (Position/Title) first being duly sworn on my oath, affirm \_\_\_\_\_ (Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that \_\_\_\_\_ (Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

*In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)*

Authorized Representative's Signature

Printed Name

Title

Date \_\_\_\_\_

---

E-Mail Address

E-Verify Company ID Number

Subscribed and sworn to before me this \_\_\_\_ of \_\_\_\_\_. I am  
commissioned as a notary public within the County of \_\_\_\_\_, State of  
\_\_\_\_\_, and my commission expires on \_\_\_\_\_.  
(DAY) (MONTH, YEAR) (NAME OF COUNTY) (NAME OF STATE) (DATE)

Signature of Notary

Date \_\_\_\_\_

**EXHIBIT F, continued**

**(Complete the following if you have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box C, do not complete Box B.)**

**BOX C - AFFIDAVIT ON FILE - CURRENT BUSINESS ENTITY STATUS**

I certify that BI Incorporated (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, and have enrolled and currently participates in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri. We have previously provided documentation to a Missouri state agency or public university that affirms enrollment and participation in the E-Verify federal work authorization program. The documentation that was previously provided included the following.

- ✓ The E-Verify Employment Eligibility Verification page OR a page from the E-Verify Memorandum of Understanding (MOU) listing the offeror's name and the MOU signature page completed and signed by the offeror and the Department of Homeland Security - Verification Division
- ✓ A current, notarized Affidavit of Work Authorization (must be completed, signed, and notarized within the past twelve months).

Name of Missouri State Agency or Public University\* to Which Previous E-Verify Documentation Submitted: Office of Administration - Division of Purchasing & Materials Management

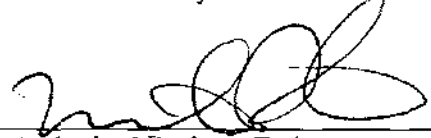
(\*Public University includes the following five schools under chapter 34, RSMo: Harris-Stowe State University - St. Louis; Missouri Southern State University - Joplin; Missouri Western State University - St. Joseph; Northwest Missouri State University - Maryville; Southeast Missouri State University - Cape Girardeau.)

Date of Previous E-Verify Documentation Submission: December 20, 2013

Previous Bid/Contract Number for Which Previous E-Verify Documentation Submitted:  
b2z09079  
(if known)

Michael Pharris

Authorized Business Entity Representative's  
Name (Please Print)

  
Authorized Business Entity  
Representative's Signature

36171

E-Verify MOU Company ID Number

michael.pharris@bi.com

E-Mail Address

BI Incorporated

Business Entity Name

February 6, 2014

Date

**FOR STATE USE ONLY**

Documentation Verification Completed By:

John J. Stoltz  
Buyer

3-12-14  
Date



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
REQUEST FOR PROPOSAL (RFP)

AMENDMENT NO.: 001  
RFP NO.: B2Z14038  
TITLE: ELECTRONIC MONITORING SERVICES  
ISSUE DATE: 01/03/14

REQ NO.: NR 931 YYY13708373  
BUYER: JOHN STOBART  
PHONE NO.: (573) 751-3796  
E-MAIL: john.stobart@oa.mo.gov

RETURN PROPOSAL NO LATER THAN: 01/24/14 AT 2:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type RFP Number and Return Due Date on the lower left hand corner of the envelope or package. Delivered sealed proposals must be in DPMM office (301 W High Street, Room 630) by the return date and time.

RETURN PROPOSAL AND AMENDMENT(S) TO:

(U.S. Mail)  
DPMM

PO BOX 809  
JEFFERSON CITY MO 65102-0809

or

(Courier Service)  
DPMM

301 WEST HIGH STREET, ROOM 630  
JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: DATE OF AWARD THROUGH TWO YEARS

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

DEPARTMENT OF CORRECTIONS  
BOARD OF PROBATION AND PAROLE  
3400 Knipp Drive  
Jefferson City, MO 65101

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by this and any previously issued RFP amendments. The offeror should, as a matter of clarity and assurance, also sign and return all previously issued RFP amendment(s) and the original RFP document. The offeror agrees that the language of the original RFP as modified by this and any previously issued RFP amendments shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME
B.I. Incorporated
MAILING ADDRESS
6400 Lookout Road
CITY, STATE, ZIP CODE
Boulder, CO 80301

LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO.
B.I. Incorporated
IRS FORM 1099 MAILING ADDRESS
6400 Lookout Road
CITY, STATE, ZIP CODE
Boulder, CO 80301

CONTACT PERSON		EMAIL ADDRESS	
Michael Pharris		Michael.Pharris@bi.com	
PHONE NUMBER		FAX NUMBER	
303.218.1000		303.218.1250	
TAXPAYER ID NUMBER (TIN)	TAXPAYER ID (TIN) TYPE (CHECK ONE)		VENDOR NUMBER (IF KNOWN)
84-0769926	<input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN		
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)			
<input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt			
AUTHORIZED SIGNATURE		DATE	
		January 22, 2014	
PRINTED NAME		TITLE	
Michael Pharris		Assistant Secretary	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
REQUEST FOR PROPOSAL (RFP)

RFP NO.: B2Z14038  
TITLE: ELECTRONIC MONITORING SERVICES  
ISSUE DATE: 12/06/12

REQ NO.: NR 931 YYY13708373  
BUYER: JOHN STOBART  
PHONE NO.: (573) 751-3796  
E-MAIL: john.stobart@oa.mo.gov

RETURN PROPOSAL NO LATER THAN: 01/10/14 AT 2:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type RFP Number and Return Due Date on the lower left hand corner of the envelope or package. Delivered sealed proposals must be in DPMM office (301 W High Street, Room 630) by the return date and time.

(U.S. Mail) (Courier Service)  
RETURN PROPOSAL TO: DPMM or DPMM  
PO BOX 809 301 WEST HIGH STREET, RM 630  
JEFFERSON CITY MO 65102-0809 JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: DATE OF AWARD THROUGH TWO YEARS

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

DEPARTMENT OF CORRECTIONS  
BOARD OF PROBATION AND PAROLE  
3400 Knipp Drive  
Jefferson City, MO 65101

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal (Revised 12/27/12). The offeror further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME B.I. Incorporated		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. B.I. Incorporated	
MAILING ADDRESS 6400 Lookout Road CITY, STATE, ZIP CODE Boulder, CO 80301		IRS FORM 1099 MAILING ADDRESS 6400 Lookout Road CITY, STATE, ZIP CODE Boulder, CO 80301	
CONTACT PERSON Michael Pharris		EMAIL ADDRESS Michael.Pharris@bi.com	
PHONE NUMBER 303.218.1000		FAX NUMBER 303.218.1250	
TAXPAYER ID NUMBER (TIN) 84-0769926	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN		VENDOR NUMBER (IF KNOWN) 84076992600
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt			
AUTHORIZED SIGNATURE 		DATE January 22, 2014	
PRINTED NAME Michael Pharris		TITLE Assistant Secretary	



a **GE** Group Company

## Electronic Monitoring Services

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State of Missouri

RFP Number B2Z14038

**Due:**

January 24, 2014

**Prepared by:**

BI Incorporated  
6400 Lookout Road  
Boulder, CO 80301  
303.218.1000

**Contact:**

Jeff Rivas  
Business Development Director  
314.392.9960  
[Jeff.Rivas@bi.com](mailto:Jeff.Rivas@bi.com)



# Contents

<b>Letter of Transmittal / Executive Summary.....</b>	<b>1</b>
<b>Exhibit A: Pricing Page (Cost Proposal).....</b>	<b>3</b>
<b>Exhibit B: Experience/Reliability of Organization and Expertise of Personnel .....</b>	<b>5</b>
B.1 Experience of the Organization .....	5
North Carolina Department of Public Safety.....	7
Colorado Department of Corrections.....	8
South Carolina Probation, Pardons & Parole, Department of Corrections, and Department of Juvenile Justice.....	9
Alaska Department of Corrections.....	10
B.2 Expertise of Personnel .....	11
B.3 Reliability of the Organization.....	25
<b>Exhibit C: Proposed Method of Performance and Solution Functionality .....</b>	<b>29</b>
C.1 Detailed Technical Work Plan .....	29
3.1 General Requirements.....	29
3.2 Interface with State Agency Computer Systems .....	36
3.3 Implementation and Initiation of Services.....	41
3.4 Software Requirements and Browser Interface Requirements .....	43
3.5 Personnel Requirements .....	45
3.6 Records/Reporting Requirements .....	50
3.7 Monitoring System and Component Requirements.....	57
3.8 Installation and Monitoring Requirements .....	90
3.9 Training Requirements .....	94
3.10 Interpretive Services/Special Need Requirements.....	98
3.11 Payment and Invoicing Requirements.....	98
3.12 Meetings .....	102
3.13 Audits .....	102
3.14 Other Requirements .....	102
C.2 Method of Performance.....	106
C.3 Tasks and Events .....	117
C.4 Economic Impact to Missouri .....	121

**Exhibit D: Participant Commitment ..... 123**

**Exhibit E: Documentation of Intent to Participate..... 125**

**Exhibit F: Affidavit of Work Authorization ..... 127**

**Exhibit G: Miscellaneous Information ..... 129**

**Attachments**

- Attachment A: Audited Financial Summaries
- Attachment B: FCC Certificates
- Attachment C: ISO Certificates



# Letter of Transmittal / Executive Summary

January 22, 2014

State of Missouri  
Office of Administration  
Division of Purchasing and Materials Management  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809

Attn: John Stobbart

Re: Electronic Monitoring Services RFP B2Z14038  
Due January 24, 2014

Dear Mr. Stobbart:

Thank you very much for the opportunity to continue to provide services to the State of Missouri in accordance with the aforementioned solicitation. BI has thoroughly reviewed all solicitation documents, provisions, attachments, and amendments; we meet or exceed all requirements outlined in the RFP.

BI is the incumbent provider of electronic monitoring equipment and services, and BI has a thorough understanding of the State's existing program and future objectives. With the re-award by the State for a new contract term, BI is confident in our ability to consistently meet and exceed the agency's requirements and expectations.

- **Evidence of a Successful Partnership.** BI understands the underlying goals of the State's electronic monitoring program. This partnership allows the State to develop and implement best practices and innovations that can directly contribute to the Department of Correction's success. The State's Funding Utilization History report illustrates that during the past contract term, the agency has:
  - Increased successful completion when BI took over the contract in 2010, and these rates remain significantly higher than previous contract holder
  - Budgeted a successful completion rate of 90% for the next contract period, a 26% increase from 2008 completion rates

**BENEFIT:** BI's proven partnership with Missouri and providing a continuum of software, services and products ensures a low risk solution to the State.

- **High Familiarity with the Missouri Electronic Monitoring Services Program.** BI has maintained a successful partnership with the agency since 2010. This partnership has been built on the reliability of BI's product offering and expert support from BI's in-state personnel. Our relationship with the State is strengthened by continual communication with officers, administrators, and Missouri DOC leadership. BI's in-state Program Manager, Business Development team, and experienced installers regularly review programmatic challenges including reporting processes, equipment needs, and training curricula.

**BENEFIT:** BI has a thorough understanding of Missouri's protocols, objectives, and challenges. The agency will benefit from continuing a long term partnership with a vendor who has a demonstrated record of reliability and responsiveness.

**BENEFIT:** BI has proven that our continuum of reliable equipment, easy to use software application, and around the clock support are critical to the State's electronic monitoring program.

- **Support from a Single Source.** All products offered within this proposal do not rely on third parties, increasing transparency and accountability. The State is supported by our experienced, in-house operations: from invoicing and administrative support, to an established installer network and program

management. BI is uniquely positioned to partner with the State to meet evolving monitoring program requirements.

**BENEFIT:** We are a proven entity that has the foundational infrastructure to ensure all electronic monitoring requests and concerns are resolved quickly and efficiently.

- **Small Business Participation.** BI is committed to providing opportunities for small, disadvantaged, minority owned, and women owned businesses. BI's has continued to identify small businesses in Missouri communities to partner with in order to meet the State's MBE, WBE, SDVE, and Organization for the Blind/Sheltered Workshop goals.

**BENEFIT:** By expanding and fortifying our supplier base in this manner, BI continually enhances the value of our products and services, and Missouri communities benefit from the success of our small business relationships.

In compliance with RFP Section 2.1.7.b, BI agrees that in the event of conflict between any of BI's responses and the RFP requirements, terms and conditions, the RFP shall govern.

Due to cost reductions in components, manufacturing processes etc., BI's proposal demonstrates a year-on-year cost savings to the State while maintaining the same level of services, and including integration requirements with the State's software systems.

BI looks forward to continuing a successful partnership with the State though the solution proposed herein. We are confident that our expertise and performance will continue to help the State meet its goals and objectives.

Should you require any clarification regarding this proposal, please do not hesitate to contact me.

Respectfully,



Jeff Rivas  
Business Development Director  
314.392.9960 (office)  
314.330.8734 (cell)  
[Jeff.Rivas@bi.com](mailto:Jeff.Rivas@bi.com)

# Exhibit A: Pricing Page (Cost Proposal)

**A.1 Required Pricing:** The offeror shall state the firm, fixed price to provide all services necessary to operate an electronic monitoring system in accordance with the minimum mandatory requirements stated herein.

Description	Estimated Quantities	Firm, Fixed Price
Radio Frequency Monitoring Without Cellular	146,000	<u>\$1.72</u> Firm, Fixed Price Per Monitoring Day, per offender.
Radio Frequency Monitoring With Cellular	36,500	<u>\$4.24</u> Firm, Fixed Price Per Monitoring Day, per offender.
Voice Verification/ Identification	9,000	<u>\$1.56</u> Firm, Fixed Price Per Monitoring Day, Per Offender, minimum of four calls.
Alcohol Monitoring for on-demand	38,325	<u>\$2.15</u> Firm, Fixed Price Per Monitoring Day, Per Offender
Alcohol Monitoring for continuous	52,925	<u>\$7.05</u> Firm, Fixed Price Per Monitoring Day, Per Offender
Passive GPS Monitoring	36,500	<u>\$4.05</u> Firm, Fixed Incremental cost per monitoring day, per offender, over and above the offeror's firm, fixed price per monitoring day, per offender for a radio frequency monitoring system.
Active GPS Monitoring	73,000	<u>\$4.35</u> Firm, fixed incremental cost per monitoring day, per offender, over and above the offeror's firm, fixed price per monitoring day, per offender for a radio frequency monitoring system.
Expert Witness Testimony	50 Hours	<u>\$0.00</u> Firm, Fixed Price Per Hour

*\*Red text indicates revisions made per Amendment 2, issued January 13, 2014*

## A.2 Renewal Option:

The Division of Purchasing and Materials Management shall have the sole option to renew the contract in one (1) year increments, or a portion thereof, for a maximum total of three (3) additional years.

The offeror must indicate below the maximum allowable percentage of price increase or guaranteed minimum percentage of price decrease applicable to the renewal option years. If a percentage is not proposed (i.e. left blank, page not returned, etc.), the state shall have the right to execute the option at the same price(s) proposed for the original contract period. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE.

All increases or decreases shall be calculated against the ORIGINAL contract price, NOT against the previous year's price. A CUMULATIVE CALCULATION SHALL NOT BE UTILIZED.

The percentages indicated below shall be used in the cost evaluation to determine the potential maximum financial liability to the State of Missouri.

NOTICE: DO NOT COMPLETE BOTH A MAXIMUM INCREASE AND A MINIMUM DECREASE FOR THE SAME RENEWAL PERIOD.

	<u>Maximum Increase</u>		<u>Minimum Decrease</u>
1st Renewal Period:	original price + <u>0</u> %	OR	original price - <u>  </u> <u>  </u> %
2nd Renewal Period:	original price + <u>0</u> %	OR	original price - <u>  </u> <u>  </u> %
3rd Renewal Period:	original price + <u>0</u> %	OR	original price - <u>  </u> <u>  </u> %

# Exhibit B: Experience/Reliability of Organization and Expertise of Personnel

*The evaluation of the offeror's experience, expertise, and reliability shall be subjective based on the requirements stated herein. Therefore, the offeror must present detailed information regarding current and/or prior experiences in providing the services, expertise of the personnel proposed, and reliability of the organization. The following information must be provided by the offeror in order to verify their proposed experience, expertise, and reliability. The state reserves the right to use this information, including information gained from any other source, in the evaluation process.*

## B.1 Experience of the Organization

*1) The offeror should describe its organizational qualifications including, but not limited to, the history and background of the organization.*

### **BI Response:**

BI began working with the Missouri Department of Corrections in 2010. We currently provide the state a robust continuum of electronic monitoring equipment, as well in-state personnel to provide program oversight, training, and equipment installation, troubleshooting, and removal.

As the current partner to the State, BI has an in-depth knowledge of the State's unique requirements. BI's primary personnel from the Business Development Team, Monitoring Customer Services Team, Customer Business Services Team, Installation Services Team, and Hardware and Software Development Team have had the privilege of maintaining a close, professional relationship with the State. This experience provides us with the ability to create internal processes to ensure that the State's objectives are fully met.

- **Business Development Team** includes several in-state employees to conduct regular site visits, ongoing trainings, and maintain close communications with State leadership. Dave Young, Account Executive, and Tim Kniest, Missouri Program Manager, have over 40 years cumulative experience with the State: both worked within the Missouri Department of Correction and/or Probation and Parole offices. Mr. Young and Mr. Kniest have a detailed knowledge of BI's solutions, but also a strong tenure with the State. Our Business Development Team is enthusiastic and well prepared to continue to support the State's mission.
- **Monitoring Customer Services (MCS) Team** assists with program execution, and implementing changes in notification or escalation procedures on an as needed basis. MCS representatives work with the State to establish and assist with modifications to the default settings for equipment configurations, events, alerts, and notifications. MCS representatives also provide a second tier support for our Monitoring Services Specialists. The MCS department is the first point of contact for the State Program Administrator for all technical inquiries.
- **Customer Business Services (CBS) Team** works closely with the Program Administrator to meet the State's unique billing and invoicing needs. CBS understands the complex billing requirements set forth by this contract, including invoicing on a district-by-district basis, and working quickly and efficiently to resolve any inconsistencies. BI has the processes already in place to continue to provide timely, accurate invoicing information to the agency, in accordance with contract requirements.
- **Installation Services Team** provides all on-site and in field services to offenders, including equipment troubleshooting, removals, and installation services. This team of approximately 20 trained personnel are highly familiar with the State's timeframe requirements, procedures, and with BI equipment. Ready for deployment on this next contract term, every member of the Installation Services Team has been approved by the State's rigorous background check and vetting process.

- **Software and Hardware Development Team** is continually researching, developing, and implementing upgrades to both the TotalAccess software platform, and BI's continuum of equipment. During the last contract term, BI developed specific features of TotalAccess to more succinctly meet the State's objectives. For example, BI provided the ability for the State to not receive upgrade notifications when logging in to TotalAccess, on an agency by agency basis.

Additionally, BI is excited to introduce a HomeGuard 206 "Receiver Stationary" event, which will be released in February 2014. This event was requested specifically by the State, and further evidences our understanding of the State's goals.

### Electronic Monitoring Equipment Experience

- **Radio Frequency Monitoring Experience.** BI has been researching and implementing RF technology for over 30 years, and began providing corrections departments with RF solutions in 1985. We currently support tens of thousands of active RF units throughout the country, including contracts for federal and state level accounts
- **GPS Tracking Experience.** In 1996, BI began researching and testing GPS tracking applications for the corrections market and we introduced our first GPS product to the industry in 2003. In addition to the State of Missouri, BI provides GPS tracking technologies to some of the largest federal and state agencies in the country, including the U.S. Department of Homeland Security (DHS) in partnership with Immigration and Customs Enforcement (ICE),
- **Alcohol Monitoring Experience.** BI has provided alcohol monitoring equipment and services for over 20 years. We support alcohol monitoring programs of all sizes and scopes. Over the last decade, our alcohol monitoring equipment has been used to monitor over 150,000 individuals. We offer a complete line of alcohol monitoring products.

### Installer Program Experience

BI provides installation services to over 15 correctional agencies, nationwide. Through these installer programs, BI offers:

- Over 10,000 program clients receiving installation and removal activities
- Installation services provided at varying sites, including Agency offices, BI local offices, and in the field
- Installation, removal, and troubleshooting activities for BI's full continuum of equipment
- In October 2013, BI performed over 2,800 installations, 2,600 removals, and over 1,500 service calls across the nation
- Over the last year, BI has performed the following actions for the State:
  - An average of 240 installations a month
  - An average of 180 removals a month
  - An average of 64 service calls a month

*2) The offeror should provide a detailed description their current and prior experience pertaining to establishing and maintaining an electronic monitoring system as required by the RFP. The offeror should provide a list of entities for which they, and any proposed subcontractors, have provided the same services as those required herein. For each of the entities, the offeror should provide a contact name at each entity, their telephone number, and e-mail address so that the information provided and outcomes may be verified.*

### BI Response:

Please find BI's references on the following pages.

## North Carolina Department of Public Safety

### Narrative Description

The North Carolina Department of Public Safety manages several differing electronic monitoring programs for varying types of clients, including:

- Electronic House Arrest program
- Sex Offender Management program
- Department of Juvenile Justice programs

These programs are statewide and encompass all 100 counties in North Carolina. The Department chose to partner with BI after a competitive bid process in mid-2012. BI has developed a strong relationship with the agency, and provides electronic monitoring solutions that are flexible and robust to successfully monitor varying offender populations.

BI monitors and tracks client activities on a continual basis for the Department, and reports client actions and violations in compliance with each using agency's specifications. North Carolina currently uses over 2,500 ExacuTrack One units and 100 HomeGuard units.



**North Carolina Department of Public Safety**

During North Carolina program implementation, BI installed 1,000 ExacuTrack One units within 1 week, and trained 600 officers on the BI solution within 2 weeks.

### Complex, Large Scale Implementation

In just three months, BI completely transitioned this large agency from a competitor's equipment to the ExacuTrack One solution. Significant accomplishments of the North Carolina program transition include:

- Installing 1,000 ExacuTrack One units on clients within one week
- Providing a follow-up installation week for clients who did not receive new equipment in the initial installation week; approximately 150 additional units were installed
- Training upwards of 600 officers on BI's software and equipment within two weeks

### Complete Solution from One Provider

BI's HomeGuard and ExacuTrack One solutions are compatible with the TotalAccess monitoring software, which has significantly reduced North Carolina officer workload. All equipment and offender activity is tracked through TotalAccess, giving officers complete program information from one source. With TotalAccess, officers easily define which detailed and custom reports will give them the information they need, as well as create detailed GPS zones and monitor compliance with curfew restrictions. The combination of our proven, reliable equipment and the around the clock support from BI's Monitoring Operations center enhance officer's ability to oversee the growing number of participants in the North Carolina Communities.

### Contact Information

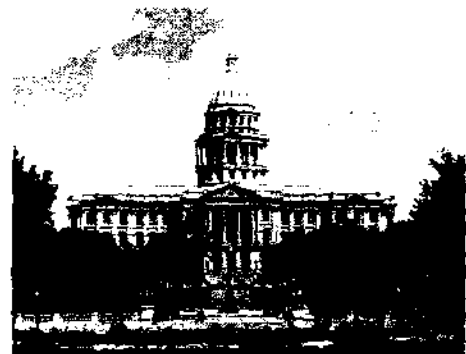
Ms. Hannah Rowland, Administrator, Special Operations  
919.716.3159 (Office) | 919.369.7018 (Cell)  
[Hannah.Rowland@ncdps.gov](mailto:Hannah.Rowland@ncdps.gov)

## Colorado Department of Corrections

### Narrative Description

The Colorado Department of Corrections partners with BI to aid the supervision of formerly incarcerated adult parolees, younger adults that progress from incarceration and offenders who are assigned to community corrections facilities and programs. The flexible and robust continuum of BI's products provide using agencies the ability to monitor all varying offender populations. The Department uses:

- 500 HomeGuard radio frequency monitoring units
- 425 ExacuTrack GPS monitoring units
- 25 TAD continuous alcohol detection units



#### Colorado Department of Corrections

BI's integration of TotalAccess with the State's CWISE database increases the effectiveness of the supervision of clients throughout the State.

### Extensive Transition and Field Service Experience

Upon contract award in 2012, parolees reported for equipment removal and installation at BI's 26 Colorado office locations. BI provided transition activities in a highly effective manner, including:

- Statewide transition effort that provided equipment installation on approximately 1,200 clients within two weeks
- Training 300 Colorado DOC officers

Additionally, BI provides installers in geographic areas not serviced by the current office infrastructure. To oversee the extensive field services and installer activities, the Colorado Department of Corrections was provided with a full-time Program Coordinator that is specifically dedicated to this contract. The Program Coordinator is responsible for:

- Ensuring inventory levels are appropriate
- Managing spare equipment
- Creating extensive reports
- Troubleshooting any program issues that arise

### Customized Web Services

A significant component of BI's solution includes customized integration with the Colorado Web-based Integrated Support Environment (CWISE) system. CWISE provides the using agencies with a single source of consolidated offender management electronic data and information. CWISE, in conjunction with BI's always available Monitoring Operations center, enables multiple methods of data entry and retrieval. Accessible from any internet connection, the TotalAccess software platform provides 24/7 monitoring software for RF and GPS on a single consolidated system. In addition to enhanced location monitoring, and solutions to minimize nuisance alerts, the TotalAccess system provides flexible, custom reporting capabilities.

### Contact Information

Mike Miles, Assistant Director  
303.550.0260  
[mike.miles@state.co.us](mailto:mike.miles@state.co.us)



## South Carolina Probation, Pardons & Parole, Department of Corrections, and Department of Juvenile Justice

### Narrative Description

BI was awarded a multi-agency, statewide contract to aid several divisions of South Carolina corrections agencies with monitoring various types of clients. Using agencies include the South Carolina Probation Pardons and Parole Services (SCDPPS) and the South Carolina Department of Juvenile Justice. These agencies supervise more than 32,000 clients in their 46 field offices and four satellite offices.

Partnering with a reliable monitoring company was crucial to the success of the state's electronic monitoring programs, as state legislation mandated the establishment and maintenance of evidence based practices relating to community supervision activities. Since the implementation, RF and GPS units have been a constant tool for sanctions and alternative reporting methods.

The implementation of the BI solution increased agency efficiency and allowed officers to devote more time to high risk populations. South Carolina uses:

- 148 HomeGuard radio frequency monitoring units
- 572 ExacuTrack GPS monitoring units



South Carolina

Using agencies experienced increased efficiency using BI's consolidated software platform, TotalAccess.

### Diverse Offender Population

BI has continuously supported the State in electronically monitoring juvenile, adult and first time clients while on regular probation, prior to being adjudicated, or while nearing the end of a minor drug, alcohol, or misdemeanor sentence. To meet the State's diverse monitoring needs for a variety of clients, BI continues to provide a unique, State specific support infrastructure, and technologies proven to effectively monitor clients in South Carolina communities.

### Implementation and Training Activities

The State of South Carolina had stringent training and implementation requirements that were fulfilled by BI immediately after contract award. These activities were necessary to provide a seamless transition in services, and included:

- Coordinating equipment deliveries to all seven districts prior to training
- Detailed and customized product training, including installation and removal activities, alert interpretation, and validating the effectiveness of BI provided technology
- Setting up officers within the TotalAccess application, and enrolling offenders
- Validating the effectiveness of the tracking technologies in a variety of indoor and outdoor environments

BI maintains close contact with the State of South Carolina, and we regularly provide refresher trainings, and educate correctional staff about new technologies and monitoring strategies.

### Contact Information

Mitch Tucker, EM Program Manager  
803.734.0836  
[MTucker@ppp.state.sc.us](mailto:MTucker@ppp.state.sc.us)

## Alaska Department of Corrections

### Narrative Description

A primary program run by the Alaska Department of Corrections (DOC) is the House Arrest Program (HAP). BI supports the Alaska HAP program by providing, managing, supporting and servicing several electronic monitoring products. Different technologies are employed to match the risks and needs of varying client supervision mandates. A key component of Alaska's electronic monitoring program is also focusing on comprehensive alcohol monitoring and enforcing client sobriety. BI successfully supports the Agency's electronic monitoring programs by providing:

- 350 TAD continuous alcohol detection units
- 300 HomeGuard radio frequency monitoring units
- 5 ExacuTrack GPS monitoring units



**Alaska Department of Corrections**

Alaska estimates a savings of \$1 million a year through BI's support of the State's House Arrest Program.

### Continuum of Electronic Monitoring Equipment

Alaska has expanded their electronic monitoring programs to incorporate several BI technologies, such as:

- BI HomeGuard 200 is used to monitor schedule and curfew compliance
- BI ExacuTrack GPS tracking units are used to monitor the movements of clients within the community
- BI Sobriotor and BI TAD are used to monitor client sobriety through both breath alcohol tests and continual transdermal alcohol monitoring. The Sobriotor and TAD are particularly useful to the Alaska DOC, as HAP has a zero-tolerance policy for alcohol and drug violations; clients that violate program restrictions are returned immediately to custody.
- The DOC uses BI Monitoring Operations center, which provides client data management, alert notifications and support 24 hours a day

### Success of Agency House Arrest Program

The success of BI's support of the HAP program is evidenced through the following metrics:

- Hundreds of individuals are being monitored daily
- Each year, the state estimates it avoids \$1 million on incarceration fees
- Successful completion rates range from 90% to 93% each year
- Client fee collection provides cost benefits to taxpayers

### Contact Information

Mr. Billy Houser, PO 1V  
907.761-5603  
[Billy.Houser@alaska.gov](mailto:Billy.Houser@alaska.gov)

## B.2 Expertise of Personnel

1) The offeror should fully describe the expertise and experience of the staff that will be assigned. The offeror's description should include the position and position description of the proposed staff as well as detailed resumes for the proposed staff. Resumes should be structured to emphasize relevant qualifications (including education, licenses, certifications, etc.) and experience of the personnel in successfully completing contracts/performing services of the same size and scope of the requirements of this RFP. Information submitted should clearly identify previous experience in performing the same services and should include beginning and ending dates, a description of the role of the person in such performances, results of the services performed, and how the person's involvement in that project will relate to the person's ability to contribute to the State of Missouri. In the event specific personnel are not able to be designated, the offeror should provide detailed descriptions of the required qualifications for the assignment as well as detailed job/position descriptions of the specific positions, including the type of person proposed to be assigned.

2) The offeror's response should also specifically address personnel's knowledge and experience with the following:

- a. The development, implementation, and administration of electronic monitoring services identical in scope to the program requirements stated herein.
- b. The various technical requirements required and desired to meet the requirements of the RFP (see Performance Requirements, section 3):

### BI Response:

The dedication, knowledge, and tenure of BI's employees support our reputation and long term presence in the electronic monitoring industry. All BI departments work together to ensure that the State of Missouri's systems operate successfully. These committed and talented employees design, engineer, manufacture, and test all of our equipment, and provide around the clock support and monitoring services to hundreds of agencies across the nation.

The State of Missouri will be supported by the BI management team that has decades of experience working with correctional agencies. Additionally, BI's proposed team has successfully supported the State's program and rehabilitation objectives throughout the past contract term.

### Primary Support Personnel Responsibilities:

- Tim Kniest is the local Missouri Program Manager, and provides support for the State's day-to-day operations, including regular site visits, training, equipment and inventory issues
- Jeff Rivas is the Business Development Director that provides oversight, contract management, and ensures that BI is meeting the State's overall objectives and requirements
- Tim Hughley is the Monitoring Customer Services Manager, and is the first point of contact for the Program Administrator regarding any technical or programmatic inquiries
- Jeremy Elliott is the National Support Account Manager, and provides customized implementation activities, trainings, and oversees any large program changes
- Beth Miller is the Installer Services Manager, and provides oversight, direction, and supervision to BI's team of Installation Technicians

Please find key personnel resumes on the following pages.

## Primary Support Personnel

### Jeremy Elliott, National Account Support Manager

Jeremy Elliott is responsible for the management of Account Support Representatives for large and strategic accounts nationwide. Additionally, he is responsible for the project management, implementation and operational setup of new electronic monitoring systems to ensure seamless implementations and transitions for agencies. Mr. Elliott has over a decade of training experience within BI and over fifteen years with the company. Mr. Elliott is a subject matter expert with GPS equipment and software as well as all other BI hardware and software systems. Jeremy holds an Associate of Arts degree in Criminal Justice & Criminology. He also holds Certificates of Specialized Learning in Distance Education



- Act as a liaison between the Missouri Department of Corrections and BI's engineering departments
- Keep the Missouri Department of Corrections updated on all solution developments
- Manage Account Support Representatives, nationwide
- Train, mentor and direct staff regarding customer support functions to achieve Company objectives
- Responsible for new account implementation and operational set-up of new electronic monitoring systems to ensure the efficient and effective delivery of products and services
- Collaborates with the Sales team to identify growth opportunities through the increased use of the continuum of Company products and services
- Communicate regularly with other key departments to keep abreast on product revisions and changes, and to provide product performance feedback

### Employment

#### BI Incorporated

**National Account Manager** 2010-Present

**Account Representative** 2007-2010

- Support members of the Sales team with high volume, high revenue accounts through training and support
- Develop and deliver customer-site training on the usage of electronic monitoring equipment and software products to ensure customers' effective and successful use of the program
- Assist with billing related administrative issues and price correction work in conjunction with Accounts Receivables

**Senior Training Specialist/Training Specialist** 2001-2007

- Analyze, develop, deliver and evaluate training modules for BI staff and internal/external customers for BI's hardware and software product lines
- Provide internal staff training for certification programs, as well as instruction to new/existing employees and customers on the use of current applications and equipment
- Developed on-line training that utilizes web conferencing and application sharing

**Assistant Shift Supervisor** 1998-2001

### Education

#### Ball State University

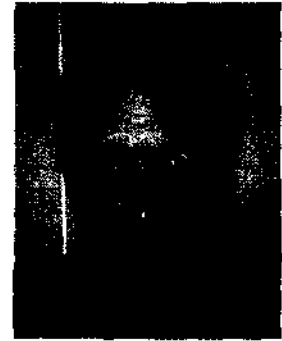
- Criminal Justice/Criminology, Associate of Arts 2006

### **Demonstrates Ability to Contribute to Missouri Department of Corrections**

Mr. Elliott is highly familiar with implementing, maintaining, and evolving large scale electronic monitoring programs. He was instrumental in transitioning the State to BI's solution in 2010. Mr. Elliott brings a wealth of technical, programmatic, and managerial experience in operating complex and customized electronic monitoring program. His team regularly provides onsite and remote project management support to some of the largest electronic monitoring programs in the country.

### **Tim Kniest, Missouri Program Manager**

Tim Kniest started his career in corrections in 1974, and retired from the Missouri Department of Corrections in 2004. Since June 2010 Mr. Kniest has served as the State Program Manager for the Electronic Monitoring Missouri Department of Corrections contract with BI. Mr. Kniest has also served as a consultant with the Federal Bureau of Corrections and the National Institute of Corrections since 1996. During his consulting career, Mr. Kniest conducted training in public and media relations.



- Liaison between BI and Missouri field offices
- Provides day-to-day operational support to Missouri Department of Corrections
- Conducts on-site visits at field offices to learn about any issues the office may be having
- Provides in-person training on an as needed or as requested basis
- Provides a variety of reports to program administrators and leadership on BI's equipment and services
- Responsible for the compliance of the statewide electronic monitoring contract between the Missouri Department of Corrections and BI.
- Facilitating solutions concerning the company's equipment, software and other customer service related issues.

### **Employment**

**BI Incorporated** 2010-Present

**Missouri Program Manager**

**Federal Bureau of Prisons** 1996-Present

**Consultant**

- Conduct public and media relations training for the National Institute of Corrections(NIC), an agency of the United States Department of Justice. Classes are conducted for professional staff of the United States Bureau of Prisons and other corrections and law enforcement agencies across the nation.
- Assist in training program review and development with NIC coordinators and consultants. Employed on an as needed basis.

**G4S Justice Services Inc.** 2005-2006

**Client Services Manager**

- Managed electronic monitoring accounts in three different states (Missouri, Kentucky and Tennessee).
- Responsible for all customer service relations, addressed and solved problems with hardware and software.
- Installed electronic monitoring equipment on offenders and conducted training for staff on hardware and software systems.
- Supervised thirteen different installers for Missouri and Kentucky Department of Corrections and responsible for maintaining inventory and rectifying inventory concerns.

- Participated in special projects as assigned by the company.

**Missouri Department of Corrections**

1994-2004 (Retired)

**Chief Public Information Officer**

- Supervised and oversaw the activities of the Department Public Information and Constituent Services Offices.
- Responded to all media and public inquiries concerning the Department, and provided consultation to Department and Division Directors on media and public relations issues.
- Developed and conducted staff training in public and media relations.
- Developed and oversaw production of all Department publications, and developed policy and procedure for public and media relations and internal communication.

**Missouri Board of Probation and Parole**

**Director of Community Services**

1992-1994

- Developed regional resources and services for offenders.
- Coordinated public and media relations efforts.
- Developed professional growth training for staff.
- Coordinated volunteer and community service programs, and acted as a liaison duties to Volunteers in Probation and Parole Citizens

**Unit Supervisor**

1986-1992

- Directly supervised eight to ten probation officers.
- Established District objectives and evaluated staff performance.
- Developed substance abuse aftercare and relapse program and District Speakers Bureau.
- Conducted staff training on policy, procedure and public relations.

**State Probation and Parole Officer**

1974-1983

- Responsible for the supervision of criminal offenders placed on probation or parole.
- Conducted and prepared pre-sentence investigations for the courts providing social history, treatment plans and recommendation for probation or incarceration.
- Acted as the liaison to halfway house program, supervised assigned offenders and developed treatment objectives in consultation with staff

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**Education**

**University of Missouri at St. Louis**

- Bachelor of Science 1971

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**Demonstrates Ability to Contribute to Missouri Department of Corrections**

Mr. Kniest has an intimate knowledge of Missouri specific legislation, communities, public relations, and overall knowledge of the State's policies surrounding probationers and parolees. Mr. Kniest bring over two decades of experience with working for the Missouri Board of Probation and Parole and Department of Corrections. During his tenure at these State agencies, Mr. Kniest acquired a unique and incredible useful understanding of the State's procedures, objectives, and challenges. Mr. Kniest is currently supporting the State's electronic monitoring program, and regularly communicates with field offices, officers, BI installation personnel, and State leadership. Additional accomplishments that demonstrate Mr. Kniest's ability to contribute to the State include:

- Chair MO Division of Probation and Parole Public Relations Committee 1985 to 1994.
- Received the St. Louis Bar Association Media Award 1989.
- Board Member, St. Louis County Options for Justice 1992-1994.
- Board Member, Missouri Alternatives to Incarceration (MOCAI) 1988-1993.
- President and member, St. Louis Independent Production Professionals 1989-1993.

## Dave Young, Account Executive

Mr. Young began his criminal justice career with the State of Missouri's Probation and Parole Department and worked as a Parole Officer for eight years. For an additional four years, he oversaw the day-to-day operations of the state's electronic monitoring program, which monitored 650- 750 offenders. Mr. Young's areas of expertise include developing and delivering presentations and training on the usage of BI products, assisting with the implementation of new monitoring programs, ensuring customer satisfaction, identifying practical applications for electronic monitoring services, and determining new business opportunities. Mr. Young served in the Navy for four years before earning a Bachelor's Degree in Counseling and Psychology from the University of Missouri in Columbia.



- Participate in overall Missouri Department of Corrections contract fulfillment
- Successfully assisted with implementation of Statewide, Federal and County electronic monitoring programs.
- Demonstrates the ability to perform duties independently and efficiently with solution based objectives with limited out of state supervision.
- Provides training and customer relations management for over 120 agencies in 8 states.

### Employment

**BI Incorporated** 1997-Present

#### Account Executive

**Missouri Board of Probation and Parole** 1993-1997

#### Intensive Supervision Coordinator

- Developed and maintained compliance of policies and procedures for the Intensive Supervision program serving 150 offenders, and the Electronic Monitoring Program serving 800 offenders.
- Managed the 1.2 million dollar contract for the Electronic Monitoring program.
- Ensured compliance with Electronic Monitoring and Intensive Supervision statewide contracts.
- Designed, developed, and administrated the Probation and Parole Day Reporting Centers in Missouri

#### Probation and Parole Officer

1984-1993

- Supervised parolees assigned to local treatment facilities.
- Screened residential treatment referrals and made final recommendations for placement.
- Conducted and inspected treatment facilities for compliance with contract specifications.
- Developed and initiated treatment and substance abuse programs
- Conducted and inspected treatment facilities for compliance with contract specifications.
- Prepared pre-sentence investigations for Boone County Missouri.

### Education

#### University of Missouri

- Counseling Psychology, Bachelor of Education Studies 1984

### Demonstrates Ability to Contribute to Missouri Department of Corrections

Mr. Young is highly familiar with supporting complex electronic monitoring programs. He has actively been supporting the State of Missouri's electronic monitoring processes and procedures throughout the last contract term by attending regular meetings, providing training on an as need basis, and maintaining close contact with program oversight personnel. His long-term appointment with Missouri Board of Probation and Parole makes Mr. Young a valuable BI account representative for the State. Mr. Young is extremely familiar with both government functions and the corrections industry in Missouri.

## Tim Hughley, Manager of Monitoring Customer Service (MCS)

Mr. Hughley has held a variety of technical and supervisory roles since joining the company in 1991. His extensive electronic monitoring experience with BI includes work as Supervisor of MCS, Monitoring Center Coordinator and Supervisor and Technical Specialist. He earned a Bachelor of Science degree in International Affairs from the University of Colorado.



- Acts as the first point of contact for the Missouri Department of Corrections Contract Administrator for all programmatic and technical inquiries
- Overall management of customer service department for 2000+ contracting customers, including planning, staffing and budget responsibilities
- Hands-on management of select strategic customers relative to their monitoring service
- Escalate complaints and troubleshooting
- Liaison between various BI departments, BI field staff, customers, and monitoring operations
- Manage tracking and maintenance of customer service levels for monitoring operation
- RFP/contract review for new business opportunities

### Employment

BI Incorporated	1999-Present
<b>Manager of Monitoring Customer Service</b>	
<b>Supervisor, Monitoring Customer Service</b>	
1997-1999	
<ul style="list-style-type: none"><li>• Overall supervision of Boulder customer service department for 1000+ contracting customers, including performance evaluations, payroll, disciplinary actions, etc.</li><li>• Liaison between various BI departments, BI field staff, customers and monitoring operation</li></ul>	
<b>Senior Monitoring Technical Specialist</b>	
1996-1997	
<ul style="list-style-type: none"><li>• Second-tier customer technical support</li><li>• Supply technical updates to monitoring center staff relative to BI field equipment</li><li>• Assist in field testing new BI products</li></ul>	
<b>Monitoring Center Supervisor/Coordinator</b>	
1991-1996	
<ul style="list-style-type: none"><li>• Supervise monitoring center staff, manage day-to-day operations of call center</li><li>• Oversee inventory management for monitoring center</li></ul>	

### Education

<b>University of Colorado</b>	
• Bachelor of Arts, International Affairs	1990



### **Demonstrates Ability to Contribute to Missouri Department of Corrections**

Mr. Hughley has an intimate knowledge of Missouri's specific notification procedures, escalation policies, and reporting requirements. The accounts listed above are similarly complex, and require customized setup and implementation process during initial program start up. Mr. Hughley has a detailed understanding of BI's ability to customize our monitoring operations to meet the complicated needs and objectives of large, state-wide monitoring programs. Mr. Hughley currently works closely with other BI departments and the State of Missouri to ensure that all customized and manual reporting requirements are met.

### **Beth Miller, Manager of Install Services**

Beth Miller joined BI in 1994 as a Supervisor in BI's Monitoring Operations center in Anderson, Indiana. In August 1998, Ms. Miller relocated to Florida to supervise one of BI's installer programs. Shortly after this move, she was promoted to Manager, Install Services, and undertook all BI installer programs throughout the United States, including 11 states from Florida to Alaska. This promoted a streamlined operation, dedicated support system, and installer solutions for customization of program requirements. Ms. Miller's responsibilities include creating solutions for installer programs that enhance agency services and foster public safety, thus providing support to agency staff. In addition, Ms. Miller supervises the installers, ensures optimal installer coverage is maintained, and ensures contractual guidelines are met. Ms. Miller has almost 20 years of experience in handling electronic monitoring caseloads, and is a graduate of International Business College.



- Supervises, recruits, and oversees Missouri Department of Corrections Installation Technicians
- Liaison to installer contracted agencies to ensure all aspects of their needs are met
- Maintains knowledge of contractual requirements for each agency that requires field installer support
- Assists with implementation of policies and procedures to ensure optimal installer services
- Manages Installer Operations Budget on a daily basis
- Oversees inventory management of electronic monitoring equipment of installer agencies
- Provide information required for Request for Proposals (RFPs)
- Develop installer operations goals and take responsibility for meeting these goals and objectives
- Responsible for management of installer employees

### **Employment**

#### **BI Incorporated**

<b>Manager of Install Services</b>	1998-Present
<b>Monitoring Center Supervisor</b>	1994-1998

- Responsible for the supervision of all assigned personnel during specified shift, including direction and counseling employee needs
- Assist with on-site customer visits, tours and presentations related to company products and services
- Develop shift goals, and follow through with implementation and meeting goals

### **Education**

#### **International Business College**

- Associate Degree in Business Management 1980

### **Demonstrates Ability to Contribute to Missouri Department of Corrections**

Ms. Miller oversees installation services to over 15 correctional agencies, nationwide. Through these installer programs, Ms. Miller manages:

- Nearly 10,000 program clients receiving installation and removal activities
- Installation services provided at varying sites, including agency offices, BI local offices, and in the field
- Installation activities for BI's continuum of equipment, including ExacuTrack One units, HomeGuard units, and TAD units

Additionally, Ms. Miller provides oversight and direction for all installation activities currently provided to the State of Missouri. This extensive experience evidences Ms. Miller's ability to continue to provide the State with prompt, reliable installation, removal and in-field troubleshooting services.

## Program Oversight Personnel

### Matt Swando, Vice President of Sales

Mr. Swando began his criminal justice career as a Pretrial Investigator with the Oakland County Community Corrections Department in Michigan. During this time, he supervised the completion of court ordered conditions and ensured that defendants appeared for court hearings. In this role, Mr. Swando became experienced with electronic monitoring systems, and developed a first-hand understanding of community-based offender supervision issues. Mr. Swando also spent four years in the electronic monitoring industry as a Market Analyst. He was later promoted to Regional Sales Manager within the industry, before joining the BI team in 2004.



- Responsible for managing a total team of 32 business development, account executive, program manager, proposals and administrative staff members. Executing a national and international sales strategy promoting the provision of electronic monitoring systems and services to exceed monthly, quarterly and annual revenue and profitability targets. Overseeing all electronic monitoring systems and services business development activities.
- Responsible for the creation and execution of an international and national sales plan that incorporates the length of the sales cycle, customer relationships, contract and market share analysis and the identification of funding.
- Assist and guide the sales management team with the development of market share focused territory sales plans and strategies for revenue retention and revenue growth.

## Employment

### BI Incorporated

**Vice President of Sales**

June 2011-Present

**National Sales Manager**

Sept 2010-June 2011

- Responsible for managing a team of two business development executives executing a national sales strategy promoting the provision of reentry and supervision services (RSS) to criminal justice populations returning to society after periods of incarceration.
- Responsible for the creation and execution of a national sales plan that incorporates the length of the RSS sales cycle, customer relationships, academic research support and the identification of funding.
- Assist and guide the sales team with the development of territory sales plans and strategies for revenue retention and revenue growth.
- Providing sales training, strategic and tactical direction, and mentoring for sales team in reentry services sales strategies.

**Western Regional Sales Manager**  
**Business Development Executive**July 2005-Sept 2010  
March 2004-July 2005

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**Education**

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**University of South Florida**

- Master of Arts, Criminology 2000

**Central Michigan University**

- Bachelor of Science, Criminal Justice 1998

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**Demonstrates Ability to Contribute to Missouri Department of Corrections**

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Mr. Swando provides high level support and oversight on all of BI's electronic monitoring contracts, and currently supports Missouri's electronic monitoring objectives. In addition of Missouri, Mr. Swando manages complex monitoring programs around the nation, including Alaska Department of Corrections, North Carolina Department of Public Safety, Colorado Department of Corrections, and several other agencies similar in size and scope to Missouri. Mr. Swando's experience in managing these electronic monitoring programs above demonstrate his involvement in a wide variety of electronic monitoring programs, from diverse offender populations, to complex technology and systems integration experience.

Furthermore, through his tenured career at BI, Mr. Swando has been closely involved with the past two bid processes for the Missouri electronic monitoring services contract, and has an intimate knowledge of how the State's current program has evolved over the past several years.

## Scott McCool, Western Regional Sales Manager

Scott McCool joined BI in October of 2005 to support accounts in the Southeast before being promoted to the Business Development Representative position. Mr. McCool was later promoted to the Regional Sales Manager position, which he currently holds. In this position he is responsible for overseeing all sales and contract fulfillment activities within the Western United States. He began his career as a probation officer in Indianapolis, Indiana. After the probation officer position, he supervised the Monitoring Center and GPS programs and later became the Assistant Home Detention Coordinator for Marion County Community Corrections. Mr. McCool also held a position as a Regional Sales Director within the industry for sales and support of GPS products. Mr. McCool earned his Bachelor's Degree in Criminal Justice, Business and Psychology from Indiana University in Bloomington, Indiana.



- Develop and monitor a system to measure effective sales activities.
- Provide sales training, strategic and tactical direction, and mentoring for sales force.
- Nourish relationships with key customer contacts, including government agencies and private companies in the electronic monitoring market, to promote company products and services.

## Employment

### BI Incorporated

#### Regional Sales Manager

2010-Present

#### Area Sales Manager

March-October 2010

- Negotiate pricing and contract terms with new and current accounts to close deals.
- Create and maintain a strategic account plan for each account consistent with the customer business/strategic plan.
- Manages key business development strategies within district including the management of consultants, lobbyists and other contracted business development.

#### Business Development Director

2006-2010

- Liaison between BI internal departments and customers to ensure prompt handling of customer inquiries and customer satisfaction.
- Identify and close sales opportunities in existing and new accounts.
- Develop and enhance ongoing relationships with key executives in each assigned account

#### Account Executive

2005-2006

- Assist with billing related administrative issues and price correction work in conjunction with Accounts Receivable
- Forecast existing account growth/revenue.
- Develop and deliver presentations and training on usage of electronic monitoring equipment and software products to ensure customers' effective and successful use of the program.

## Education

### Indiana University

- Bachelor of Arts, Criminal Justice 2002

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**Demonstrates Ability to Contribute to Missouri Department of Corrections**

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Mr. McCool's experience with several agencies similar in size and scope to Missouri demonstrates his ability to work closely with field services and business development personnel to improve and support a wide variety of electronic monitoring programs. Mr. McCool's long time tenure and advancement throughout his career at BI evidence a thorough understanding of the electronic monitoring marketplace, advancements in technology, and the ability to work closely with Missouri to ensure that all programmatic objectives are met as the State's requirements evolve. Over the past contract term, Mr. McCool has engaged the Business Development employees in his team to provide customized, flexible solutions to the State.

## Jeff Rivas, Business Development Director

Mr. Rivas has over 20 years of business and product development experience within the corrections industry. Prior to joining BI, he worked with over 300 correctional facilities and routinely handled contract values of \$20 million dollars. Mr. Rivas has assisted customers at the federal, state, and local levels - and has extensive experience interacting with both corrections officials and inmates in minimum and maximum security environments. His current work with BI gives Mr. Rivas a hands-on knowledge of the technologies used by agencies supervising community-based offenders. Mr. Rivas holds a Bachelor's degree in Economics from the University of Missouri - Columbia.



### **Current Position - Business Development Director**

- Direct the development and market share growth of electronic monitoring products and services to federal, state, local and private agencies.
- Create and maintain a strategic account plan for each account consistent with the customer business and strategic plan.
- Negotiates pricing and contract terms with new and current accounts to close deals.
- Acts as a communications liaison between BI internal departments and customers at all levels to ensure prompt handling of customer inquiries/issues and customer satisfaction.

### **Relevant Business Development**

#### **Employment**

**BI Incorporated** 2011-Present

**Business Development Director**

**Jemiriv** 2009-2011

**Partner**

- Provide core expertise and resources for business development, strategic marketing, sales management, and product development.
- Design approaches to produce innovative and sustainable revenue results

**Solutia, Inc** 2006-2009

**Director of Sales - Entrepreneurial Growth Business Unit**

- Launched and managed (2) business units to international and domestic retail chains and distributor networks
- Developed strategic partnerships with 1000+ Budget Blinds global franchisees.
- Increased consecutive YOY sales growth rates of 15% and 44%.

**Keefe Group** 1985-2006

**Business Director**

#### **Education**

**University of Missouri**

- Bachelor of Arts, Economics 1984

#### **Demonstrates Ability to Contribute to Missouri Department of Corrections**

Mr. Rivas' experience with Michigan Department of Correction demonstrates his ability to work closely with an agency to successfully oversee a highly complex, customized electronic monitoring program. Mr. Rivas meets regularly with Missouri personnel to ensure that BI's provision of equipment and services are effectively meeting the State's programmatic needs and objectives. Mr. Rivas is highly familiar with the State's current program, and has provided superior customer support to the agency throughout his career with BI.

## Jennifer White, Vice President Monitoring Operations

Ms. White has over 20 years of experience in converting, implementing, and supporting large electronic monitoring programs. She holds a Bachelor's degree in Criminal Justice and Criminology, and a Master's in Political Science from Ball State University in Indiana. Ms. White's skill is demonstrated by several of BI's successful, large electronic monitoring customers; in 2009 Ms. White supervised the transition of approximately 6,000 clients—all within 60 days. This included enrolling clients and creating voiceprint templates for an extensive voice verification population.



### Current Position

- Responsible for management and administration of BI Incorporated's Call Center, Customer Service Department, Training Department, Quality Department and Program Compliance, encompassing over 225 employees and \$5.5 million in budgets.
- Directs a management team to develop, train and implement electronic monitoring programs of up to 2,400 clients throughout the United States.

### Employment History

#### BI Incorporated

1988–Present

##### Vice President of Monitoring Operations

##### Director of Monitoring Operations

- Responsible for management of staff and operations of Call Centers located in Anderson, IN and Boulder, CO. This included overseeing of budgets, systems, customer satisfaction, and employee development.
- Coordinated consolidation of two monitoring centers, including employee force reductions, severance package development, and employee transfers. Also transfer of customer database and customer procedures.

##### Manager of Monitoring Operations

- Responsible for day to day operations of 24x7 call center, including budgeting, staffing, system and installer operations.

### Education

#### Ball State University

- Master of Arts 1993
- Bachelor of Science 1987

### Demonstrates Ability to Contribute to Missouri Department of Corrections

Ms. White has decades of experience in managing BI's Monitoring Operations center. She is highly familiar with identifying agency needs, deploying resources to meet requirements, and employing cost saving measures for the operation of a successful monitoring program. Ms. White's qualifications demonstrate her ability to continue to manage overall Monitoring Operations center functions to ensure that Missouri officers and supervisory personnel receive all alert notifications, reporting, technical support, and customer assistance as needed.

## Patty Dobbins, Monitoring Operations Manager

Ms. Dobbins joined BI in 1994, and has 19 years of electronic monitoring and call center experience, and has over six years of experience in managing the day-to-day operations of BI Monitoring Operations. Ms. Dobbins' skills are best demonstrated by the 2010 transition of a large state program, where she played a key role in successfully converting 700 clients to BI equipment in one week. She has played a crucial role in the successful management and execution of many large program implementations. Ms. Dobbins holds a Bachelor's Degree from Concordia College in St. Paul, Minnesota.



- Liaison to contracting agencies to ensure all aspects of monitoring needs are met
- Manages Monitoring Operations budget on a daily basis
- Assists with the development of policies and procedures and oversees implementation
- Deliver presentations to current and prospective customers on monitoring services equipment and capabilities
- Provide information required for RFP's
- Responsible for management of all call center employees
- Develop operational goals and objectives and take responsibility for meeting these goals and objectives

## Employment

### BI Incorporated

**Monitoring Operations Manager** 2006-Present

**Shift Supervisor** 1999-2006

- Responsible for the supervision of all assigned staff during specified shift, including direction and counseling employee needs
- Assist with onsite customer visits, tours, and presentations related to company products and services

**Special Accounts Coordinator** 1997-1999

- Serve as a liaison between installers and agency staff
- Ensure all work completed within contractual timeframes
- Implement the startup of new install services programs as required
- Develop operational changes for installer accounts that would lead to cost savings

**Monitoring Services Specialist I** 1994-1997

- Monitor participant compliance with electronic house arrest and monitoring supervision
- Communicate with probation officers of house arrest clients
- Field technical problems pertaining to electronic monitoring equipment

## Education

### Concordia College

- Bachelor of Science, Physical Education 1991

## Demonstrates Ability to Contribute to Missouri Department of Corrections

Ms. Dobbins brings a wealth of experience to the State's electronic monitoring program. She has both a detailed, granular understanding of alert notification protocols, and larger program management knowledge. Her ability to understand the challenges and objectives faced by Missouri officers, Command Center staff, managerial employees, and technical representatives is a direct product of her long time employment with BI.



## Additional Key Departments

As a single source solution and the current provider of electronic monitoring equipment and services, BI is able to offer the State of Missouri a highly comprehensive support structure. All BI departments are staffed by knowledgeable, tenured personnel that are very familiar with supporting the State's electronic monitoring programs.

- **Customized Training.** The BI Training department develops and implements customer specific training for our monitoring equipment, software, and overall program management. In addition to initial and on-going training for agency personnel, the Training department provides new hire training, certification, and periodic equipment and software re-training for BI employees.
- **Technical Infrastructure Support.** Our primary and secondary data center locations each include a team of Technical/Information Systems personnel for support and tactical response for our monitoring systems and infrastructure. Our automated tools and team of technicians continuously monitor our network infrastructure and server applications to ensure uninterrupted service, enhanced performance, and streamlined operations.
- **Administrative Support.** BI's Customer Business Services (CBS) department provides administrative support for equipment order placement, product servicing, and customer invoicing. CBS representatives coordinate timely shipments and returns, resolve customer billing inquiries, provide cost estimates, and status reports for returned or repaired items.

With this expertise, BI delivers a complete, end-to-end solution to help the State manage a diverse population of offenders, including an entire line of compliance monitoring technologies, software surveillance system, comprehensive technical infrastructure, responsive customer support, equipment manufacturing, shipping, billing, training, and account support from a single provider.

## B.3 Reliability of the Organization

1) The offeror should describe the financial and personnel resources of the organization(s) available to support the subsequent contract.

### BI Response:

#### Financial Resources

BI is a wholly-owned subsidiary of The GEO Group, Inc. (GEO), a leading provider of correctional public/private partnerships in the country. GEO is publicly traded on the New York Stock Exchange and employs over 18,000 professionals, all of whom are derived from government contracts. GEO's worldwide operations include the management and/or ownership of approximately 72,000 beds/slots at 95 correctional, detention, day reporting, and residential reentry facilities, including projects under development.

Supported by GEO's financial stability, BI is able to provide our customers with responsive and comprehensive support as well as industry-leading technologies. BI continues to make investments in products and services that amount to millions of dollars annually. BI and GEO bring strong financial resources and support through stability and depth, access to equity, and flexible liquidity.

#### Personnel Resources

BI has a team of 30 Business Development Directors and Account Executives located across the country. These individuals provide on-site support and development, and comprehensive training. The State will be supported by BI's Monitoring Operations center, which is fully staffed by highly tenured personnel, around the clock, 365 days a year. Additionally, BI has a team of seven individuals devoted solely to creating and updating training curricula. These dedicated personnel resources ensure that the State continues to receive the support and services required to successfully operate an electronic monitoring program.

a) The offerors financial stability will be considered as part of the proposal evaluation. Therefore, the offeror should submit adequate financial information as evidence of the offeror's financial stability. This may include but not be limited to audited financial statements, annual reports, 10Q reports, 10K reports, or other recognized reports that provide information to support the offeror's financial stability.

**BI Response:**

BI is a wholly-owned subsidiary of The GEO Group, Inc. (GEO), a leading provider of correctional public/private partnerships in the country. Supported by GEO's financial stability, BI is able to provide our customers with responsive and comprehensive support as well as industry-leading technologies. BI continues to make investments in products and services that amount to millions of dollars annually. BI and GEO bring strong financial resources and support through stability and depth, access to equity, and flexible liquidity.

Additionally, BI has provided three years of audited summaries in Attachment A: Audited Financial Summaries.

2) The offeror should indicate whether there is currently and within the past twelve months any legal actions, suits, or proceedings, pending or threatened against the offeror's organization. Explain circumstances. For any subcontractors proposed the same information should be provided for the subcontractor's organization.

*Revised per Amendment 2, issued January 13, 2014*

**BI Response:**

BI currently has no pending litigation. In the past 12 months, BI has had the following legal actions:

Case	Outcome	Circumstances
Bentacourt	Dismissed	Employment – Sexual Harassment and Disability Discrimination
Alcohol Monitoring Systems	Dismissed	Patent Infringement
Hearn	Dismissed	Employment – Termination, Retaliation, Harassment
Jane Doe	Dismissed	Negligence
Hernandez	Dismissed	Civil Rights – Due Process, Cruel and Unusual Punishment
Pressley	Confidential settlement	Family and Medical Leave Act

3) The offeror should indicate whether or not they have had contracts with other governmental entities that have been canceled prior to expiration or contracts not renewed after the initial contract period within the past five (5) years. Explain circumstances/reasons for the cancellation and/or non-renewal.

*Revised per Amendment 2, issued January 13, 2014*

**BI Response:**

**Contracts Terminated for Cause**

During the last five years, BI has provided our products and services under more than 1,500 contracts. Of these hundreds of contracts BI has successfully serviced during this time frame, just one, in 2010, was terminated based on a claim of poor performance.

**Reason for Termination**

White County Community Corrections ("White County CC") partnered with BI to provide electronic monitoring equipment and services. Not long after contract implementation, the County surprisingly issued a letter terminating the contract and claiming that it had experienced issues with the equipment. Upon receipt of the termination letter, BI immediately contacted White County CC's procurement personnel to discuss the termination notice, because BI had not previously received any complaints from them concerning equipment issues. This was supported by review of the call log into BI's Monitoring Operation center, which did not include a single call from White County CC. Despite the foregoing, the procurement officer could not be persuaded to hold off termination of the contract. Although BI strongly disagreed with the reason given for termination, we made a business decision not to pursue it further.

#### Contact Information

White County Community Corrections  
 915 W. Hanawalt Rd  
 Monticello, IN 47960

Linda Roy, Director  
 Phone: 574.583.4175

#### Terminated Contracts

Agency / Organization	Reason for Termination
Kitsap County Sheriff, Washington	The agency had budget issues that prevented them from continuing the contract
Calhoun County Sheriff's Department, West Virginia	The agency decided to use a different vendor
Onondaga County Probation, New York	No reason was provided
Baltimore County, Maryland	No reason was provided
Kaufman County CSCD, Texas	The grant for electronic monitoring expired
Lewis & Clark County, Montana	No reason was provided
Placer County Probation, California	The agency no longer using electronic monitoring
Nicholas County Probation, California	No reason was provided
Amador County Probation, California	No reason was provided
Oldham County Jail, Kentucky	No reason was provided
Hopkins County Jail, Kentucky	The agency was no longer able to use BI services
Sumter County Commission, Alabama	The agency is no longer using electronic monitoring services
Caroline County Juvenile Court, Virginia	The agency terminated contract for convenience
Rapides Parish Sheriff, Louisiana	The agency terminated contract for convenience
Lake County Community Corrections, Indiana	The agency terminated contract for convenience
Clark County Community Supervision, Indiana	The agency terminated contract due to monetary concerns
Benton County Probation, Indiana	The agency terminated contract for convenience
Ogle County Probation Department, Illinois	No reason was provided
Washtenaw District Court, Michigan	The agency terminated for convenience



# Exhibit C: Proposed Method of Performance and Solution Functionality

*The evaluation of the offeror's proposed method of performance and solution functionality shall be subjective based on the requirements stated herein. Therefore, the offeror should present detailed information regarding plans and approaches for meeting the objectives and tasks specified in the RFP. The following information should be provided by the offeror in order to verify their proposed method of performance. The state reserves the right to use this information, including information gained from any other source, in the evaluation process.*

## C.1 Detailed Technical Work Plan

*The offeror should provide a detailed technical work plan and approach for meeting the requirements in the Performance Requirements section of this RFP. The offeror should include a written narrative addressing each item of the Performance Requirements section.*

*The method by which the proposed method of performance is written is left to the discretion of the offeror. The following method is recommended: Identify each specific paragraph and subparagraph of the Performance Requirements (Section 3 herein) by paragraph and page number as an item for discussion. Immediately below these numbers, write a description of how, when, by whom, with what, to what degree, why, where, etc., the requirements will be satisfied and otherwise detail the offeror's understanding of the requirements and ability to successfully perform.*

### BI Response:

BI has responded to each requirement detailed in RFP Section 3: Performance Requirements below.

## 3.1 General Requirements

*3.1.1 The contractor shall provide, operate and maintain an electronic monitoring system including radio frequency, voice verification, alcohol and GPS monitoring (hereinafter referred to as "system") for the Missouri Department of Corrections, Board of Probation and Parole (collectively referred to hereinafter as the "state agency"). The contractor shall provide all services in accordance with the provisions and requirements stated herein.*

*—Requirement located on RFP Page 15.*

### BI Response:

BI currently provides a highly robust electronic monitoring system for the State on a single software platform, TotalAccess, without the use of subcontracts or third parties. A fast, comprehensive and easy-to-use software application, TotalAccess supports BI's entire continuum of electronic monitoring equipment, including radio-frequency, GPS, and alcohol monitoring. TotalAccess eliminates the frustration of learning multiple programs for different equipment types. Authorized State staff have 24x7x365 access to all offender monitoring data via BI TotalAccess.

The State's Command Center staff currently use TotalAccess to monitor offenders, and are familiar with the platform's features and capabilities.

### Software Upgrades

Over the course of the contract period BI has made specific improvements and platform changes to our monitoring solution as a result of agency requests. BI works diligently to ensure that our software

application remains as flexible and robust as possible to meet the stringent need of the State. Significant software improvements include:

- The ability to remotely shut down, or turn off ExacuTrack One units
- Enhanced, simplified search feature
- Must Leave schedules for curfew monitoring
- Enhanced transfer queue
- Notifications for client inactivation or suspension
- Crime scene correlation capabilities

### Hardware Upgrades and Releases

- **HomeGuard 206 Stationary Event.** The HomeGuard 206 cellular receiver now reports a "Receiver Stationary" event after being in motion. The ability for the State to receive "Receiver Stationary" alerts, and pair this alert with other events is anticipated for release this February. The HomeGuard 206 receiver has to be stationary for approximately 240 seconds before the event is generated.

### Proposed Solution

BI's proposed solution includes:



**BI TotalAccess®**

#### **Web-Enabled, Flexible Software Platform: TotalAccess.**

A comprehensive yet easy-to-use software application, TotalAccess supports all BI manufactured electronic monitoring equipment, including radio-frequency, GPS, and alcohol monitoring. Authorized agency personnel have 24x7 access to all client monitoring data through BI TotalAccess. The TotalAccess monitoring software is accessible from any web-enabled computer, laptop, or iPad. After logging into TotalAccess, users can securely perform a full range of monitoring tasks. The State's Command Center is thoroughly familiar with TotalAccess, and authorized Command Center personnel regularly use the software's detailed information to closely monitor offender compliance.



**BI HomeGuard®**

#### **Radio Frequency Monitoring through the HomeGuard System.**

The BI HomeGuard solution consists of a receiver, placed in the offender's home, and a transmitter, worn by the offender on a constant basis. The transmitter continuously emits radio frequency signals that are detected by the receiver. The receiver detects the offender's presence in or absence from the home by these signals, and contacts the central monitoring computer whenever the offender enters or leaves the home. The central monitoring computer contains the parameters for each individual case, including the offender's schedule. It compares the messages sent by the receiver to the offender's schedule, and alerts monitoring personnel of any violations.



**BI VoicelD®**

#### **Voice Verification through VoicelD.**

BI VoicelD implements voice verification technology that is capable of discriminating among a variety of physiological characteristics of the speaker's vocal tract. VoicelD uses this approach to compare the voice of the caller to the stored voiceprint obtained during enrollment. After the initial voice print enrollment, VoicelD uses automatic continuous adaptation that updates and refines the baseline voice print with additional voice samples from subsequent check-ins.



**BI TAD®**

### Continuous Alcohol Monitoring through TAD.

BI TAD is a transdermal alcohol sensor, secured around the offender's ankle, that detects and reports drinking events, incorporates numerous tamper detection technologies, and uses a proprietary algorithm that reliably distinguishes true alcohol drinking events from false positives. TAD downloads data through a radio-frequency signal to a paired BI HomeBase receiver, which relays the data to the central monitoring computer using the offender's home telephone line. In addition to alcohol monitoring, TAD incorporates BI's proven radio-frequency (RF) monitoring technology. The State can monitor an offender's compliance with alcohol abstinence, and compliance with curfew requirements with one system, significantly reducing inventory management.



**BI Sobriotor®**

### In-Home Breath Alcohol Monitoring through Sobriotor.

BI Sobriotor is an in-home breath alcohol testing device that offers scheduled, random, and on-demand testing. Sobriotor uses biometric voice verification and proximity sensors to ensure offenders can't manipulate or circumvent the system. Sobriotor is connected to the offender's home phone line directly or through a HomeGuard receiver, and the unit uses this connection to report results to the monitoring computer. The Sobriotor is interoperable with BI's HomeGuard solution, providing breath alcohol and curfew monitoring from a single solution.



**BI ExacuTrack® One**

### GPS Tracking through the ExacuTrack One.

The ExacuTrack One is a one-piece GPS tracking device that is secured around the offender's ankle. The tracking unit uses cellular triangulation in conjunction with GPS to provide accurate and reliable location fixes while indoors. The ExacuTrack One uses multiple tamper detection technologies, and reports any attempt to compromise the integrity of the unit in near real time to the central monitoring computer. GPS location points are collected and transmitted to the central monitoring computer based on agency determined reporting frequency, and agency personnel can modify the frequency the unit collects location points through the TotalAccess software platform.

*3.1.2 The contractor shall provide an on-demand and continuous alcohol monitoring solution which may be utilized with or without a curfew option that is accessible and able to be utilized by the state agency on an as needed, if needed basis. The contractor's alcohol monitoring solution shall be compatible and interactive with the contractor's radio frequency electronic monitoring solution.*

*—Requirement located on RFP Page 15.*

*Revised per Amendment 2, issued January 13, 2014*

### BI Response:

BI is offering two types of alcohol monitoring solutions: breath alcohol monitoring and continuous alcohol monitoring. The State has the option to use BI's in-home breath alcohol testing device, the Sobriotor, or BI's continuous transdermal alcohol monitoring device, the TAD. A complete continuum of alcohol monitoring solutions ensures that the State will receive the most robust, flexible, and comprehensive alcohol monitoring solution available on the market today. The TAD and Sobriotor solutions are interoperable with BI's radio frequency monitoring solutions.

- **Breath Alcohol Solution: Near Immediate Alcohol Notifications.** The major advantage of the Sobriotor breath alcohol solution is that notification of program non-compliance occurs in near real-time when the offender is in the residence. The Sobriotor can be paired with the HomeGuard solution, providing the ability to test an offender when they enter the range of the receiver. Additionally, the State can test offenders on-demand. These capabilities provide officers and Command Center staff

with the ability to act immediately and respond to non-compliant behaviors in accordance with agency procedures.

- **Continuous Alcohol Monitoring: Complete Alcohol Testing Data.** There are several advantages to continuous monitoring devices. These types of monitoring solutions are low risk, as they do not require offender interaction, and supervisory personnel receive much more complete data that can evidence if an offender is in compliance with State mandates.
- **Additional Alcohol Monitoring Solutions.** BI's proposed solution includes the landline Sobriotor and landline TAD systems, which are currently in use by the State. By continuing to expand our alcohol monitoring continuum of products, BI demonstrates that we are committed to continually improving our product offering as new technologies become available. BI also offers a cellular TAD solution, in which the HomeBase receiver communicates with the central monitoring computer via the CDMA cellular network. Additionally, BI offers the SOBERLINK SL2 device, a rugged, mobile, handheld unit that time stamps and measures an offender's breath alcohol content, captures a photo of the offender for identity verification, and collects a GPS point of the offender's location when the test was performed.

BI looks forward to discussing these additional monitoring solutions with the State at any time during the contract term. These additional solutions evidence BI's ability to continue to evolve as the agency's monitoring program expands and changes.

All alcohol monitoring solutions proposed herein are compatible and interactive with BI's electronic monitoring solution.

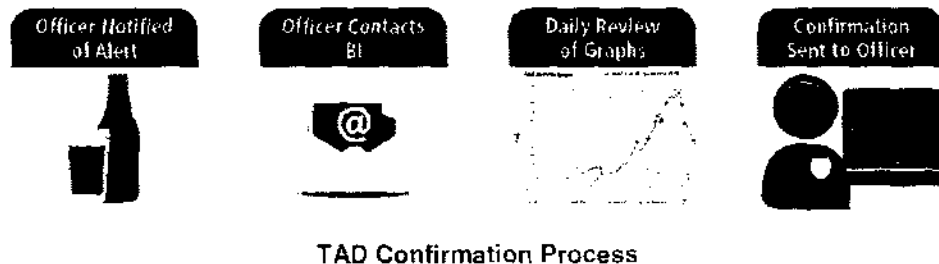
*3.1.3 The contractor shall provide confirmation relative to continuous alcohol monitoring solution and ensure the alcohol monitoring solutions are calibrated on a regular schedule.*

*—Requirement located on RFP Page 15.*

#### **BI Response:**

#### **TAD Confirmation Process**

BI uses a simple, effective process to provide agencies with confirmation on the validity of TAD alcohol events.



#### **TAD Confirmation Process**

Technical Leads work closely with the Engineering department to confirm alcohol events generated by the TAD.

1. **Officer Notified of Alert.** TotalAccess automatically generates an alert when the TAD unit detects the Transdermal Alcohol Content (TAC) to be 0.02 for greater than thirty minutes. TotalAccess will use automated alert notification processes specified by the State to ensure the appropriate agency personnel and Command Center staff are notified of the event.

If the officer that receives the alcohol alert notification is unsure of the validity of the event, State personnel can contact BI experts to provide confirmation of alcohol readings.

2. **Officer Contacts BI.** Officers have the ability to forward events to the BI TAD helpdesk via email, or



officers can contact the BI Monitoring Operations center through a toll free phone number, on a 24x7x365 basis.

BI Monitoring Specialists will ensure the requesting officer or State personnel are authorized to receive offender program data, and will also confirm that the TAD unit that generated the event has been properly calibrated. State personnel will be required to communicate critical program data to the responding BI Monitoring Specialist, including:

- |                          |  |
|--------------------------|--|
| ○ Officer name           | ○ Officer contact information            |
| ○ Agency name and number | ○ TAD serial number                      |
| ○ HomeBase serial number | ○ Alerts to be analyzed for confirmation |
| ○ Date and time of alert | ○ Description of work environment        |

After receiving the information detailed above, the BI Monitoring Specialist will forward the request to BI's Technical Lead Team.

3. **Daily Review of Graphs.** BI employs a team dedicated to the review of TAD graphs in order to confirm or deny the validity of alcohol events. TAD graph reviews occur 365 days a year to provide prompt, accurate data to the requesting officer or State personnel. When reviewing TAD graphs, the Technical Lead Team evaluates alert and alcohol data, and compares this information to established standards. Additionally, the Technical Leads will review all tamper statuses associated with the alert.

There are multiple Technical Leads that review TAD graphs on a daily basis, 365 days a year. The Technical Leads have detailed discussions regarding the interpretation of alcohol events. This ensures a high level of quality control.

Should the Technical Lead Team require additional support to confirm or deny drinking events, BI's Engineering department is on call 7 days a week, 365 days a year to support the Technical Leads.

4. **Confirmations Sent to Requesting Officers.** All requesting officers receive a confirmation of the validity of the drinking event within 24 hours of request. State personnel will receive a written confirmation email from the Technical Lead Team describing the analysis of the data.



#### Confirmation of Alcohol Events

BI Technical Leads review TAD graphs 365 days a year, and are supported by BI's Engineering department. Confirmation of the validity of alcohol events are communicated to the requesting State personnel within 24 hours.

### Calibration Process

Authorized agency personnel and Command Center staff can run the AMD Calibration Report at any time in TotalAccess. Similarly, this report can be configured to automatically be delivered by email or fax on a monthly basis. The AMD Calibration Report details the device, offender name, serial number, and calibration date.

3.1.4 The contractor shall provide a statewide system, which must be capable of continuously monitoring eligible offenders as identified by the state agency. The state agency makes no guarantee of a minimum or maximum amount of service required. The current state agency policy and procedures for electronic monitoring supervision are contained in Attachment #2.  
—Requirement located on RFP Page 15.

### BI Response:

BI currently provides highly customized electronic monitoring program equipment and support to the agency, on a state-wide basis. As evidenced by our long standing partnership with the agency, BI is fully

capable of monitoring offenders on a continuous basis. From this long term relationship with the State of Missouri, BI is well versed in the agency's policies and procedures for electronic monitoring supervision.

3.1.5 The contractor shall provide service to all state agency referred offenders. The state agency shall have sole responsibility for referring offenders for electronic monitoring.

—Requirement located on RFP Page 15.

**BI Response:**

BI will provide the equipment and services described herein to all State referred offenders. BI understands that the State will have the sole responsibility of referring offenders for participation in the electronic monitoring program.

*a. The contractor shall understand and agree, that as the referring state agency to the contractor, and as the agency of jurisdiction over the offender, that all files, case material or other information relating to the offender shall be accessible for inspection to the state agency and its representatives or designees, upon the request of the agency. Requests for information should be answered no later than three (3) business days after submission of the request.*

**BI Response:**

BI understands and agrees that all files, case materials, or other information relating to an offender will be available for inspection by the agency or its designees. BI will respond to requests for information within three business days of request receipt.

*b. The contractor shall not, under any circumstance, release or terminate any offender. Termination of offenders shall be at the sole discretion of the state agency.*

**BI Response:**

BI will not release or terminate offenders without State authorization.

*c. The contractor shall agree and understand that all services shall be provided to the sole satisfaction of the state agency as the final judge of quality of the contractor's performance under the contract.*

**BI Response:**

BI understands and will comply with this requirement. BI has a detailed understanding of the State's Standard Operating Procedures, and we understand that these procedures will continue to evolve with the State's electronic monitoring program. During the last contract term, BI continually made improvements as requested by the State to continue a successful partnership. As a result of these communications, BI changed many internal processes to more succinctly meet the State's needs. We will commit to this same level of responsiveness to support the specific needs of the State throughout the next contract term.

3.1.6 The contractor, its employees, and others acting under the contractor's control shall at all times observe and comply with all applicable state statutes, state agency rules, regulations, guidelines and policy and procedures that are applicable, current, or hereafter adopted regarding offender management and staff conduct. The current state agency policy and procedure is shown in Attachment #3.

—Requirement located on RFP Page 15.

**BI Response:**

All BI employees will observe and comply with all applicable state statutes, agency rules, regulations, guidelines, policies, and procedures that are applicable to offender management and staff conduct. As the incumbent provider of electronic monitoring services and products, BI is highly familiar with the State's requirements and expectations regarding offender management.

*a. The contractor agrees that disputes arising from conflicts with state agency policies and procedures or other provisions of the contract shall be resolved by the state agency coordinator in concert with the state agency Purchasing Section and the Division of Purchasing and Materials Management.*

**BI Response:**

BI understands and will comply with this requirement.

3.1.7 The contractor shall ensure that the electronic monitoring program provides for maximum offender accountability within the community.

—Requirement located on RFP Page 15.

*a. "Maximum offender accountability" shall be defined as knowledge, on a twenty-four hour, seven (7) days per week basis, of an offender's authorized or unauthorized absence(s) from his/her residence, early departures, late arrivals, tampering with the monitoring equipment, offender location and offender alcohol levels.*

**BI Response:**

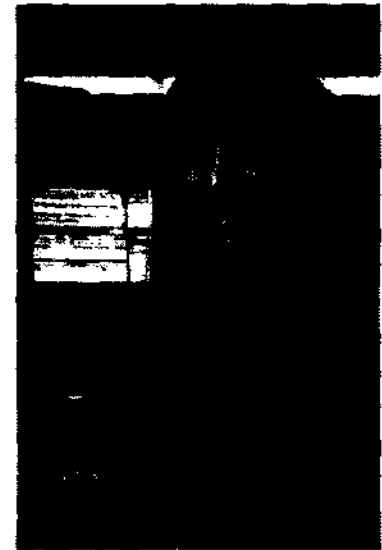
BI's proposed solution meets the goal of increasing offender accountability, encouraging safe rehabilitation into Missouri communities, and providing supervisory personnel with the tools required to successfully monitor a diverse offender population. By offering a continuum of monitoring tools, including RF curfew monitoring, voice verification, GPS tracking, and alcohol monitoring technologies, BI provides the State with a single source to effectively maximize offender accountability. As described in detail throughout this document, each proposed technology is armed with tamper detection features, and state of the art compliance tools to detect if an offender arrives late or early, consumes alcohol, or otherwise breaks agency mandated restrictions.

**Support for Missouri Department of Corrections' Command Center**

Using TotalAccess, the State's Command Center monitors a variety of offender activities, including but not limited to:

- Unauthorized and authorized absences from the residence
- Early departures and late arrivals
- Tamper events
- Alcohol events
- Zone violations

Offender activities are monitored on a continual basis, 365 days a year. When BI monitoring equipment detects a violation, an alert is automatically generated, and the notification and escalation processes defined by the State are immediately enacted. The Command Center is equipped with layers of primary



**Offender Accountability**

Trained and certified Monitoring Services Specialists are available 24 hours a day to support the State's goal of increasing offender accountability.

support from BI's Monitoring Operations center, Monitoring Customer Services department, and other internal teams crucial to supporting the State's monitoring processes. BI provides technical and compliance assistance to the Command Center to ensure that the State receives high quality services and reliable support from responsive, knowledgeable professionals.

*3.1.8 Immediately after contract award, the state agency shall identify, for the contractor, a state agency contact person and telephone number.  
-Requirement located on RFP Page 16.*

**BI Response:**

Jeff Rivas is the main point of contact for the agency for all contractual and programmatic inquiries.

Jeff Rivas  
Business Development Director  
314.392.9960 (office)  
314.330.8734 (cell)  
[Jeff.Rivas@bi.com](mailto:Jeff.Rivas@bi.com)

Mr. Rivas is supported by all the departments within BI. Over the past contract term the State worked closely with Tim Hughley, Jeremy Elliott, and Beth Miller to address inquiries or needs specific to their areas of expertise. BI is committed to providing the same level of service throughout the next contract term.

## 3.2 Interface with State Agency Computer Systems

*The contractor's solution must interface to the state agency's computer system, which currently is an iSeries, utilizing DB2. The contractor's solution must be able to transition to LUW DB2 in the future as required by the state agency. The contractor shall provide a web-based interface that provides secure login and passwords for state agency identified staff. The contractor shall understand and agree that the state agency shall not host the contractor's solution, but shall provide internet access for its staff.  
-Requirement located on RFP Page 16.*

**BI Response:**

### Transition to LUW DB2

BI has extensive experience with web services and integration with various agency systems. A significant example is our integration with the U.S. Courts Probation and Pretrial Services Automated Cases Tracking System (PACTS), which is the case management system used by all federal probation offices. Other examples include our integration with the Illinois Department of Corrections (DOC) and the Colorado DOC.

BI will deliver integration to the State's computers. The integration will allow the exchange of offender and case information, event, email, etc. over a secure connection requiring a login and password. This integration will be accomplished using our standard web services, and will not be hosted on State computers. Web services can solve any interoperability program by giving different applications a way to link data. With web services, data can easily be exchanged between different applications and different platforms.

BI is committed to supporting and building web service capabilities into our monitoring system to ensure efficient integration with the State's system. Our previous accomplishments with other complex, State and Federal level agencies are proof of BI's ability to work successfully with the State of Missouri. Some key components of BI's integration via web services with agencies of similar size and scope to Missouri include:

- Automation of enrollments

- Automation of client information change
- Automation of equipment assignment, client inactivation, and schedule changes

### **TotalAccess: Web-Based Interface**

A comprehensive yet easy-to-use software application, TotalAccess supports the entire continuum of BI manufactured electronic monitoring equipment, including radio frequency, GPS, and alcohol monitoring. The software is completely web-based, requires no third-party downloads, and is easy for officers to access through any web-enabled computer. Authorized agency personnel have 24x7 access to all offender monitoring data through BI TotalAccess. The TotalAccess monitoring software is accessible from any web-enabled computer, laptop, or iPad. After logging into TotalAccess, users can securely perform a full range of monitoring tasks.

BI understands and agrees that the State will not host BI's proposed solution.

TotalAccess is completely web-based, allowing authorized staff secure accessibility from any web-enabled desktop, laptop, and many mobile devices. The application uses unique, staff specific logins and passwords.

*3.2.1 Access to state agency information systems shall only be provided on a need-to-know basis. Approval for access shall be obtained through the Assistant Division Director, Probation and Parole and shall be limited to contractor staff that has been approved access by the Director of Information Systems. —Requirement located on RFP Page 16.*

#### **BI Response:**

BI understands and will comply with this requirement.

*3.2.2 All connections shall be made by the state agency's telecommunication resources. However, the cost of line and connections to the network at the main CPU shall be the responsibility of the contractor. —Requirement located on RFP Page 16.*

#### **BI Response:**

BI understands and will comply with this requirement.

*3.2.3 The contractor shall at all times utilize computer equipment that is compatible with the state agency's existing system, and must not require modifications of the state agency's system. —Requirement located on RFP Page 16.*

#### **BI Response:**

BI understands and will comply with this requirement.

*a. The contractor may elect to make modifications to their application software and/or communication components to achieve compatibility at no cost to the state agency with seven (7) days advance notice.*

#### **BI Response:**

BI recognizes and will comply with this requirement. BI has processes in place to notify the State of changes or customer communications, which is critical to managing expectations and internal concerns. BI understands the need for the State to understand and plan for changes to the system that impact Standard Operating Procedures. The BI Program Manager is responsible for organizing internal resources to notify the State of changes to the software. Major changes with possible Standard Operating Procedure impacts will be discussed in advance by the BI National Account Support Manager during the

quarterly update calls we currently conduct with the State, and on an as needed basis. Minor revisions will be communicated to the State notified within seven days prior to customer release.

*b. The contractor agrees and understands that if, during the course of the contract, the state agency would modify or replace the state agency's computer system the contractor shall be responsible to continue to provide equipment compatible at no cost to the state agency's system.*

**BI Response:**

BI understands and will comply with this requirement, provided it supports HTTPS internet access.

### 3.2.4 Data Interchange

*The contractor shall provide a solution that accommodates data interchange between the contractor's system and the state agency's system.*

*—Requirement located on RFP Page 16.*

**BI Response:**

BI has extensive experience with web services and integration with various agency systems using Simple Object Access Protocol (SOAP) and Extensible Markup Language (XML) web services. A significant example is our integration with the U.S. Courts Probation and Pretrial Services Automated Cases Tracking System (PACTS), which is the case management system used by all federal probation and pretrial offices. Other examples include our integration with the Illinois Department of Corrections (DOC) and the Colorado DOC.

BI looks forward to discussing integration objectives and timeframes with the State.

*a. Minimally, the following fields of the state agency's system must be accepted by the contractor through Secure File Transfer Protocol. The contractor's solution shall minimally provide the following capabilities for data interchange with the state agency computer system and state agency staff communications:*

- 1) Offender Name;
- 2) Offender Identification Number;
- 3) Case Type (drop down field)
  - Probation
  - Parole/Conditional Release
  - Discharged;
- 4) Supervising Officer;
- 5) Supervising District;
- 6) Date;
- 7) End Date.

**BI Response:**

As stated in Section "Transition to LUW DB2" on page 36, BI proposes the exchange of data using SOAP/XML web services. Web services can solve any interoperability problem by giving applications a way to link data. By using web services, the above data fields can easily be exchanged between different applications and different platforms.

BI is committed to supporting the integration of the State's computers and building the web services into BI's monitoring system to ensure an efficient integration. BI has experience integrating with other agencies similar in size and scope to Missouri. Based on this experience, BI is confident that we can provide a smooth, successful integration.

*b. The contractor's solution shall provide electronic mail capability for communication of information which must be fully compatible with the existing computing and communications environment used by the state agency.*

**BI Response:**

BI's TotalAccess system allows entry and storage of all the data described above, and would be available for data exchange with the State's computers. The Monitoring Operations center computer and TotalAccess can provide the ability for electronic mail communication of information, including messages and notifications to State personnel. All electronic mail proposed herein will be fully compatible with the existing computing and communication environment used by the State.

*1) Any updates or enhancements to the contractor's software/hardware will require seven (7) calendar days advance notice and permission from the program administrator prior to notification to the state agency.*

**BI Response:**

BI understands and will comply with this requirement. As the current provider of electronic monitoring services and equipment, we provide advanced notice of updates and enhancements to the State Program Administrator as requested. TotalAccess is updated on a regular basis, and scheduled well in advance. BI regularly communicates with the TotalAccess user base at least two business days prior to the update. With contract re-award, BI will implement the seven day advance notice process.

Our communications regarding enhancements and updates can be tailored to the State's specifications. As the current provider, BI already provides the State the option of customizing communications to its field users, or opting out of communications that do not pertain to the State program.

*c. The contractor's solution shall allow access to the contractor's monitoring system for inquiry, update and entry of offender data, enrollments, schedules, schedule changes, and reports by approved state agency staff via existing state agency hardware, software and communications networks.*

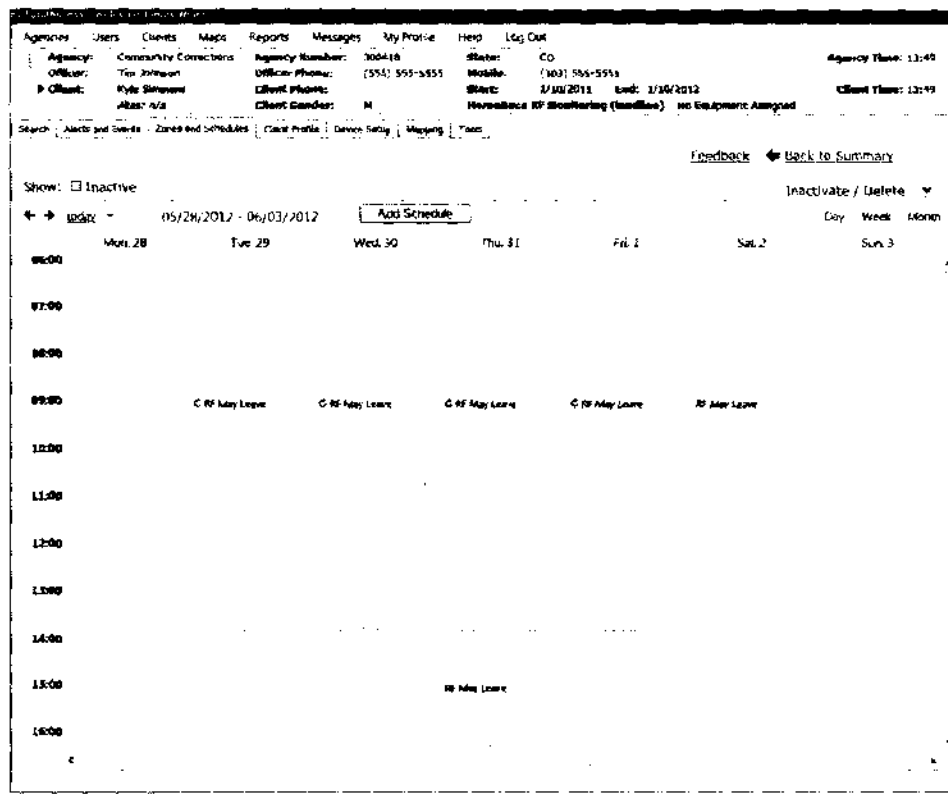
**BI Response:****TotalAccess: Web-Accessible Monitoring Data**

All program, offender, and equipment data is available to authorized agency personnel at all times via TotalAccess. As a web-based software platform, Command Center and field staff can view and alter program information from any web-enabled PC, and many mobile devices. The State's Command Center currently uses the TotalAccess platform to monitor offender compliance with court mandates, and to perform various case management tasks.

- **Entry, Access, and Updates to Offender Information.** The TotalAccess software can accommodate each offender's individual information. All necessary information about an offender is entered into the system during the enrollment process. As a part of this process, personnel create an offender profile that consists of offender case information, personal information, and contact information. Enrollment generally takes less than five minutes.
- **Powerful, Customized Reporting.** TotalAccess includes numerous pre-defined reports for frequently needed information. Users can run reports at any time, and schedule reports for automatic delivery by email or fax at specified intervals. All reports can be exported to PDFs, Word documents, and as Excel spreadsheets. Most reports take less than a minute to run, and users can save reports to a hard drive or email them with the click of a button.

○ *Predefined Reporting.* BI's pre-defined reports cover three general areas:

- Monitoring reports provide information about offender movement, alerts and events, and equipment status such as battery charge.
- Equipment reports aid the agency's ability to manage equipment inventory.
- Statistical reports provide statistical summaries and snapshots of program data within specified timeframes.
- **Ad-Hoc Reporting.** Authorized personnel can create their own customized reports by using the software's ad-hoc reporting capability. Users can customize reporting in the following means:
  - Select information fields to include
  - Sort, group and filter data
  - Apply specific formatting
  - Add a visual representation of data, such as pie, bar, or line graphs
- **Easy Schedule Creation and Updates.** TotalAccess users can assign unlimited schedules to offenders mandated to participate in radio frequency curfew monitoring. When in the TotalAccess software platform, users can define an unlimited amount of RF rules per offender, and the system allows users to create daily schedules, one-time schedules, or continuous schedules that may span multiple days.



### Easy Schedule Creation

TotalAccess includes an intuitive software application for easy RF scheduling. Through a single navigation tab, users can enter tracking rules and schedules, inactivate rules and schedules without deleting them, and re-activate rules and schedules.



## Data Exchange through Web Services

In addition to our proposed web-accessible software, BI can provide data exchange through web services. Web services provide a standard means of interoperating between software applications that are running on different platforms or frameworks. BI will use web-based applications that use open, XML-based standards and transport protocols to exchange data with the State. These web services will allow officers to perform a number of daily offender monitoring and alert management tasks from State computers. This is a proven model for several other agencies similar in size and scope to Missouri.

*d. The contractor shall report any software, computer or human service failure to the state agency within four (4) hours.*

### **BI Response:**

BI understands and will comply with this requirement.

*3.2.5 The contractor shall have a disaster recovery solution that shall minimize disruption of services, and protect the state agency's data and records in the event the contractor's data center becomes inoperable.*

*—Requirement located on RFP Page 17.*

### **BI Response:**

BI maintains and regularly updates a comprehensive Disaster Recovery Plan, and if a failure of our Boulder, Colorado primary monitoring systems occurs, on-duty System Administration personnel will fully implement this plan. Since all data is replicated in real-time between the primary and backup servers located in Anderson, Indiana, the backup servers take over as the primary servers with no loss of data.

If any of our monitoring facilities lose commercial power, uninterruptible power supplies (UPS) instantly deliver backup power to all servers for up to 15 minutes. Within six seconds of a power loss, a diesel-powered generator is automated and comes online to deliver power to both facilities in Boulder and Anderson. From the field, any shift in power supply is completely transparent. The diesel generator will run indefinitely with an unrestricted fuel supply. As yet another source of reserve power, a natural gas generator will take over within seconds should the diesel generator ever fail.

In the event of a disaster to BI's Monitoring Operations center in Anderson Indiana, we have an established and trained emergency response team ready for deployment to our backup monitoring location in Boulder, Colorado. Equipped with a redundant call center operation and data support, the emergency response team will provide all monitoring center functions.

## 3.3 Implementation and Initiation of Services

*3.3.1 The contractor must begin providing all services no later than the actual program implementation date that shall be determined from the number of calendar days stated in the contractor's proposal.*

*—Requirement located on RFP Page 17.*

### **BI Response:**

BI understands that there are new requirements for this contract term. As the incumbent provider, we will continue to provide uninterrupted services as we execute this contract and its objectives. All timelines stated in the RFP will be met, including but not limited to:

- Responding to all requests for information within three business days of receiving the request
- Providing seven days advanced notice of software and/or communication component modifications

- Meeting with the State's Information Technology staff within 14 days of award to discuss the setup of automated data exchange
- Providing an automated initial load within 90 days after the notice of award
- Providing an automated daily update solution within 90 days after the notice of award
- Providing the capability of fully implementing all services and functions specified in the solicitation within 90 days of award
- Reporting all problems and issues with employees who have direct offender contact within one business day to the Program Administrator
- Conducting site visits at each agency location twice a year, with at least 90 days between each visit
- Providing the name and contact information of the employee available and qualified to provide expert testimony within three business days of request receipt
- Providing installation services within two working days of request receipt
  - In emergency situations, BI will install equipment within 24 hours of notice
  - In emergency situations, BI will provide interim monitoring through VoicelD
- Providing invoices no later than the 10<sup>th</sup> day of each month
- Responding to, and/or correcting any issues, described in any deficiency notices received from the State within seven days

*a. in the event that the contractor is unable to begin providing the services by the stated implementation date, the contractor must request an extension of time in writing. The contractor must submit the extension request to the state agency a minimum of thirty (30) calendar days prior to the stated implementation date.*

#### **BI Response:**

Upon re-award from State, BI anticipates that there will be minimal transition activities, but recognizes that value of working with the State to understand and effectively implement the agency's new requirements. As the incumbent electronic monitoring partner of the State, all offenders are currently tracked through the equipment proposed herein. Additionally, State personnel are highly familiar with TotalAccess and BI operational and service processes in place. BI will continue to work closely with the State to provide refresher trainings, offender orientation, and other services as required or requested.

BI's capabilities surrounding supporting electronic monitoring program flexibility and evolution are best demonstrated by our experiences maintaining partnerships with agencies, regardless of programmatic changes. Notable transitions as the incumbent provider include:

- In Merced County, California, the Probation Department was using BI's full service Day Reporting Center services to aid in offender rehabilitation. After examining offender needs, the County changed program models. BI currently provides installation, removal, and equipment troubleshooting. BI was able to quickly and efficiently alter our services to meet the County's shifting program needs.
- BI has maintained a long term partnership with Wisconsin Department of Corrections. Upon initial electronic monitoring program implementation, the State was performing all equipment installation and removals. The State re-evaluated their program model, and elected to have BI provide installation services for GPS and continuous alcohol monitoring products. BI had the resources in place to provide the required services, and ultimately reduce officer workload.
- Over the past nine years, BI has supported the Department of Homeland Security's (DHS) Intensive Supervision and Appearance Programs (ISAP). BI successfully provided detailed case management services to the DHS throughout ISAP I to aid in the management of illegal aliens. As the program proved successful, DHS expanded the scope of the contract during ISAP II. The program continued to evolve as the agency's objectives shifted from increasing appearance rates at court hearings, to

ensuring the ISAP participants complied with final orders of removal. BI has continued to successfully support the DHS mission throughout two contract terms, regardless of the ever-changing immigration reform and evolving program objectives.

*b. The approval or rejection of the extension request shall at be the sole discretion of the state agency. The decision of the state agency shall be final and without recourse.*

**BI Response:**

BI understands this requirement.

*3.3.2 Setup of Automated Data Exchange: No later than fourteen (14) days after notice of award, the contractor shall meet with the state agency's Information Technology staff to define specifications for automated data exchange including initial load and scheduled updates to include the above referenced fields.*

*—Requirement located on RFP Page 17.*

*a. Initial Load: Within 90 days after notice of award of the contract, the contractor shall provide an automated initial load (e.g. via electronic file transfer, etc.) of the contractor's system of existing program data defined by the fields above located on the state agency's system.*

*b. Daily Update: Within 90 days after notice of award of the contract, the contractor shall provide an automated solution (e.g. electronic file transfer, etc.) to provide daily updates to the state agency's system from the contractor's system.*

**BI Response:**

BI understands and will comply with these requirements. Please see BI's response to Section "3.2 Interface with State Agency Computer Systems" on page 36 for detailed information.

*3.3.3 Within 90 days following the date of contract award, the contractor shall provide the capability to fully implement all services and functions specified in this document.*

*—Requirement located on RFP Page 17.*

**BI Response:**

BI understands and will comply with this requirement.

## 3.4 Software Requirements and Browser Interface Requirements

*3.4.1 The contractor shall develop an interface through which files may be exchanged electronically with the state agency. The contractor's interface shall utilize the state agency's standard for electronic file transfer, which is currently FTP (File Transfer Protocol). The contractor must receive approval from the state agency and the Office of Administration, Information Technology Services Division DOC Database Administrator for all file formats, and any requested alternative method(s) of file transfer.*

*—Requirement located on RFP Page 17.*

**BI Response:**

BI will deliver integrations with the State's computers, allowing files to be exchanged electronically with the State. The integrations will allow the exchange of offender and case information over a secure connection requiring a login and password. As an alternative to FTP, BI proposes the integration can be

accomplished using our standard web services solution, as described in Section "3.2 Interface with State Agency Computer Systems" on page 36.

Web services can solve any interoperability problem by giving different applications the ability to link data. With web services, data can easily be exchanged between different applications and different platforms.

BI will meet with the Office of Administration, Information Technology Services Division DOC Database Administrator to discuss, and acquire approval for the integration proposed herein.

*3.4.2 The contractor shall understand and agree that all electronic files containing sensitive information must be encrypted as directed by the state agency and the Office of Administration, Information Technology Services Division.*

*—Requirement located on RFP Page 18.*

**BI Response:**

BI understands and will comply with this requirement.

*3.4.3 The contractor shall be responsible for the acquisition and licensing of any required software programs that will reside on the state agency's system level computer system, and that are necessary to ensure the functionality specified herein.*

*—Requirement located on RFP Page 18.*

*a. The software provided by the contractor shall be manufacturer-authorized and approved for distribution to the state agency. Software packages known as "OEM" (Original Equipment Manufacturer) software (intended for bundled sale, installed on hardware) are not authorized or approved for distribution to the State of Missouri's using agencies. The contractor shall warrant that any software provided under the contract does not violate OEM copyrights.*

**BI Response:**

BI anticipates no additional software will reside on State computers. All software fundamental to BI's proposed solution is authorized and approved for distribution to the State. BI further warrants all software proposed and/or to be provided under this contract does not violate OEM copyrights.

*b. The state agency shall only use the software in accordance with the licensing terms and conditions as provided in the contract. The state agency shall not permit the licensed products utilized under the contract to be used by any other person, except for its employees, agents and/or consultants who need to use the licensed products in the performance of their duties for the state agency and who are authorized and enabled by the state agency to access and utilize the licensed products.*

**BI Response:**

BI understands and will comply with this requirement.

*c. It shall be the contractor's responsibility and expense to thoroughly educate and inform the state agency and their software end users regarding the software usage and copyrights. In the event that the state agency personnel or the contractor discover any misuse of the software or related documentation within the state agency, they must immediately notify the designated software manager, state agency program manager, or legal counsel.*

**BI Response:**

BI understands and will comply with this requirement.

3.4.4 *The contractor's solution must allow for the use of Internet Explorer IE 8 or higher.*  
—Requirement located on RFP Page 18.

**BI Response:**

BI's proposed solution complies with this requirement.

3.4.5 *The contractor shall understand and agree that the contractor shall not be allowed to install software on the state agency's individual computers.*  
—Requirement located on RFP Page 18.

**BI Response:**

As a completely web-based system, the TotalAccess software platform will not require installation on the State's individual computers.

## 3.5 Personnel Requirements

3.5.1 *The contractor shall understand and agree that any person who has been convicted of a felony or a misdemeanor, or who is currently under the supervision of the federal, state or county government for any conviction(s), or under supervision of a municipal correctional agency for a conviction of moral turpitude, must be approved in writing by the state agency Division Director before providing services under this contract.*  
—Requirement located on RFP Page 18.

- a. *The contractor shall be responsible for conducting a criminal history on each prospective employee providing services under the terms of this contract and provide this information to the state agency upon request.*
- b. *All contractor and subcontractor employees who will provide services to offenders must be at least 21 years of age and must submit to and pass a background investigation conducted by the contractor or its designee. Such investigations shall be equivalent to investigations required of all personnel employed by the state agency.*

**BI Response:**

BI employs stringent rules and guidelines surrounding employment, including:

- Conducting a pre-employment background check and drug screens for all employees
- Providing the background check results to the State for employees who have direct contact with offenders

All current installers have been approved by the State to provide services under this contract. Should BI hire any new employees to meet the expanding needs of the State, we will ensure compliance with the requirements above.

- c. *The contractor's personnel shall not be or shall not have been under the supervision of any federal, state, or county authority within the past two (2) years. The contractor's personnel shall not be currently supervised by a municipal correctional agency for a conviction of moral turpitude, or have been under such supervision within the past two (2) years.*

**BI Response:**

BI understands and will comply with this requirement.

*d. The contractor shall be responsible for conducting an annual criminal history record check on each employee providing services under the terms of the contract that has direct offender contact, during the employee's birth month, and provide this information to the program administrator at the time the record check is completed, and any time upon request of the state agency.*

**BI Response:**

BI will perform annual criminal history record checks for Installation Technicians during the employee's birth month. This information will be submitted to the State's Program Administrator upon completion of the history check, or upon request.

*e. The program administrator shall be notified of any employee arrested for a felony offense who provides services under the terms of the contract who has direct offender contact.*

**BI Response:**

Per BI's disclosure policy, employees must notify the HR department when a change in their criminal record has occurred. BI will notify the State when BI learns of a felony arrest, and remove the employee while felony charges are pending.

*3.5.2 The contractor, its employees, and others acting under the contractor's control, shall at all times observe and comply with the applicable state agency policies and procedures.  
—Requirement located on RFP Page 19.*

**BI Response:**

BI understands and will comply with these requirements.

*a. The contractor and the contractor's staff shall assist the state agency in enforcing offender rules by reporting violations to the state agency or its designee.*

**BI Response:**

For violation notifications, State staff will designate the events that will be violations, such as unauthorized absences, alcohol violations, equipment tampers, leaving an inclusion zone, and entering an exclusion zone. The Missouri Command Center is highly familiar with BI's proposed software platform.

The notifications associated with the violations are customizable at the agency, officer, and offender level. When the system detects the designated violation, it automatically sends a notification according to the specified procedures. Notification options include email, text message, and fax.

TotalAccess provides a flexible reporting structure. Notifications can be sent by more than one method at the same time, can be sent to more than one person simultaneously, and can be delayed by event pairing. State staff can program the notification to be escalated to another contact if the first contact does not respond. For example, an alert can be sent to both the Command Center and the officer simultaneously, or the alert can be sent to the Command Center first and then escalated to officers.

*b. The contractor shall not obstruct the state agency or any of its designated officials from performing their duties in response to court orders or in the maintenance of a secure and safe environment.*

**BI Response:**

BI understands and will comply with this requirement.

*c. The contractor shall understand and agree that if the state agency is dissatisfied with any member of the contractor's staff, the contractor must resolve the problem to the state agency's sole satisfaction.*

**BI Response:**

BI understands and will comply with this requirement.

*3.5.3 The contractor shall be responsible for supervising its employees. The contractor shall understand and agree that the unique nature of working with offenders, including safety and security issues, requires the state agency to carefully monitor the contractor's employees when they are working at a state agency facility/location. Any concerns a state agency employee has regarding a contract employee, their job performance, or the conditions of their employment shall be reported through the chain of command to the chief administrative officer/designee of the state agency in order that proper communications can occur with the program administrator and contractor.*

*—Requirement located on RFP Page 19.*

**BI Response:**

BI understands and will comply with this requirement. BI will hold the ultimate responsibility for managing all employees supporting this contract. BI understands that any concerns raised about BI employees shall be reported through the proper chain of command and reported to BI.

*a. Should the contractor become aware of any issues or problems with their employees who have direct offender contact, the contractor must report such within one business day to the program administrator.*

**BI Response:**

BI understands and will comply with this requirement.

*3.5.4 The contractor and their employees shall maintain a close working relationship with the identified state agency staff at all times. Collaborative efforts shall consist of, but not be limited to:*

*—Requirement located on RFP Page 19.*

*a. The contractor's account manager or designee shall conduct site visits at each agency location providing electronic monitoring services twice per year, at least ninety (90) days between visits, unless the site is experiencing problems;*

*b. Contacting the identified state agency staff, unit supervisor at the command center, via telephone, cell phone, e-mail or office visit a minimum of one (1) time per month or as requested by the state agency;*

*Revised per Amendment 2, issued January 13, 2014*

**BI Response:**

BI's Program Manager, Tim Kniest, and all BI employees, will maintain a close, working relationship with State staff. BI commits to meeting and communicating with the State in compliance with the timeframe requirements listed above. BI currently supports the State's electronic monitoring program, and Mr. Kniest is highly familiar with the agency's objectives, challenges, and unique operational structure.

The State will also be supported by Dave Young, Account Executive and Jeff Rivas, Business Development Director. Mr. Young is uniquely positioned to support the agency; in addition to his current support role specific to the State, Mr. Young was employed with the agency for over 11 years. Mr. Rivas has provided support to the State under the current contract since July 2011.

Communication activities include, but are not limited to:

- In-person contact once a quarter with the DOC's electronic monitoring program administrator

- Advanced notice and information about planned software updates or equipment revisions
- On-site, biannual visits to all field offices to ensure equipment is functioning properly, and to assess any training and equipment needs
- Quarterly reviews and evaluations of the installer network
- Attendance and participation at scheduled Electronic Monitoring Committee Meetings as requested
- Weekly, monthly, and quarterly reports as requested by the State's Electronic Monitoring Program Administrator
- BI-hosted Technology Forums that occur on an annual basis, both in Boulder, Colorado and Anderson, Indiana

*c. Providing and exchanging accurate, up-to-date information requested by the state agency or as determined by state agency procedures.*

**BI Response:**

BI understands and will comply with this requirement. BI will provide and exchange accurate and updated material requested by the State, or as determined by State procedures.

*3.5.5 The contractor shall provide an employee to provide expert witness testimony in a duly authorized court of law or any appropriate jurisdictional body upon request from the state agency. The state agency will contact the contractor's account manager providing the client's name, DOC number, and specific court request. The contractor shall advise the state agency within three business days with the name and contact information for the contractor's employee who will provide the expert testimony.*

*—Requirement located on RFP Page 19.*

**BI Response:**

BI understands and will comply with this requirement. BI agrees to provide testimony in the form of a written affidavit, as a deposition in a teleconferencing format, or in person if subpoenaed. If a BI representative is needed in person, BI reserves the right to ask for reimbursement of reasonable costs incurred for travel, lodging and time for extensive situations.

*a. Testimony from the contractor's employees shall include, but not be limited to, the functioning, capabilities, and/or reliability of all contractor provided equipment as well as reports of the activity(ies) applicable to the offender(s) under electronic monitoring supervision.*

**BI Response:**

BI regularly provides testimony regarding the functioning capabilities and reliability of electronic monitoring equipment, including reports applicable to offender activities while being monitored by BI equipment.

*b. Billing for expert testimony shall not be included in the daily monitoring costs and shall be invoiced as outlined in 3.11.9.*

**BI Response:**

BI understands and will comply with this requirement.

*3.5.6 The contractor shall provide adequate staff to assure hookup of the electronic monitoring equipment on the offender Monday through Friday at specified locations during core business hours from 8:00 a.m. to 5:00 p.m. as mutually agreed to by the contractor and the state agency, and as required by*



the state agency for all emergency hook-ups. Current hook up locations and days are shown in Attachment #1, though no specific information is available regarding the numbers of daily hook-ups. The contractor's installer must report to the office at the scheduled time, regardless if a service request is pending or not.

—Requirement located on RFP Page 20.

#### **BI Response:**

BI will provide trained and experienced installers to perform equipment installations Monday through Friday at specified locations during core business hours, as mutually agreed by BI and the State, and as required by the State for emergency hookups. The State can be assured that upon the completion of the installation, the equipment will be installed properly and in good working order, with primary and backup batteries fully charged.

BI's team of field Installation Technicians will also respond to equipment repair requests. Repairs can be made at the offender's residence, and if approved by the State, in an agency location. If the equipment cannot be made operational, BI personnel will replace the unit.



#### **Experienced and Established Installer Network**

As the incumbent provider of electronic monitoring services, BI has an extensive and experienced network of installers ready for deployment, throughout the State.

3.5.7 The contractor shall understand and agree that state agency approved staffing patterns are essential for providing the services identified herein. The contractor shall minimally maintain hours of services, and patterns of staffing as submitted in their proposal and accepted through contract award throughout the duration of the contract. The contractor shall maintain time, salary or hourly pay rate data and personnel records as specified by the state agency. The contractor shall understand and agree that downward deviation of staff/resources upon which pricing is based may require a downward adjustment of unit price(s) in the contract.

—Requirement located on RFP Page 20.

#### **BI Response:**

BI will maintain all State approved staff ratios, hours of services, and/or patterns of staffing prescribed herein. BI will maintain time, salary, or hourly pay rate data and personnel records as specified by the State. BI understands that downward deviation of staff and resources upon which pricing is based, may require a downward adjustment in unit price(s). BI has experience in operating this program for the State of Missouri, and we understand the requirements and objectives of the State from an operations perspective.

3.5.8 The contractor shall provide a designated account manager for the state agency. The contractor must receive approval from the state agency prior to any substitution of the person designated for this position. In July of each year of the contract, and anytime changes are made through the year, an organizational chart shall be provided to the program administrator.

—Requirement located on RFP Page 20.

Revised per Amendment 2, issued January 13, 2014

#### **BI Response:**

As the incumbent provider of electronic monitoring equipment and services, BI currently provides a highly tenured Account Manager to meet the State's programmatic requirements. Jeff Rivas, Business Development Director, is the current Account Manager for the State's program, and has a thorough knowledge of the agency's procedures, objectives, processes, and challenges. Mr. Rivas' qualifications are described in detail in "B.2 Expertise of Personnel" on page 11.

Should the Account Manager change, BI will receive approval from the agency prior to the personnel substitution. BI will provide updated organizational charts to the agency as required and/or requested.

The Account Manager is supported by all departments within BI, including the dedicated Program Manager, Tim Kniest. The various departments remain an initial point of contact as needed to access their areas of expertise. These include, but are not limited to Tim Hughley, Monitoring Customer Services Manager, Jeremy Elliott, National Account Support Manager, Beth Miller, Installation Services Manager, and Dawn Gagne, Customer Business Services Manager.

## 3.6 Records/Reporting Requirements

*Requirements are for each service provided:*

*3.6.1 The contractor shall maintain accurate and complete records of the offender's participation in the monitoring services for a minimum of five (5) years following the offender's completion of the services and shall make this information available to the state agency upon request.*

*—Requirement located on RFP Page 20.*

### **BI Response:**

Offender and program information is available at all times through the TotalAccess software platform or by calling BI's Monitoring Operations center. BI maintains at least five years of historical data transactions, including the user making the change, and when the change was made. There is no limit to the number of transactions recorded during this time.

*a. The contractor shall provide summary reports upon request in a mutually agreeable electronic format to the Probation and Parole District office for each offender monitored under the system, which shall include but not be limited to:*

- 1) Arrival of the transmitter within range;*
- 2) Departure of the transmitter from range;*
- 3) Loss or restoration of AC power when disrupted;*
- 4) Efforts to tamper with field monitoring device;*
- 5) Tamper signals from the transmitter when it is within range;*
- 6) Disruption and restoration of telephone service;*
- 7) Distinguish between types of tampers. If the contractor's system employs multiple methods of tamper detection, such shall be clearly differentiated by each individual type of tamper status;*
- 8) Results of alcohol tests;*
- 9) GPS Zone violations.*

### **BI Response:**

#### **TotalAccess Activity Reports**

Activity reports provide information about offender movement, alerts and events, and equipment status such as battery charge level. These reports include:

<b>Agency Alert Count</b>	Displays alerts for a specified time-frame (maximum 31 days) by: <ul style="list-style-type: none"><li>• Monday–Friday 8:00–17:00</li><li>• Monday–Friday 17:00–8:00</li><li>• Saturday–Sunday 0:00–23:59</li></ul> This report also displays the total number of alerts.
<b>Alert Detail</b>	Provides history of alert notification that can be queried by customer, agency, officer, offender, for a specified time-frame (maximum 10 days), by action date, action, result, comment and destination.
<b>Alert Summary</b>	Total alerts by transmitter tampers, exclusion and inclusion zone alerts, receiver and tracker curfew alerts, receiver and tracker missed calls, offender, officer and agency.

<b>BI</b>	<b>BI Incorporated</b>	Report Date: 08/22/2013 10:53
	<b>Alerts Summary Report</b>	
	08/02/2013 00:00 - 08/08/2013 23:59	

Agency: Community Corrections

Officer: King, Thomas

Client Name	Tamper	Zone Alerts		Curfew Alerts		Missed Call		Total
	Ankle Unit	Exclusion	Inclusion	Receiver	Tracker	Receiver	Tracker	
Holmes, Calvin	1	0	0	0	0	1	0	2
Knight, Bruce	0	0	1	0	0	0	0	1
White, Donald	0	0	0	0	0	0	0	0
Officer Totals:	1	0	1	0	0	1	0	3

Officer: Smith, John

Client Name	Tamper	Zone Alerts		Curfew Alerts		Missed Call		Total
	Ankle Unit	Exclusion	Inclusion	Receiver	Tracker	Receiver	Tracker	
Jackson, John	0	1	2	0	5	0	0	8
Roberts, Andrew	0	0	0	1	0	0	0	1
Officer Totals:	0	1	2	1	5	0	0	9
Agency Totals:	1	1	3	1	5	1	0	12

### Alert Summary Report

Provides a summary of alerts organized by specific officer caseload.

#### Activity Summary

Offender alerts for a specified period (maximum 31 days) that can be organized by:

- Officer information
- Department information
- Offender's name and address
- Case ID
- Service Plan
- Equipment serial numbers

Schedules (zones and map for GPS equipment) and events can also be displayed if selected.

#### Alerts By Type

Alerts generated for all of the Department's offenders during a specified timeframe.

For each offender, the report lists the number of each alert type and the total number of alerts generated.

#### Compressed Summary

Lists all offender alerts that occurred during a specified time period by offender ID, offender name, date event received, date event occurred, equipment number, event description, event time and event received and if the event was an alert.

#### Daily Summary

Lists offender schedules and alerts during a specified time period (maximum 7 days). If the offender is using ExacuTrack equipment, the report will include a map with points and zones. Events and directional arrows will be displayed if selected.

#### Open Alert Status

Agency report that shows any open alerts that are older than a user specified day; format can be organized by officer, offender, oldest alert, and alerts with the count.



**BI Incorporated**  
**Open Alerts Status Report**  
Customer: Community Corrections  
Agency: Community Co North  
Open Alerts older than: 2013-09-21

Agency	Officer	Client Name	Date	Oldest Alert	All Alerts (with count)	Total
Community Co North	Smith, John	Anderson, Clark	0A2223678	04/02/2013 11:35:34AM	30 Prisoner Moving	30
Community Co North	Smith, John	Brown, Cathy	0A2002013	05/05/2013 05:46:1AM	1 Equipment Setup Incomplete	1
Community Co North	Smith, John	Jackson, Robert	0A241258	04/02/2013 4:32:48PM	2 Did Not Leave, 1 Unauthorized Entry	3
Community Co North	Smith, John	Pederson, Alan	0A230550	04/02/2013 4:30:53PM	1 TAD Moving, 2 TAD No Motion, 2 TAD Still No Entry/Leaves Data	5

### The Open Alerts Status Report

Provides a summary of all alerts that have not been resolved. The example above organizes data by the oldest, unresolved alerts.

### Zone by Zone

Displays events and alerts associated with entering and leaving zones, rules, schedule history, and offender movement for the specified time period.

### Distinguishing Tamper Alerts

BI's proposed equipment provides the State with the ability to distinguish different types of tamper alerts to more precisely determine offender tamper activities. Our tamper detection technologies are further supported by the Monitoring Operations center, which is available 24 hours a day to assist officers and supervisory personnel with alert interpretation. Examples of distinguishing tampers include, but are not limited to:

- **HomeGuard Solution.** Officers can distinguish if an offender is tampering with the receiver or the transmitter based on generated alerts. For example, if a "Receiver Motion Event" is generated, officers can determine that the offender is tampering with the receiver as opposed to the transmitter. Additionally, the transmitter is armed with dual tamper technologies.
- **TAD Solution.** Similar to the HomeGuard solution, officers can differentiate between alerts generated by tampering with the HomeBase receiver as opposed to alerts generated by the TAD transmitter. The TAD has seven distinct tamper detection technologies, as described in detail in section "TAD Tamper Detection" on page 63. These seven technologies provide detailed information on tamper attempts. Examples of differentiating TAD transmitter tamper attempts include:
  - "TAD No Motion" event indicates that the transmitter has not been in motion for a pre-configured amount of time. This event could indicate that the unit has been removed from the offender's ankle.
  - "TAD Skin Resistance High" indicates that the skin resistance sensor was not in contact with the offender's skin. Many times this event occurs when an offender has placed a piece of paper, sock, or similar material to block the sensor. Alternatively, the unit generates a "TAD Skin Resistance Low" event when the Alcohol Detection Module has been blocked using materials such as tape or aluminum foil.
  - "TAD Strap Tamper" indicates that the strap has been damaged or cut.
- **Sobriotor Solution.** The Sobriotor uses voice verification technology and proximity sensors to detect tamper attempts. If the offender removes the unit from their face at any time during the test, an "Alcohol Mask" event will be generated. For example, if the offender passes the voice verification portion of the test and removes the unit from the proximity of their face, an alert will be generated. Additionally, the Sobriotor is armed with case tamper detection technologies, allowing officers to distinguish between an alcohol event, voice verification failure, and physically tampering with the unit.
- **ExacuTrack One Solution.** Similar to the HomeGuard transmitter, the ExacuTrack One is armed with multiple tamper detection technologies. A "No Motion" event is generated when the unit has been motionless for a preconfigured amount of time, allowing supervisory personnel to detect that the unit

has been removed without any damage to the strap. A "Tracker Strap Tamper" message is generated when the fiber optic circuitry in the strap is damaged.

*b. The contractor shall submit outcome data to the state agency in a mutually agreed to electronic format on a quarterly basis. The contractors' reports shall be readable on screen, printable and allow for download into an Excel format. Information contained in the quarterly report shall include, but not be limited to the following:*

- 1) Offender name, number, entry date and case status;
- 2) The date the offender was put on the system;
- 3) The date the offender was taken off the system;
- 4) Type(s) and number of violations incurred (if applicable);
- 5) Number of active days on the system per offender;
- 6) Average number of days on the system per district;
- 7) Number of offenders on the system per district;
- 8) Average number of offenders on the system per district;
- 9) Number of offenders by case type (probation, parole-conditional release, or discharged) on the system per district.

#### **BI Response:**

BI has a comprehensive suite of reports that provides the information required above. BI will use our reporting resources to provide the outcome data required in this specification.

*3.6.2 The contractor shall accurately complete all required reports identified herein.  
—Requirement located on RFP Page 21.*

#### **BI Response:**

BI will work closely with the agency to ensure that all activity, programmatic, and managerial reports are provided to the State in accordance with the requirements outlined in the RFP.

*3.6.3 Upon detection by the monitoring site of a report from the monitoring equipment, the contractor must notify the state agency minimally of the following occurrences: unauthorized absence, early departure, late return, equipment malfunction, positive alcohol, GPS violation, voice verification violation, and/or any tampering of equipment. The contractor shall notify the state agency Command Center and supervising Probation and Parole officer by e-mail, and any other method approved by the state agency as soon as possible, but no later than within ten (10) minutes of the occurrence.*

*—Requirement located on RFP Page 21.*

*Revised per Amendment 2, issued January 13, 2014*

#### **BI Response:**

All proposed field equipment will automatically generate the required alerts, as further specified by the tables below.

#### **Radio Frequency Monitoring Alerts**

RFP Requirement	
Unauthorized Absence	• Did Not Enter
Early Departure	• Unauthorized Leave
Late Return	• Did Not Enter

RFP Requirement	HomeGuard Generated Alert
<b>Equipment Malfunction</b>	<ul style="list-style-type: none"> <li>• Event Log Overflow</li> <li>• Host Busy</li> <li>• Receiver Install Unsuccessful</li> </ul>
<b>Positive Alcohol</b>	Not Applicable
<b>GPS Violation</b>	Not Applicable
<b>Voice Verification Violation</b>	Not Applicable
<b>Equipment Tamper</b>	<ul style="list-style-type: none"> <li>• Receiver Case Tamper</li> <li>• Receiver Motion Event</li> <li>• Proximity Tamper</li> <li>• Strap Tamper</li> </ul>

### Voice Verification Monitoring Alerts

RFP Requirement	VoiceID Generated Alert
<b>Unauthorized Absence</b>	<ul style="list-style-type: none"> <li>• Wrong Location</li> </ul>
<b>Early Departure</b>	Not Applicable
<b>Late Return</b>	<ul style="list-style-type: none"> <li>• Late Check-in</li> </ul>
<b>Equipment Malfunction</b>	Not Applicable
<b>Positive Alcohol</b>	Not Applicable
<b>GPS Violation</b>	Not Applicable
<b>Voice Verification Violation</b>	<ul style="list-style-type: none"> <li>• Pending Failed Verification</li> </ul>
<b>Equipment Tamper</b>	Not Applicable

### Alcohol Monitoring Alerts

RFP Requirement	TAD Generated Alert	Software Generated Alert
<b>Unauthorized Absence</b>	<ul style="list-style-type: none"> <li>• Did Not Enter</li> </ul>	Not Applicable*
<b>Early Departure</b>	<ul style="list-style-type: none"> <li>• Unauthorized Leave</li> </ul>	Not Applicable*
<b>Late Return</b>	<ul style="list-style-type: none"> <li>• Did Not Enter</li> </ul>	Not Applicable*
<b>Equipment Malfunction</b>	<ul style="list-style-type: none"> <li>• Receiver Install Unsuccessful</li> <li>• Receiver Missed Callback</li> <li>• TAD Fail to Download Data</li> <li>• Return to BI for Maintenance</li> </ul>	<ul style="list-style-type: none"> <li>• Voice Solenoid Error</li> <li>• Alcohol Start-Up Warning</li> <li>• Alcohol Missed Call</li> <li>• On Demand Test</li> <li>• Voice Module Fail</li> </ul>
<b>Positive Alcohol</b>	<ul style="list-style-type: none"> <li>• TAD Alcohol Event</li> </ul>	<ul style="list-style-type: none"> <li>• Alcohol Deep Lung Test</li> </ul>
<b>GPS Violation</b>	Not Applicable	Not Applicable
<b>Voice Verification Violation</b>	Not Applicable	<ul style="list-style-type: none"> <li>• Voice Verification Failed</li> </ul>

RFP Requirement	Equipment	Alerts
Equipment Tamper	<ul style="list-style-type: none"> <li>Receiver Case Tamper</li> <li>Receiver Motion Event</li> <li>Return to BI for Maintenance</li> <li>TAD In Water</li> <li>TAD IR Blocked</li> <li>TAD No Motion</li> <li>TAD Proximity Tamper</li> <li>TAD Skin Resistance High</li> <li>TAD Skin Resistance Low</li> <li>TAD Strap Tamper</li> </ul>	<ul style="list-style-type: none"> <li>Voice Verification Failed</li> <li>Alcohol Mask</li> <li>Alcohol Ignore Summon</li> <li>Alcohol Ignored Alert</li> <li>Alcohol Failed Baseline</li> </ul>

\* Please note that the Sobriotor can be paired with the HomeGuard radio frequency monitoring solution, providing alcohol and curfew monitoring from a single solution.

### GPS Tracking Alerts

RFP Requirement	Equipment	Alerts
Unauthorized Absence		<ul style="list-style-type: none"> <li>Beacon Did Not Enter</li> </ul>
Early Departure		<ul style="list-style-type: none"> <li>Beacon Unauthorized Leave</li> </ul>
Late Return		<ul style="list-style-type: none"> <li>Beacon Unauthorized Enter</li> </ul>
Equipment Malfunction		<ul style="list-style-type: none"> <li>No Position Fix Available</li> <li>Seeking Location</li> <li>Tracker Install Unsuccessful</li> <li>Tracker Missed Callback</li> </ul>
Positive Alcohol		Not Applicable
GPS Violation		<ul style="list-style-type: none"> <li>Exclusion Zone Enter Alert</li> <li>Failed to Enter Inclusion Zone</li> <li>Inclusion Zone Leave Alert</li> <li>Master Zone Leave Alert</li> </ul>
Voice Verification Violation		Not Applicable
Equipment Tamper		<ul style="list-style-type: none"> <li>Tracker Strap Tamper</li> <li>Tracker No Client Install</li> <li>No Motion</li> <li>Beacon Case Tamper</li> </ul>

a. The contractor shall document the event in the e-mail and all applicable reports to the state agency. All critical reports must be sent through the Command Center.

### BI Response:

All alerts and events will automatically be generated by field equipment, and supervisory personnel will be alerted in compliance with the State's notification and escalation protocols. BI will send all critical reports to the Command Center in compliance with agency mandates.

b. If the contractor becomes aware of any other event that causes the monitoring equipment to not function properly, the contractor shall contact the state agency within four (4) hours.

**BI Response:**

BI understands and will comply with this requirement.

*3.6.4 The contractor shall maintain daily logs detailing equipment maintenance (including battery changes) and shall make said logs available to the state agency upon request.*

*—Requirement located on RFP Page 21.*

**BI Response:**

BI agrees to maintain daily logs that provide detailed information on maintenance activities. This information will be available to the State upon request.

Additionally, TotalAccess has a Monthly Equipment Summary Report that provides a summary of:

- The total number of units used
- Number of disconnects
- Number of new installs
- Number of active offenders

*3.6.5 The contractor's system should provide low battery alerts to the supervising officer and command center immediately upon discovery of the incident.*

*—Requirement located on RFP Page 21.*

**BI Response:**

All supervisory personnel will automatically be alerted of low battery status in accordance with the State's notification and escalation procedures.

Proposed Field Equipment	Battery Notification
<b>HomeGuard: RF Monitoring</b>	<ul style="list-style-type: none"> <li>• <b>Transmitter Low Battery.</b> The transmitter's battery is low and must be replaced within five days.</li> <li>• <b>Receiver Low Battery.</b> The receiver's internal battery has approximately 10 minutes of reserve power remaining.</li> <li>• <b>Power Loss.</b> Power to the receiver has been interrupted for longer than eight seconds.</li> </ul>
<b>VoicelD: Voice Verification Monitoring</b>	Not Applicable
<b>TAD: Continuous Alcohol Monitoring</b>	<ul style="list-style-type: none"> <li>• <b>Receiver Low Battery.</b> The receiver's internal battery has approximately 10 minutes of reserve power remaining.</li> <li>• <b>Transmitter Battery Low.</b> The TAD transmitter's internal battery is low and needs to be replaced.</li> <li>• <b>Power Loss.</b> In the event of a power outage or lack of power supply, the unit immediately switches to backup battery power.</li> </ul>
<b>Sobrietor: In-Home Breath Alcohol Monitoring</b>	<ul style="list-style-type: none"> <li>• <b>Unit Battery Low.</b> The backup battery has only 10 minutes remaining.</li> <li>• <b>Power Loss.</b> In the event of a power outage or lack of power supply, the receiver immediately switches to backup battery power.</li> </ul>
<b>ExacuTrack One: GPS Tracking</b>	<ul style="list-style-type: none"> <li>• <b>Tracker Low Battery.</b> The tracking unit has approximately 25% of its power remaining.</li> <li>• <b>Beacon Low Battery.</b> The beacon's battery has 25% or less charge remaining.</li> <li>• <b>Tracker Battery Charged.</b> The tracking unit's battery is charged to at least 85% of total capacity.</li> <li>• <b>Tracker Battery Charging.</b> The tracking unit is connected to the charging source.</li> </ul>



3.6.6 Upon request of the state agency, the contractor shall provide requested system data reports in order to assist the state agency with research projects or outcome studies at no additional cost to the state agency.

—Requirement located on RFP Page 21.

**BI Response:**

BI understands and will comply to assist the State agency by providing information and reasonable aid for research projects or outcome studies.

Throughout the last contract term, BI worked closely with the State to develop and deliver customized reports to ensure effective program oversight. Examples of requested customized reporting provided during the last contract term include:

- Number of alerts by type
- Number of installer actions, including installations, removals, and troubleshooting activities
- Current unit revisions to ensure that the State has the most updated equipment
- Monthly alert counts on an agency wide basis; this report was critical to reduce nuisance alerts and was performed on an ongoing basis to fine tune the State's program

## 3.7 Monitoring System and Component Requirements

3.7.1 The transmitter, field monitoring device, the GPS unit (passive or active), the alcohol monitoring device and other field equipment must meet or exceed the required specifications regarding functionality. The contractor shall be responsible for the maintenance and reliability of all proposed equipment during the full term of the contract. The contractor shall retain ownership of all equipment provided. The contractor may provide multiple types of field equipment.

—Requirement located on RFP Page 21.

**BI Response:**

BI understands and will comply with these requirements. All proposed equipment meets or exceeds the requirements outlined in the RFP. BI will be fully responsible for the maintenance and reliability of all equipment proposed herein throughout the life of the contract.

a. Equipment may be used, remanufactured or reconditioned.

1) If used, remanufactured, or reconditioned equipment is utilized, the equipment shall be the latest generation, and shall operate and perform the same as new equipment.

**BI Response:**

All technologies and equipment will be maintained throughout the life of the contract. Equipment servicing and maintenance occurs in-house at BI's corporate location and manufacturing facility in Boulder, Colorado. The agency will also benefit from BI's philosophy of continual improvement; all equipment and software upgrades will be available to the agency at no additional cost. Additionally, all field equipment inquiries are supported on a 24x7x365 basis from BI's Monitoring Operations center.

In order to ensure that all shipped equipment is ready for deployment, BI's Quality Control Program regulates the equipment manufacturing process. All incoming materials and components undergo a thorough inspection, testing occurs at each stage of the manufacturing process, and all products undergo final inspection before shipping. All finished products must comply with the specifications called out in the Final Inspection Report, which requires all manufacturing tests and steps to be performed and verified.

When units are returned to BI, our Equipment Service department cleans and tests the equipment, upgrades it to the latest revision level, and verifies that it is in good working order.

*2) The contractor shall agree and understand that all equipment shall be reliable and maintainable, and replacement parts shall be readily available.*

**BI Response:**

BI understands and complies with this requirement. As the current provider of electronic monitoring equipment and services, BI is highly familiar with inventory challenges and processes. BI will work closely with the State to ensure that adequate shelf inventory and consumable parts are reliably available at various agency locations.

*3) The contractor shall understand and agree that the assessment of reliability and maintainability shall be at the sole discretion of the state agency.*

**BI Response:**

BI understands and will comply with this requirement.

*4) At such time as the equipment is deemed by the agency to not be reliable or maintainable, or when replacement parts are no longer readily available, the contractor shall replace the equipment, at no additional cost, with equal or better equipment that complies with the contract specifications and requirements.*

**BI Response:**

BI understands and will comply with this requirement. All proposed equipment is currently in use to monitor thousands of offenders across the nation, and is highly reliable and maintainable.

*b. Equipment utilized shall be available on the open market. The contractor shall not provide equipment that is in "beta" or "testing" status.*

**BI Response:**

All proposed equipment has successfully completed beta testing, and is currently in active use to monitor thousands of offenders throughout the country.

*3.7.2 The contractor shall provide accessories and replacement parts for all components provided, including but not limited to the following:  
--Requirement located on RFP Page 22.*

*a. All accessories, including replacement batteries, straps, waist packs, carrying bags, clips and other related supplies necessary for proper operation shall be provided at no additional cost to the state agency.*

**BI Response:**

BI understands and complies with this requirement.

*b. All straps utilized to attach equipment to an offender must be designed so that if an offender cuts, severs or otherwise compromises the integrity of the strap an alert is generated. All straps designed to attach equipment to an offender must have the capability to be securely sized to an offender. If straps are pre-sized they must be immediately available in one-half inch increments.*

**BI Response:**

Proposed Equipment	Strap Features
<b>HomeGuard Transmitter</b>	<p>The HomeGuard transmitter uses dual tamper technology to detect and report attempts to tamper with the equipment or otherwise circumvent the system.</p> <ul style="list-style-type: none"> <li>• <b>Strap Tamper.</b> Electronic circuitry in the strap detects damage to the transmitter or strap, including attempts to cut the strap or otherwise remove the transmitter.</li> <li>• <b>Strap Sizing.</b> The HomeGuard transmitter strap can be sized in .275 inch increments.</li> </ul>
<b>TAD Transmitter</b>	<p>TAD currently has seven different tamper detection sensors in place to detect all tamper attempts, from device obstructions, to strap tampers, to device removal. These sensors work in concert to ensure that the device is not hampered in reporting true alcohol events.</p> <ul style="list-style-type: none"> <li>• <b>Strap Tamper Sensor.</b> This sensor monitors the strap to ensure that it remains connected. The strap has fiber optic technology built into it which generates alerts when the light cannot travel in a continuous loop through the strap.</li> <li>• <b>Strap Sizing.</b> The TAD transmitter strap can be sized in .275 inch increments.</li> </ul>
<b>ExacuTrack One Transmitter</b>	<p>The ExacuTrack One is equipped with two distinct tamper detection technologies, allowing the unit to alert the agency when offenders attempt to tamper with the device.</p> <ul style="list-style-type: none"> <li>• <b>Strap Tamper.</b> A fiber-optic strap and hinge assembly secure the unit to the offender's ankle. If the fiber-optic circuitry is interrupted (for example, if the offender cuts, removes, or disassembles the strap), the unit sends a "Strap Tamper" message to the central monitoring computer.</li> <li>• <b>Strap Sizing.</b> The ExacuTrack One transmitter strap can be sized in .275 inch increments.</li> </ul>

*c. The contractor shall provide batteries for transmitters that provide twelve (12) months of service without requiring charging or changing. The contractor shall provide batteries for portable tracking units that hold a single charge for a minimum period of twelve (12) hours and are re-chargeable for up to twelve (12) months before failing to hold a charge;*

**BI Response:**

Proposed Equipment	Battery Life
<b>HomeGuard Transmitter</b>	<p>The HomeGuard transmitter uses a field-replaceable battery that lasts for a minimum of one year in the field and has a minimum five-year shelf life.</p>
<b>TAD Transmitter</b>	<p>The TAD transmitter has the longest battery life for continual alcohol monitoring devices in the industry, and will function for six months with no charging required.</p>
<b>ExacuTrack One Transmitter</b>	<p>The ExacuTrack One transmitter contains a field replaceable battery that will operate for a minimum of two years of continuous use, and maintains a five-year shelf life.</p> <ul style="list-style-type: none"> <li>• Without a beacon, the ExacuTrack battery can power the unit for a minimum of 20 hours before requiring a charge.</li> <li>• With a beacon, the battery lasts five to six days before it needs recharging.</li> </ul> <p>Battery life can vary based on circumstances such as environmental conditions, service level, and amount of violations. The times indicated are representative of battery life using a high level of collection and reporting rates.</p>

1) The battery shall be annotated with a date, and shall not be placed in equipment assigned to an offender with less than six months remaining until replacement time.

**BI Response:**

All transmitter batteries are stamped to show date of manufacture to aid in inventory control. The Installation Technicians will record the date the transmitter battery is removed from packaging, as the active life of the battery is less than the shelf life. The Installation Technicians check the date on the battery each time they assemble units to ensure that an old battery is not being used.

3.7.3 The contractor's monitoring system shall provide electronic monitoring services which shall be in accordance with the following, as applicable for each type of equipment:

—Requirement located on RFP Page 22.

Revised per Amendment 2, issued January 13, 2014

a. Be shock resistant, water-resistant, and must function under normal atmosphere and environmental conditions;

**BI Response:**

All proposed field equipment complies with this specification.

All BI transmitters are put through engineering design testing before release. The transmitter must successfully pass rigorous testing, both in-house and by third-party companies. This testing is referred to as Highly Accelerated Life Testing (HALT). This testing exposes equipment to extremes in environment, shock, and vibration in order to guarantee functionality throughout the life of the equipment. Rugged and dependable, the HomeGuard, TAD, and ExacuTrack One transmitters meet the stringent requirements of a public safety program.

- The HomeGuard transmitter is waterproof up to 50 feet
- The TAD transmitter is waterproof up to 3 feet
- The ExacuTrack One is waterproof up to 15 feet

b. Have a signal range from 0 to a minimum of 150 feet in all directions:

**BI Response:**

Proposed Equipment	Signal Range
<b>HomeGuard Transmitter and Receiver</b>	The HomeGuard receiver can be programmed to detect the transmitter's signal at 35, 75, or 150 feet in all directions. This programmable signal range feature provides officers and Installation Technicians the ability to set a range appropriate for specific offender residences.
<b>TAD Transmitter and Receiver</b>	Equipment and program information is automatically downloaded and transmitted to the central monitoring computer when the TAD comes in range of the HomeBase. Similar to the HomeGuard receiver, the HomeBase can be configured to detect the transmitter signal at variable ranges of 35, 75, or 150 feet in all directions for curfew monitoring purposes. However, for alcohol information to be communicated to the HomeBase, the transmitter must be within 50 feet of the HomeBase.
<b>ExacuTrack One Transmitter and Optional Beacon</b>	The optional ExacuTrack One beacon has a range of 100 feet in all directions.

c. Transmitter shall be capable of operating for a minimum of twelve (12) months and the receiver shall be capable of operating for a minimum of twelve (12) hours without requiring the power supply to be recharged or replaced;

**BI Response:**

Proposed Equipment	
<b>HomeGuard</b>	<ul style="list-style-type: none"> <li>• <b>HomeGuard Transmitter.</b> The transmitter uses a field-replaceable battery that lasts for a minimum of one year in the field and has a minimum five-year shelf life.</li> <li>• <b>HomeGuard Receiver.</b> The HomeGuard receiver is normally powered by a standard 2-prong AC outlet in the offender's home. Should the power supply be interrupted, the receiver immediately enables the 48-hour backup battery. The receiver also sends a Power Fail AC message to the central monitoring computer.</li> </ul>
<b>TAD</b>	<ul style="list-style-type: none"> <li>• <b>TAD Transmitter.</b> The TAD has the longest battery life for continuous alcohol monitoring devices in the industry, and will function for six months with no charging required.</li> <li>• <b>HomeBase Receiver.</b> The HomeBase receiver is normally powered by a standard 2-prong AC outlet in the offender's home. If the HomeBase loses power for more than eight seconds, it sends a "Power Loss" message to the central monitoring computer. In addition, the HomeBase's backup battery immediately engages and can operate the unit for up to 48 hours.</li> </ul>
<b>ExacuTrack One</b>	<ul style="list-style-type: none"> <li>• <b>ExacuTrack One Transmitter.</b> The ExacuTrack One contains a field replaceable, rechargeable battery that will operate for a minimum of two years of continuous use, and maintains a five-year shelf life. <ul style="list-style-type: none"> <li>◦ Without a beacon, the ExacuTrack battery can power the unit for a minimum of 20 hours before requiring a charge.</li> <li>◦ With a beacon, the battery lasts five to six days before it needs recharging.</li> </ul> </li> <li>• <b>Optional Beacon.</b> The beacon has field replaceable batteries that can operate in the field for a year.</li> </ul>

d. The transmitter shall be capable of sending a signal indicating that a low transmitter battery condition exists, a minimum of seventy two (72) hours prior to battery failure;

**BI Response:**

Proposed Equipment	
<b>HomeGuard</b>	The HomeGuard transmitter will generate a "Transmitter Battery Low" event when the unit has approximately five days of battery life remaining.
<b>TAD</b>	The TAD will generate a "Transmitter Battery Low" event when the unit has approximately five days of battery life remaining.
<b>ExacuTrack One</b>	The ExacuTrack One emits a "Tracker Low Battery" event when the unit has a battery charge of 25% or less. The battery life of the ExacuTrack One is dependent on the frequency the unit collects location information, and the frequency that this information is communicated to the central monitoring computer. To alert offenders that the ExacuTrack One needs to be charged, the unit will emit an audible alarm and play a voice message to instruct the offender to recharge the unit. These audio notification preferences can be configured in the TotalAccess software. Additionally, the ExacuTrack One has an LED light on the unit casing that indicates battery level to the offender.

*e. Shall ensure that the signal of the offender's transmitter corresponds to the field-monitoring device assigned to the offender;*

**BI Response:**

All transmitters and receivers are electronically paired during the enrollment process. The central monitoring computer downloads the unique transmitter ID number to the receiver during equipment installation; this ensures that the receiver only acquires the signal from the appropriate assigned transmitter. All other signals, even from other BI transmitters, are ignored by the receiver.

Through the TotalAccess software platform, users can electronically match any unassigned transmitter to any unassigned receiver by entering the serial numbers of each unit, which provides simplified inventory management activities.

*f. Not pose a safety hazard to the offender;*

**BI Response:**

All proposed monitoring equipment poses no safety hazards to offenders, Installation Technicians, or agency personnel.

*g. Emit a signal at a minimum interval of once every three (3) minutes;*

**BI Response:**

Proposed Equipment	Signal Interval
HomeGuard	The HomeGuard emits random transmission intervals between 14.5 and 29 seconds, with an average transmission rate of 22 seconds. Random signal emissions deter tamper attempts.
TAD	TAD emits a signal every 22 to 29 seconds to the HomeBase.
ExacuTrack One	To provide radio frequency (RF) curfew monitoring, The ExacuTrack One beacon randomly emits an RF signal every 11 to 14 seconds.

*h. Be designed to discourage tracing and duplication of the transmitter signal;*

**BI Response:**

BI transmitters use several features to discourage tracing or signal duplication, including:

- Random transmission intervals for HomeGuard transmitters, ExacuTrack One beacons, and TAD transmitters.
- BI has more than 1,000,000 unique transmitter ID numbers to ensure each ID number is correctly aligned to specific offenders.
- The transmitter's signal is emitted in very short bursts that use discrete frequencies to transmit information.
- BI uses a non-commercial frequency, 314.2 MHz, to decrease the likelihood of an offender using a commercial application to attempt to duplicate or interfere with the transmission signal.

BI's coding encryption scheme, individual equipment IDs, non-commercial frequency, and random signal emission virtually eliminates duplication or tampering of the transmitter signal.

*i. Be designed in such a manner that any attempt to remove or tamper with the device will be communicated immediately to the monitoring site, identifying the type of tamper;*

## BI Response:

### HomeGuard Transmitter Tamper Detection

The HomeGuard transmitter uses dual tamper technology to detect and report attempts to tamper with the equipment or otherwise circumvent the system.

- **Strap Tamper.** Electronic circuitry in the strap detects damage to the transmitter or the strap, including attempts to cut the strap or otherwise remove the transmitter.
- **Proximity Sensors.** Proximity sensors detect if the transmitter is no longer snug and properly fitted against the offender's leg.
- **Tamper Alerts.** Tamper alerts are generated when the following events are detected:
  - Damage to the transmitter case.
  - Damage to the strap, including if the strap is cut.
  - Unit disassembly, to the point where the strap is separated from the transmitter case
  - Removal of the transmitter, without damage to the strap or case, even if it was removed underwater.

Tamper messages are promptly sent to the monitoring computer when the transmitter is in range of the receiver during the time of the tamper. When a tamper event occurs and the transmitter is not in range of the receiver the receiver sends a date and time stamped alert message to the monitoring computer when the transmitter is back in range of the receiver.

### TAD Tamper Detection

TAD currently has seven different tamper detection sensors in place to detect all tamper attempts, from device obstructions, to strap tampers, to device removal. These sensors work in concert to ensure that the device is not hampered in reporting true alcohol events.



**Temperature Sensor** monitors offender's temperature to ensure it is within range of a normal human body. A drop to ambient temperature could indicate that TAD is no longer flush against the human body.



**Proximity Tamper Sensor** monitors the distance of the device from the body. Significant changes in proximity may indicate that the device is no longer attached to the offender.



**Infrared Debris Buildup Sensor** monitors the alcohol detection module for any external build-up of debris on the face of the module. This ensures the accuracy of the alcohol readings is not compromised by an excessive amount of build-up on the face of the filter.



**Skin Conductivity Sensor** monitors the pressure of the unit against the leg. If the offender attempts to place an object between the sensor and leg, the sensor will register a change in skin resistance.



**Strap Tamper Sensor** monitors the strap to ensure that it remains connected. The strap has fiber optic technology built into it which generates alerts when the fiber optic light signals cannot travel in a continuous loop through the strap.



**Motion Sensor** monitors the amount of time the device is stationary. If TAD is stationary for a long period of time, it may indicate that the unit is no longer attached to the offender.



**Water Detection Sensor** monitors the amount of time the device is submerged in water. Although the unit is watertight up to three feet and offenders can shower, submerging the unit for extended periods of time can interfere with accurate alcohol sensing. Messages are generated when the unit is in water for a significant amount of time, indicating a possible attempt to circumvent the device.

Each sensor is monitored independently by algorithms in the central monitoring computer. Messages are generated to supervising officers when a tamper is detected, including:

- **TAD Temperature High.** The TAD transmitter temperature has exceeded 140° Fahrenheit.
- **TAD Temperature Low.** The TAD transmitter temperature has dropped below 32° Fahrenheit.
- **TAD Proximity Tamper.** The offender's ankle is no longer within proximity to the Alcohol Detection Module (ADM).
- **TAD IR Blocked.** Foreign substances, such as dirt and debris, have collected between the offender's ankle and the Alcohol Detection Module (ADM).
- **TAD Skin Resistance High.** The skin resistance sensor was not in contact with the offender's ankle for a predetermined time period, or the skin resistance sensor has detected the presence of foreign material, such as paper or a sock.
- **TAD Skin Resistance Low.** The skin resistance sensor has detected the presence of foreign material shielding the offender's ankle from the Alcohol Detection Module (ADM), such as tape or aluminum foil.
- **TAD Strap Tamper.** The strap has been damaged or cut, creating an open fiber-optic circuit.
- **TAD No Motion.** The TAD transmitter has been motionless for a preconfigured time period.
- **TAD In Water.** The TAD transmitter has been submerged in water for longer than a preconfigured time period.

### Sobriotor Tamper Detection

Sobriotor incorporates voice verification, fuel cell alcohol testing, and proximity sensors to ensure that the offender is accurately identified and tested, and the unit's integrity remains intact.

- **Highly Accurate Voice Verification.** Sobriotor uses biometric (voice verification) technology to ensure that the offender is the person actually performing the test. At the time of enrollment, the offender records three words, which are stored in the Sobriotor as a template of the offender's voice. Before blowing into the Sobriotor, the offender is asked to repeat up to six words randomly chosen by Sobriotor. Sobriotor compares the offender's voice to the enrolled template in order to verify the offender's identity. Unlike photo identification, biometric voice identification even distinguishes between twins.
- **Proximity Sensors.** When Sobriotor is positioned around the mouth, multiple proximity sensors register the continuous presence of the offender's face. If the offender removes Sobriotor from the face at any time during the testing process, the test will be reported as a mask failure. This prevents



the offender from passing the voice verification test and then passing the unit to someone else. If at any point during the test the unit is removed from the offender's face, Sobriotor generates an alert.

- **Photo Optic Cell.** A photo optic cell detects if the casing of the unit is pried open, alerting the agency to potential tampering.

### ExacuTrack One Tamper Detection

The ExacuTrack One is equipped with two distinct tamper detection technologies, allowing the unit to alert the agency when offenders attempt to tamper with the device. Tamper detection technologies include:

- **Strap Tamper.** A fiber-optic strap and buckle assembly secure the unit to the offender's ankle. If the fiber-optic circuitry is interrupted (for example, if the offender cuts, removes, or disassembles the strap or buckle), the unit sends a "Strap Tamper" message to the central monitoring computer.
- **Motion Detection.** The ExacuTrack One uses a motion sensor to detect if the unit has been removed from an offender's leg without interrupting the closed fiber-optic circuitry. When the tracking unit enters a motionless state, the ExacuTrack One reports the last valid location point to the central monitoring computer and generates a "No Motion" event.

In addition, if the offender attempts to access the battery or screws, the tamper-evident back plate will show physical evidence of the attempt.

The following alerts will be generated when tamper events occur:

- **Tracker Strap Tamper.** The fiber-optic circuit inside the strap is open, resulting in a tamper alert.
- **No Motion.** The tracking unit has been motionless for the duration of the Max No Motion Window.

When ExacuTrack One reports a program violation, the monitoring system immediately initiates the alert notification process specified by the agency.

*j. Be certified by the Federal Communications Commission (FCC):*

#### **BI Response:**

All proposed equipment is FCC certified. Please see Attachment B: FCC Certificates for evidence of compliance.

*k. Be designed in such a manner to enable summary and violation reports to distinguish between, and also report, all transmitter tamper capabilities;*

#### **BI Response:**

TotalAccess includes numerous pre-defined reports for frequently needed information. Users can run reports at any time, and schedule reports for automatic delivery by email or fax at specified intervals. All reports can be exported to PDFs, Word documents, and as Excel spreadsheets. Most reports take less than a minute to run, and users can save reports to a hard drive or email them with the click of a button.

Transmitter tamper summaries and violation reporting is provided through the TotalAccess software platform. These activity reports are discussed in detail in section "TotalAccess Activity Reports" on page 50. TotalAccess includes the following reports that detail tamper activities:

- |                             |                             |
|-----------------------------|-----------------------------|
| • Agency Alert Count Report | • Alert Detail Report       |
| • Alert Summary Report      | • Alerts by Type Report     |
| • Daily Summary Report      | • Compressed Summary Report |
| • Open Alert Status Report  |                             |

*l. Provide alerts for alcohol monitoring;*

**BI Response:**

The Sobriotor and TAD solutions provide alerts for alcohol monitoring.

*m. Provide a field monitoring device or in-home monitoring unit that attaches to the offender's telephone using a standard RJ11 modular telephone connector;*

**BI Response:**

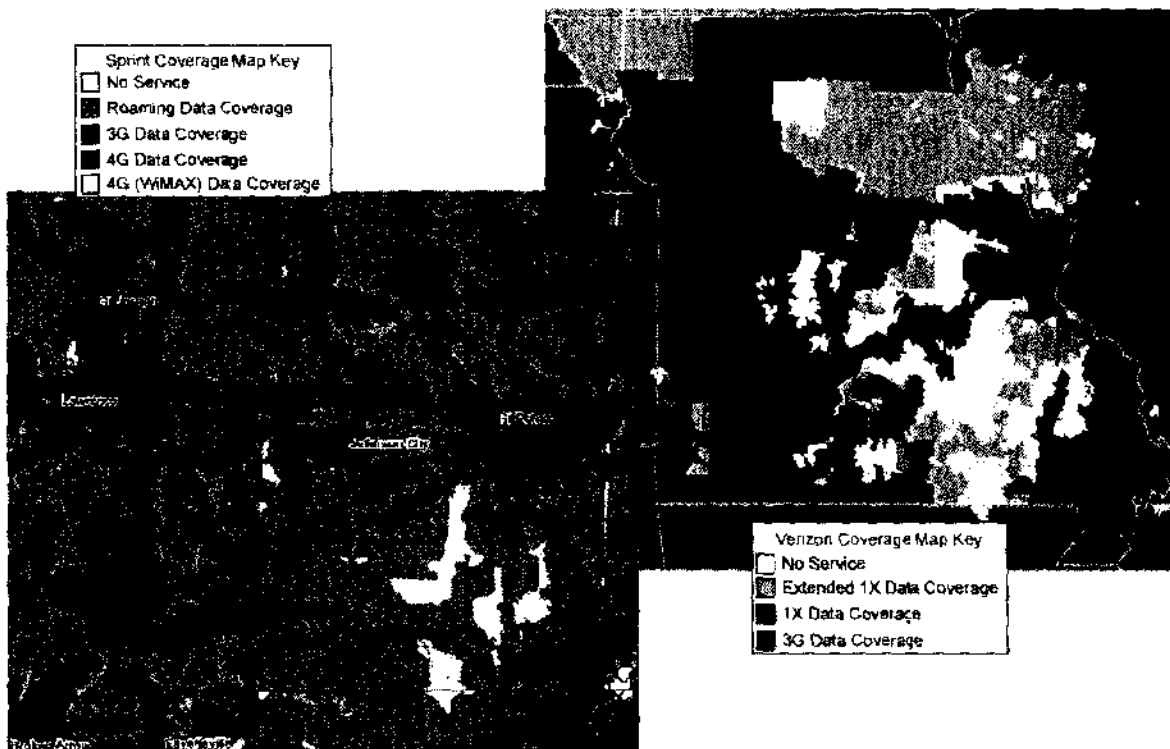
The HomeGuard, TAD, and Sobriotor solutions include an in-home monitoring unit that communicates all program, equipment, and offender data to the central monitoring computer through standard RJ11 landline connectivity.

Additionally, the ExacuTrack One can be paired with a HomeBase downloader unit that provides landline connectivity. This HomeBase downloader unit is optional, and is only necessary if an offender works, resides, or otherwise spends significant time in areas with poor cellular coverage.

*n. Provide a field monitoring device or in-home monitoring unit that has cellular capabilities.*

**BI Response:**

The HomeGuard receiver can communicate with the central monitoring computer via cellular networks. The ExacuTrack One communicates all location monitoring data, equipment information, and offender data to the central monitoring computer through the CDMA network. The CDMA network provides extensive coverage throughout the nation, and consists of Verizon, Sprint, and 30 additional carriers.



**Superior Cellular Coverage**

The HomeGuard and ExacuTrack One solutions function on the CDMA network, which consists of Verizon, Sprint, and 30 additional carriers.

3.7.4 The contractor's computer(s) shall receive, store and disseminate data generated by the electronic monitoring equipment and shall:

–Requirement located on RFP Page 23.

a. Receive data from each field monitoring device unit and must log the date and time of each occurrence/ event;

**BI Response:**

All alerts and events generated by field equipment are automatically date and time stamped at the time the event occurs.

b. Be backed up on a daily basis to a secondary data storage system;

**BI Response:**

BI uses multiple methods to backup data, including data to tape backup and data to disc backup. Every night, the system uses EMC Networker backup software and Exagrid disc backup to ensure that no data is lost in the event of unforeseen circumstances.

c. Have an uninterrupted power supply;

**BI Response:**

If commercial AC power is lost at either BI facility, Uninterruptible Power Supplies (UPS) instantly deliver backup power to all servers for up to 15 minutes. Within six seconds of a power loss, an automated diesel-powered generator comes online to deliver power to both facilities in Boulder and Anderson. From the field, any shift in power sources is transparent. If necessary, a natural gas generator automatically comes online to replace the diesel-powered generator. BI's Monitoring Operations center can operate on generator power indefinitely. Both generators are secured in a restricted-access area, and are tested monthly.

d. Be able to account for each offender's daily schedule, including the number of times in and out of the offender's residence, and must allow for changes to be made to each offender's schedule as required by the state agency;

**BI Response:**

TotalAccess users and Command Center staff can assign unlimited schedules to offenders mandated to participate in radio frequency curfew monitoring. When in the TotalAccess software platform, users can define an unlimited amount of RF rules per offender, and the system allows users to create daily schedules, one-time schedules, or continuous schedules that may span multiple days.

Entering, removing, or altering schedules within TotalAccess is a very easy process, and the software mirrors standard calendar and scheduling applications. Please see "Easy Schedule Creation" on page 40 for a screen shot from the TotalAccess application.

e. Have the capability to update electronic monitoring schedules immediately from information entered into the contractor's central computer by state agency staff.

**BI Response:**

Authorized State personnel Command Center staff can enter, inactivate, delete, and update schedules within the TotalAccess software platform. TotalAccess is capable of accepting schedules and schedule changes 24 hours a day, 7 days a week. Updated schedules go into effect immediately upon entry into the TotalAccess system.

3.7.5 The contractor's system must employ accurate and reliable method(s) of tamper detection.  
—Requirement located on RFP Page 23.

**BI Response:**

All proposed equipment is currently in use by the State to closely monitor offender compliance with court mandates. Additionally, as a tenured provider of electronic monitoring equipment to correctional agencies, BI understands the importance of utilizing equipment that is proven to be accurate and reliable. All BI equipment is thoroughly tested to ensure the highest quality of accurate data is provided to the State. BI's engineering department conducts rigorous testing during product design and development, and equipment is continuously tested throughout the lifecycle to ensure accuracy and reliability.

Proposed Equipment	Tamper Detection Capabilities
<b>HomeGuard</b>	<p>The HomeGuard transmitter uses the following tamper detection technologies:</p> <ul style="list-style-type: none"> <li>Electronic circuitry in the strap detects damage to the transmitter or strap, including attempts to cut the strap or otherwise remove the transmitter.</li> <li>Proximity sensors detect if the transmitter is no longer snug and properly fitted against the offender's leg.</li> </ul> <p>The HomeGuard receiver uses the following tamper detection technologies:</p> <ul style="list-style-type: none"> <li>The receiver contains a photo optic cell that detects if the case is pried open or if the screws are loosened enough to open the case.</li> <li>The HomeGuard 200 receiver includes an intelligent processor that generates a location verification request to the central monitoring computer in the event of a simultaneous power and phone loss.</li> <li>The HomeGuard 206 receiver has a motion sensor that detects equipment movement and causes the receiver to send a "Receiver Motion" message via cellular networks to the central monitoring computer.</li> </ul>
<b>TAD</b>	<p>TAD has seven different tamper detection sensors in place to detect all tamper attempts, from device obstructions, to strap tampers, to device removal. These sensors work in concert to ensure that the device is not hampered in reporting true alcohol events, and include: temperature sensor, proximity tamper sensor, infrared debris buildup sensor, skin conductivity sensor, strap tamper sensor, motion sensor, and water detection sensor.</p> <p>The HomeBase receiver has internal photo optic sensors that detect attempts to tamper with the receiver case.</p>
<b>Sobriotor</b>	<p>The Sobriotor uses the following tamper detection technologies:</p> <ul style="list-style-type: none"> <li>Biometric (voice verification) technology to ensure that the offender is the person actually performing the test</li> <li>Proximity sensor technology registers the continuous presence of the offender's face when Sobriotor is positioned around the offender's mouth during a test</li> <li>A photo optic cell detects if the casing of the unit is pried open, alerting the agency to potential tampering</li> </ul>
<b>ExacuTrack One</b>	<p>The ExacuTrack Ones uses the following tamper detection technologies:</p> <ul style="list-style-type: none"> <li>A fiber-optic strap and buckle assembly secure the unit to the offender's ankle. If the fiber-optic circuitry is interrupted (for example, if the offender cuts, removes, or disassembles the strap), the unit sends a "Strap Tamper" message to the central monitoring computer.</li> <li>The ExacuTrack One uses a motion sensor to detect if the unit has been removed from an offender's leg without interrupting the closed fiber-optic circuitry.</li> </ul>

Additional, detailed information on tamper detection technologies can be found on page 63.

a. If the contractor's system is able to detect multiple methods of tamper detection, it shall clearly differentiate each type of tamper status for easy recognition by the state agency representatives.

**BI Response:**

BI's proposed field equipment complies with this requirement. State personnel can easily determine the differences between receiver and transmitter tamper events. Additionally, the Monitoring Operations center is available on a continual basis to assist with tamper and alert interpretation. Details and examples of tamper distinguishing can be found in section "Distinguishing Tamper Alerts" on page 52.

3.7.6 The contractor shall provide a voice verification/identification solution that is accessible and able to be utilized by the state agency on an as needed, if needed basis. The contractor's voice verification/identification solution shall be compatible and interactive with the contractor's electronic monitoring solution.

—Requirement located on RFP Page 23.

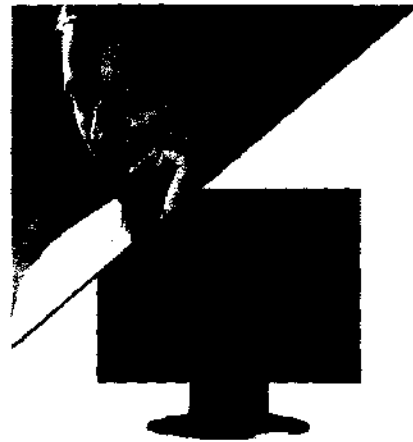
**BI Response:**

BI VoicelD implements voice verification technology that is capable of discriminating among a variety of physiological characteristics of the speaker's vocal tract. VoicelD uses this approach to compare the voice of the caller to the stored voiceprint obtained during enrollment.

After the initial voice print enrollment, BI VoicelD uses automatic continuous adaptation that updates and refines the baseline voice print with additional voice samples from subsequent check-ins during which the identity of the offender is determined at a high confidence level. Voice verification systems that do not incorporate continuous adaptation will require the offender to periodically record a new voice print to be able to continue to recognize that offender accurately.

BI VoicelD compensates for channel mismatch, allowing the offender to make an initial voice print in one location (typically in a government office on a high quality digital line) and then transmit from their home location (possible a lower quality analog line). Voice verification systems that are not able to compensate for channel mismatch typically require the offender's voice print to be recorded in the location where the offender will be monitored.

BI VoicelD is designed to minimize the success of an imposter checking in for an offender, and alerts are generated when caller identity cannot be verified. BI VoicelD is designed to detect imposters with 99% accuracy. Approximately 3–5% of initial check-ins result in exceptions that require follow-up analysis; however, after an offender has called in successfully several times, the automatic continuous adaptation typically reduces this to below 1%.

**Highly Accurate Voice Verification**

VoicelD continually adapts to provide the State with a successful offender identification rate of 99%.

3.7.7 The contractor shall provide a system that offers access by approved state agency staff through secure connections to, and transactions over, the Internet.

—Requirement located on RFP Page 23.

**BI Response:**

Authorized users and Command Center staff access TotalAccess through a series of logins and verifications at the operating system, application, and database levels. BI System Administrators assign every internal and external user a unique user ID and password that restricts access to specific information. For example, a user's access can be restricted to only their individual caseload. Based on the user access configuration, only particular fields in a window can be made available. Some staff may

be permitted to view system information only, while other staff may be able to view and modify information.

A security log records all log-in and log-off activities, as well as all changes to offender information. Login ID codes enable the BI System Administrator to identify who modified the information, when it was modified, and the original information before the change was made.

3.7.8 The contractor shall have the capability of case management technology specific to the electronic monitoring system and activity, through the use of automated computer reporting directly to the supervising officer, as well as the command center.  
—Requirement located on RFP Page 23.

**BI Response:**

TotalAccess can accommodate each offender's individual information. All necessary information about an offender is entered into the central monitoring computer during the enrollment process. As part of this process, agency officers create an offender profile that consists of an offender's name, address, phone, type of case (probation, parole, etc.) and equipment information. Any additional information, such as race or ethnic origin, reason for referral, date of acceptance, legal status, jurisdiction, conditions of sentence, employment, and level of education can be entered in the comments section of the offender profile. A digital picture of the offender can also be included.

State staff can create, run, print, save, and download a variety of reports within TotalAccess. Users can schedule non-interactive reports to be automatically emailed or faxed as Word documents, Excel spreadsheets, or Adobe PDFs. Users can also create their own ad-hoc reports.

3.7.9 The contractor's monitoring components shall, every three (3) hours, communicate with the contractor's central computer to verify that the system is working properly, and shall maintain a record of all verifications for review by the state agency upon request.  
—Requirement located on RFP Page 23.

**BI Response:**

Proposed Equipment	Method to Ensure Functionality
<b>HomeGuard</b>	The HomeGuard system schedules routine callbacks to the central monitoring computer to validate the functionality of the receiver. Callbacks are scheduled on a random basis to deter tampering, and agency personnel can increase or decrease the frequency of communications at the agency, officer, or offender level. If the receiver does not call in at the scheduled time, the central monitoring computer generates an alert.
<b>TAD</b>	The HomeBase receiver makes random status calls to the central monitoring computer to verify that it is operating correctly, and still able to communicate with the computer. If the receiver has no new events to report, the unit calls the monitoring computer no less than once every six hours. If the HomeBase fails to make its scheduled status call, the monitoring computer generates a "Missed Callback" alert. A missed callback may indicate that the offender unplugged the phone line, tampered with the equipment, or removed the equipment from their home.
<b>Sobrietor</b>	The callback can be set to every three hours ensuring that the equipment is functioning.

Proposed Equipment	Minimum Equipment
<b>ExacuTrack One</b>	The ExacuTrack One calls the central monitoring computer at regular intervals to confirm the functionality of the unit. The agency's service plan determines the length of the time between these automated calls, which can be set between 2 and 24 hours. If the central monitoring computer does not receive a callback from the ExacuTrack One within the agency-specified callback interval, or within the agency-configurable grace period, the central monitoring computer will ping the unit's location and generate a "Tracker Missed Callback" message.

3.7.10 The contractor shall provide active and passive GPS tracking services and devices that are capable of being accessed through a secure Internet connection from desktop, laptop or remote means by designated state agency personnel who have been provided contractor-supplied security codes, preferably without the use of proprietary software, and shall have the following capabilities:  
-Requirement located on RFP Page 24.

#### BI Response:

The ExacuTrack One is a one-piece GPS tracking device that is secured around the offender's ankle. The tracking unit uses cellular triangulation, in conjunction with GPS, to provide accurate and reliable location fixes while indoors. The ExacuTrack One uses multiple tamper detection technologies, and reports any attempt to compromise the integrity of the unit in near real time to the central monitoring computer.

GPS location points are collected and transmitted to the central monitoring computer based on agency determined reporting frequency, and agency personnel can modify the frequency the unit collects location points through the TotalAccess software platform. Regardless of reporting frequency, the unit will communicate any program violations to the central monitoring computer in near real time.

The ExacuTrack One can store up to 150 zones onboard the unit, allowing it to continually monitor an offender's zone compliance without requiring the unit to check in with the central monitoring computer.

- **Active and Passive Monitoring Capability.** The ExacuTrack One has over 30 service plans to concisely meet the appropriate active and passive tracking needs of unique State court orders. BI proposes the following service plans, already in use by the State, to accurately meet the agency's tracking needs and the requirements of this RFP:
  - *Active Plan Option 1:* The unit collects one GPS point every minute, communicates all program and equipment data to the monitoring computer every 30 minutes, does not use AFLT location acquisition, and includes Zone Crossing Notification.
  - *Active Plan Option 2:* The unit collects one GPS point every minute, communicates all program and equipment data to the monitoring computer every 30 minutes, uses AFLT location acquisition every 30 minutes when GPS is unavailable, and includes Zone Crossing Notification.
    - While the RFP does not require AFLT, BI has provided the option to the State given its current use and the varied geography it manages.
  - *Passive Plan:* The unit collects one GPS point every minute, communicates all program and equipment data to the monitoring computer every 12 hours, and does not include AFLT or Zone Crossing Notification.
- **Access through a Secure Internet Connection.** Authorized State users and Command Center staff can access the TotalAccess software platform through any web-enabled PC and many mobile devices. Administrators assign every internal and external user a unique user ID and password that



**BI ExacuTrack One**

Authorized State personnel can view offender movement and activity at any time through any web-enabled computer.

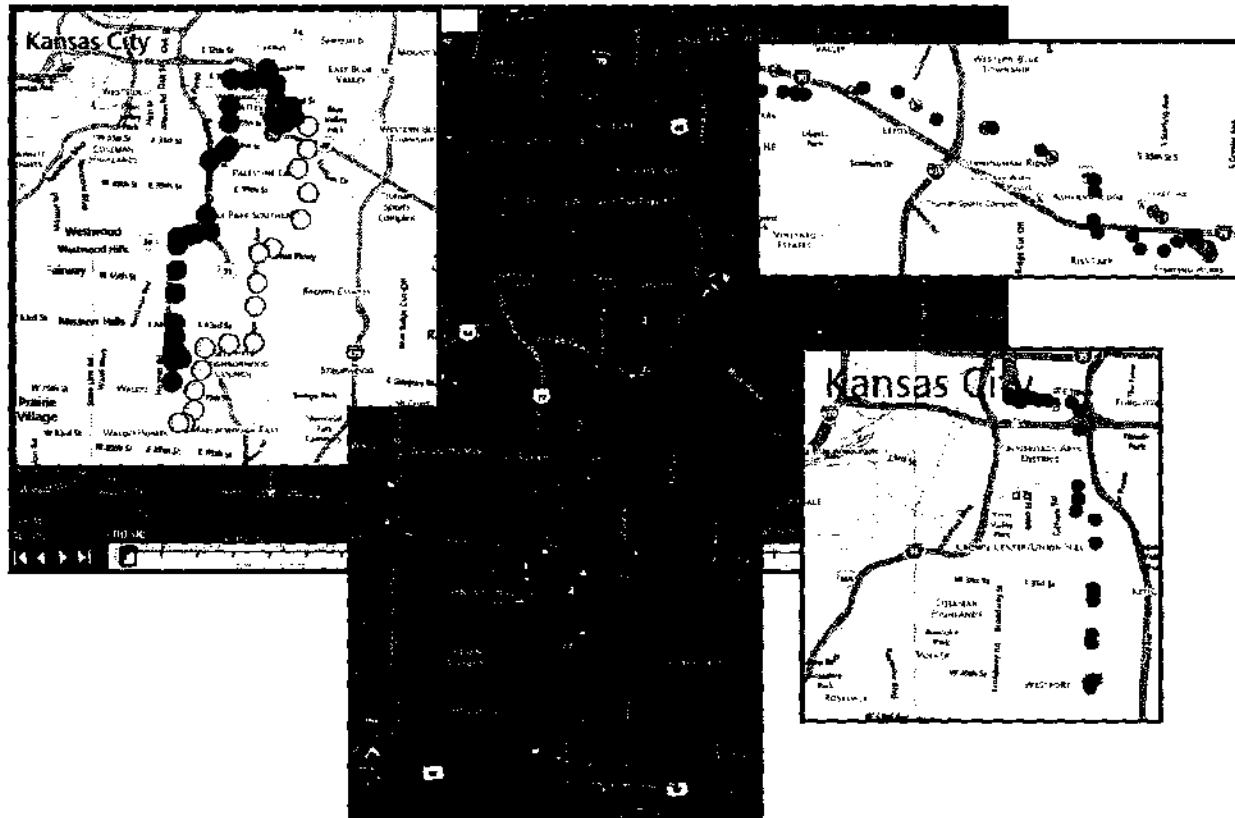
restrict access to specific information. A security log records all login and logoff activities, as well as all changes to client information.

*a. Capability for the state agency to download data and reports from the database through secured internet access;*

#### **BI Response:**

Authorized agency personnel can login to TotalAccess at any time to download data and run reports. Each user has a unique login and password to access the monitoring software.

TotalAccess provides the State a highly robust, interactive, and flexible monitoring application to closely track offender movement. Users and Command Center staff have several map views to choose from when setting up zones, running reports, and viewing offender movement history. The TotalAccess system includes industry-leading mapping technologies that display geographic information in a roadmap or aerial format. Users can easily zoom in and out of maps, from street level to statewide. The aerial mapping view delivers bird's-eye and satellite imagery with mapping, location, and search functionality. These high-resolution maps are available in two and three dimensions; and with this feature-rich functionality, users and Command Center staff can create precise zones and see offender movement history with extreme accuracy.



#### **Detailed Reporting and Mapping Capabilities**

TotalAccess provides the State with the ability to download accurate, comprehensive maps and reports while incorporating robust security features.



## Activity Reports

Activity reports provide information about offender movement, alerts and events, and equipment status such as battery charge level. Examples include:

- The **Alert Detail Report** provides history of alert notification queried by Customer, Agency, Officer, Offender, for a specified time-frame, by Action date, Action, Result, Comment, and Destination.
- The **Compressed Summary Report** lists all offender alerts during a specified time period by Offender ID, Offender Name, Date Event Received, Date Event Occurred, Equipment Number, Event Description, Event time, and Event received time, and if the Event was an Alert.
- The **Zone by Zone Report** displays events and alerts associated with entering and leaving zones, rules, schedule history, and offender movement for the specified time period.

## Secured Access to Monitoring Software

In order to protect information stored in the central monitoring system, BI maintains multiple security features that prevent unauthorized access to web applications, the Boulder facility, and the BI Monitoring Operations center:

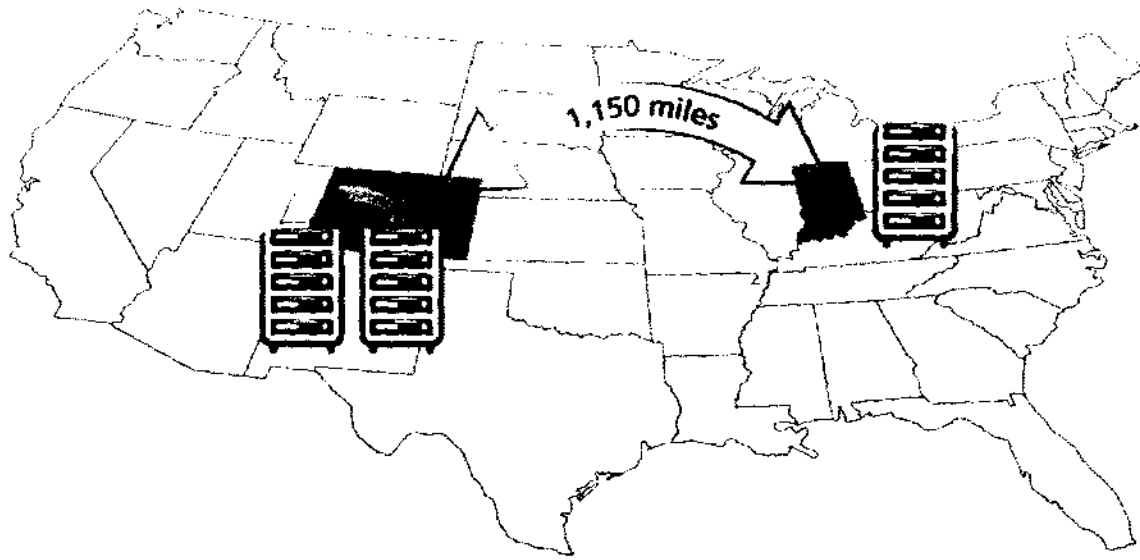
- Internet access to the monitoring software can only be gained through the use of a secure ID (username) and password. All data is encrypted using 128-bit encryption.
- Intrusion detection monitors and defends against known attacks, hackers and viruses. All remote access is available on a business basis and is obtained through encrypted Virtual Private Network (VPN) tunnels in addition to user name and password authentication. All VPN traffic passes through the intrusion detection appliances.

*b. 100% redundancy to avoid any downtime due to hardware or software issues:*

### BI Response:

All of BI's monitoring computer systems include internal, local, and geographic redundancy. Any monitoring system malfunction causes a redundant component to immediately come online in order to prevent a complete failure of the monitoring system.

- **Internal Redundancy.** Each monitoring computer system server includes an important safety measure: a RAID disk subsystem that provides reliability and fault tolerance by storing data across a set of hard drives. If one drive fails, the server will continue to function while the faulted drive is repaired or replaced.
- **Local Redundancy.** The central monitoring computer system is setup in a cluster configuration with a primary and an identical hot standby server. Data is also replicated in real time to another onsite server which is used for reporting and as a potential backup should the need arise.
- **Geographic Redundancy.** In addition to the real-time replication to the local backup server, all data is replicated in real-time to another backup server in Anderson, Indiana. Should the Boulder computer systems become unavailable, the Anderson standby servers and processors function as the primary computer system while repairs are made in Boulder - without any loss of data.



**Internal, Local and Geographic Redundancy**

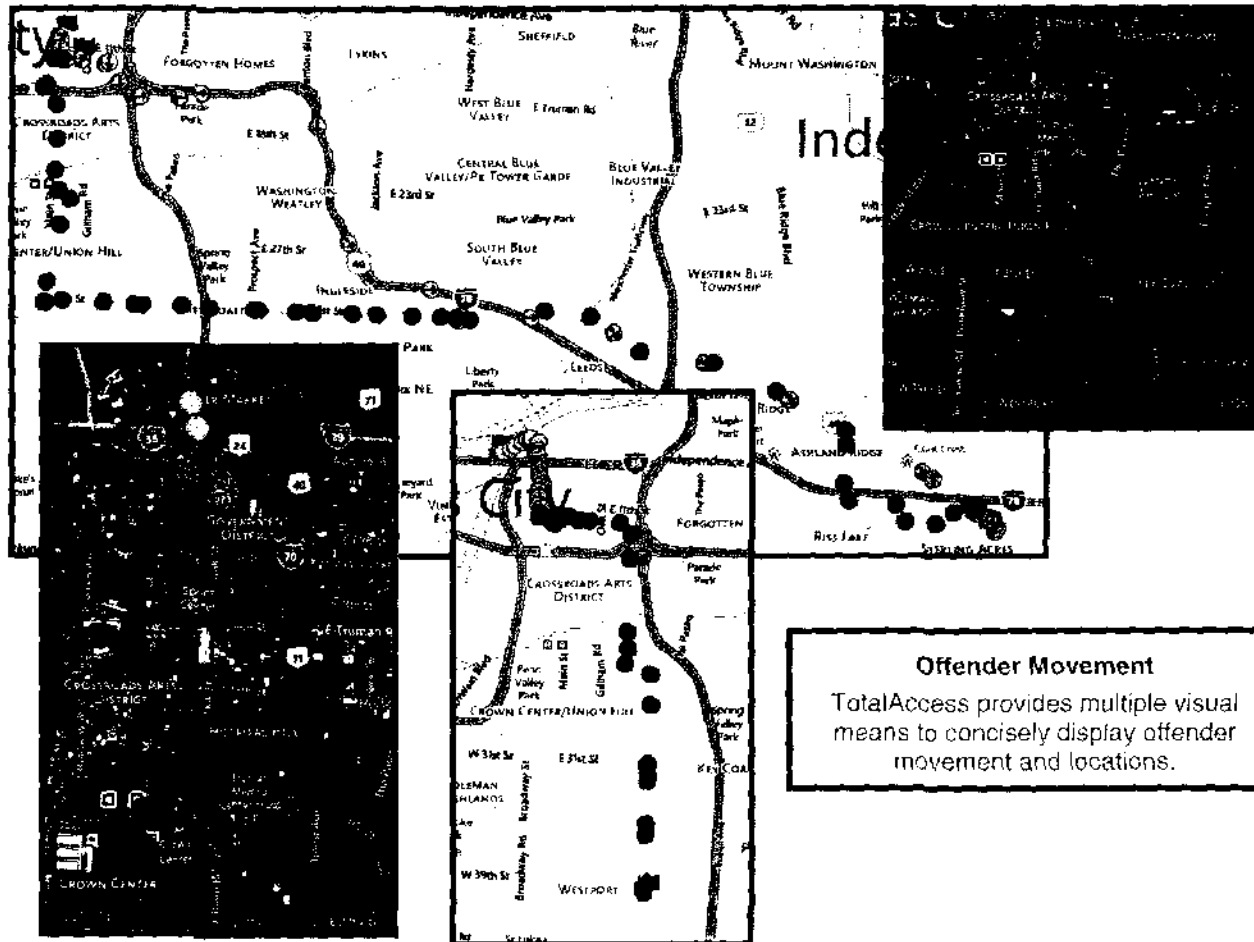
BI's three tiered redundancy strategy ensures that all proposed systems maintain the highest level of uptime.

*c. Mapping of offender locations and for saving of mapped locations;*

**BI Response:**

Authorized State personnel can view all current and historic maps that display offender movement at any time through the TotalAccess software platform. Additionally, the TotalAccess Mapping page offers a full screen view of the offender's location for a specific timeframe, up to 48 hours. The map displays:

- GPS points that can be viewed using forward and reverse playback at three different speeds
- GPS points that can be viewed one point at a time
- Arrows to show the direction of the offender's movement
- A scrolling list of events that corresponds to the GPS points during playback
- A color gradient bar to show the passage of time
- A timeline that displays available points, and allows playback of those points
- A search function that allows the user to find an address quickly
- A measuring tool to quickly determine the distance between two points
- Hovering over any GPS point displays the offender's name, latitude, longitude, direction, speed, number of visible satellites, and a link to the nearest address



*d. Provision of security features which prevent unauthorized individuals from accessing any information held by the contractor. Secure access to the system shall be maintained at all times;*

## BI Response:

### Virtual Security Measures

Federal, State, County, and Municipal Government agency personnel access our secured TotalAccess software platform on a daily basis. BI understands the importance of maintaining strict security measures surrounding participant and State confidentiality. To protect such confidential data, BI utilizes the following security protocols:

- **Intrusion Detection.** BI's intrusion detection technologies monitor and defend against attacks, hackers and viruses. All remote access is available on a business-need basis and is obtained through encrypted Virtual Private Network (VPN) tunnels. Additionally, all VPN traffic requires user name and password authentication. All VPN traffic is also passed through the intrusion detection appliances.
- **A Demilitarized Zone (DMZ) and Firewall.** A DMZ is an industry standard practice that isolates internet accessible servers from the internal network that contains program data. This helps prevent direct access to the electronic monitoring computer systems external to BI's secure environment. We have a robust firewall configuration which handles communication between the DMZ and the internal data systems, an additional security measure that protects agency data from unauthorized external access.

- **Sophisticated Web Architecture.** BI's web architecture consists of an internet server that is kept separate from the internal electronic monitoring computer systems. To protect internet communications, BI uses digital certificates and the Secure Socket Layer (SSL) protocol, one of the most secure means to ensure authenticated, encrypted communications between PCs and servers.
- **Antivirus Software.** All BI servers and network PCs have antivirus software that is updated every three hours. Antivirus processes at the server, PC, and email gateway level are in place and maintained to protect the company against the threat of viruses. BI uses multiple products to help maintain broad coverage of virus signatures.
- **Security Patches.** We receive security patches from our various hardware and software vendors which are applied to each system on a priority and timely basis, in accordance with identified risks. BI reviews and tests all server patches before applying them to the live monitoring system.

### Physical Security Measures

Our system also includes stringent physical security measures. BI data centers are monitored around the clock by our technical personnel, and these facilities are only accessible to authorized personnel with keycard security clearance. Most BI employees cannot even access our data centers; only designated personnel have authorized entry. These facilities also include robust fire suppression systems, along with multiple redundant cooling systems to rigidly maintain temperature and humidity. In addition, our data centers are equipped with sensors to detect the presence of water. All of these security measures alert our technical response team within seconds of a potential problem.

*e. Provision of capability for every call in and out of the system to be recorded with a transaction record that indicates the called number or calling number, length and the result of the call;*

#### BI Response:

BI records all inbound and outbound calls from the Monitoring Operations center. Telephone calls are recorded on tapes that are stored on-site for future reference. If needed, specific calls can be retrieved and made available to the agency. The agency simply provides the date and time of the call.

*f. All data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database when requested by state agency personnel in accordance with the following:*

*1) All historical data shall be centrally stored and accessible for reporting purposes. This information must be available for reporting in a standard transaction file format. The active system shall enable the state agency to monitor the near real time position for a specific offender's location at any and all times. Offender locations shall be downloaded a minimum of once every four hours for state agency retrieval and the system shall provide offender locations upon demand;*

#### BI Response:

### Data Accessibility and Reporting

All offender, equipment, and program data is stored in the TotalAccess software platform. Authorized State personnel can access data at any time through any web-enabled PC, iPad, and many mobile devices. Users can run pre-defined reports or utilize TotalAccess' robust ad-hoc reporting capability to query and sort information. All reports can be easily downloaded or emailed in PDF, Microsoft Excel and Word formats.

## Active GPS Tracking

BI's ExacuTrack One provides agency personnel with a comprehensive GPS monitoring solution that includes service plans designed to accommodate even the most complex scheduling and tracking requirements. Service plans can be adjusted in TotalAccess, allowing agency personnel to change the data collection rate and reporting frequency of the offender worn ExacuTrack One without requiring any physical interaction with the equipment. Service plan variables include:

- The frequency the ExacuTrack One collects GPS location data.
- The frequency the ExacuTrack One calls the monitoring computer to report data.
- The inclusion and frequency of AFLT location acquisition.
- The inclusion of Zone Crossing, in which the unit automatically increases data collection and reporting rates in violation situations.

Regardless of the specified reporting rate, the ExacuTrack One calls the central monitoring computer upon detection of a low battery or a tamper attempt.

## On-Demand Location Request

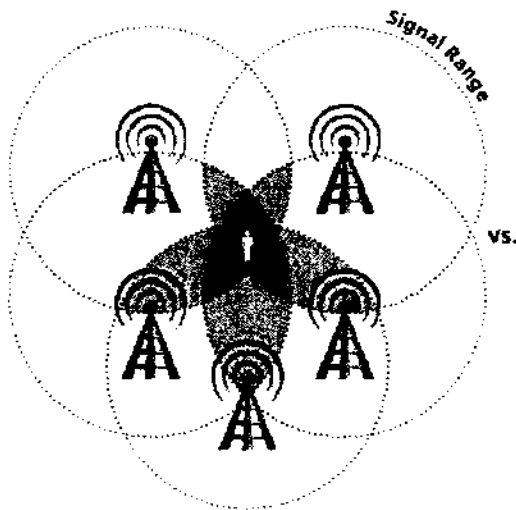
ExacuTrack One provides the ability to locate, or "ping" any offender on-demand, at no additional charge. This function requests the tracking unit to call the central monitoring computer with an updated location fix, which is then displayed on a map in TotalAccess. Officers can ping an offender at any time through the TotalAccess software platform. BI provides an unlimited number of ping requests at no additional charge.

## Advanced Forward Link Trilateration

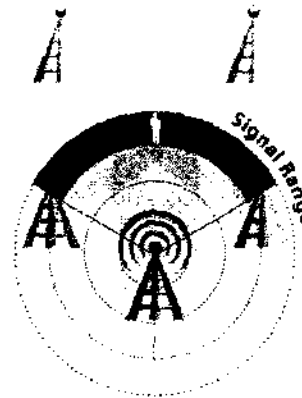
ExacuTrack One is the only system on the market that offers four location acquisition modes to maximize tracking accuracy: Autonomous GPS, Assisted GPS, Advanced Forward Link Trilateration (AFLT), and RF monitoring. These combined technologies provide the ability to acquire GPS as frequently as once every 15 seconds and the ability to track offenders without cellular coverage. This level of accuracy and consistency is especially necessary if an offender enters an exclusion zone. These combined technologies make ExacuTrack One the most consistent and accurate GPS offender tracking system on the market today.

Advanced Forward Link Trilateration (AFLT) technology enables cellular towers to assist in offender location through cellular triangulation: three or more cellular towers (if available) determine the tracking unit's geographical position through triangulated cellular signals. This is especially necessary to track offenders when they are indoors.

**Advanced Forward Link Trilateration (AFLT)**  
Technology Used by BI



**Tower-Based Tracking (TBT)**  
Other Technology



**Advanced Forward Link Trilateration**

As demonstrated by the graphic above, AFLT uses three or more cell towers to acquire location data, unlike Tower-Based Tracking, which uses a limited number of cell towers. AFLT greatly increases location point accuracy, and does not rely on GPS satellite signals.

*g. The passive GPS receiver must be capable of storing offender movement information for a minimum of 24 hours and upload information to the contractor's server;*

**BI Response:**

The ExacuTrack One includes multiple service levels, including passive monitoring in which the unit calls into the central monitoring computer once every 24 hours. However, BI's proposed passive service level includes a reporting frequency of every 12 hours, significantly exceeding the State's requirement.

Additionally, the unit has a non-volatile memory that can store over 7,000 events, or approximately two weeks of data.

*h. The system shall provide the capability to:*

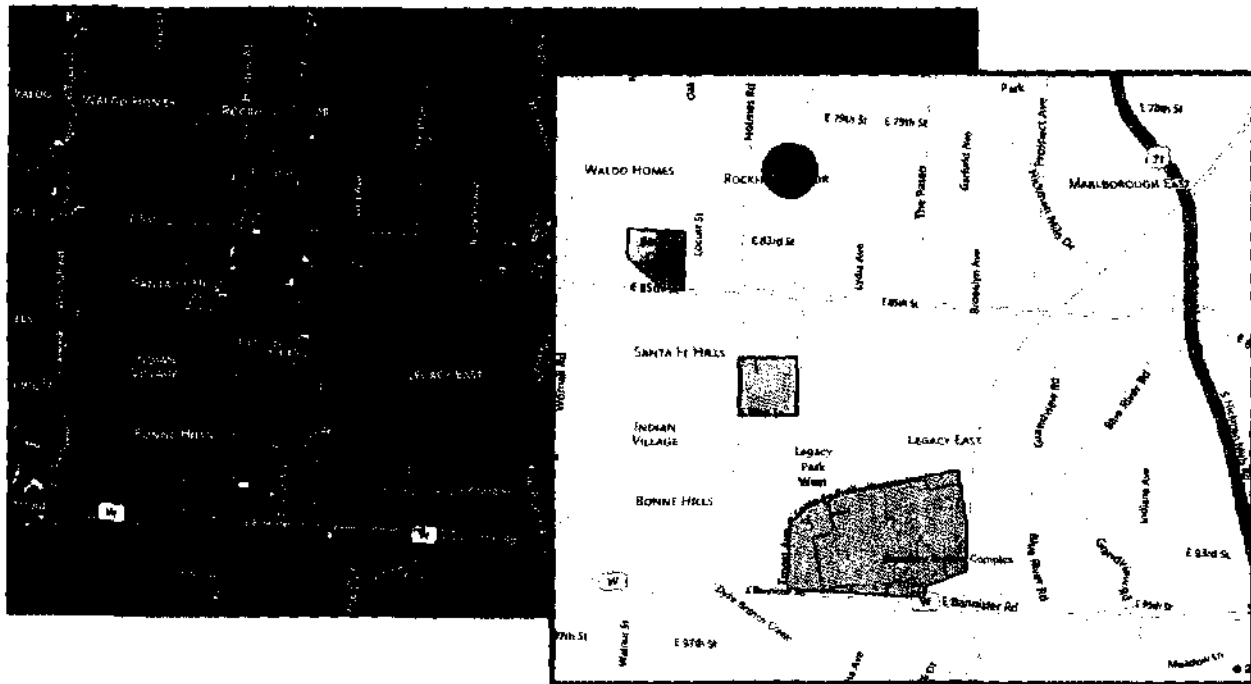
- 1) Establish inclusion and exclusion zones;*
- 2) Collect offender points at a minimum of once every 1-minute;*
- 3) Communicate (in some manner) with the offender;*
- 4) Provide location mapping; and*
- 5) Provide tamper notification;*

**BI Response:**

**Easy and Flexible Zone Creation**

Agency personnel can create, edit, and apply multiple zones per offender. Schedules for each zone can be customized by day, and multiple schedules can be applied to a single day. Zones can be structured as either standard shapes, or users can use polygons with up to 22 sides to create more complex zones. This capability ensures that even the most complex geographic and curfew restrictions are easily accommodated. TotalAccess includes four types of zones in order to provide maximum flexibility and convenience:

- **Mandatory Inclusion Zones.** The offender must remain within an Inclusion Zone during specified times. For example, the offender may be required to remain at work between 09:00 and 17:30. If the offender leaves work during this time period, the system generates an alert.
- **Area of Interest Zones.** An Area of Interest is a zone that the offender may enter and leave without generating a violation. An example of an Area of Interest Zone is a home where the offender needs to drop-off or pick-up children at specified times on certain days; at all other times the home would be off limits. The TotalAccess system will record "Enter" and "Leave" events, allowing personnel to keep track of the offender's movements in the specific area without generating alerts.
- **Master Inclusion Zones.** The offender must remain within a Master Inclusion Zone at all times. Examples of Master Zones are counties and states. Only one Master Zone can be designated per offender. Users can set up Mandatory Inclusion Zones, Areas of Interest, and Exclusion Zones within a Master Zone. The system will generate an alert whenever the offender leaves the Master Inclusion Zone.
- **Exclusion Zones.** Exclusion Zones are areas an offender may not enter at any time. For example, the offender may be required to stay at least one mile away from a specific address.



### Total Access Zone Creation

State personnel can create zones within the TotalAccess application to accommodate the most complex offender schedules.

### Location Collection and Reporting Frequency

The ExacuTrack One continuously attempts to acquire a GPS signal for all proposed service plans. GPS location data points are recorded and then reported to the TotalAccess. The available plans allow the agency to select rates that are the best fit for the offender's risk and meet the State's needs. BI's proposed active plans include:

- **Active Plan Option 1:** The unit collects one GPS point every minute, communicates all program and equipment data to the monitoring computer every 30 minutes, does not use AFLT location acquisition, and includes Zone Crossing Notification.

- **Active Plan Option 2:** The unit collects one GPS point every minute, communicates all program and equipment data to the monitoring computer every 30 minutes, uses AFLT location acquisition every 30 minutes when GPS is unavailable, and includes Zone Crossing Notification.

BI's proposed passive plan includes:

- **Passive Plan:** The unit collects one GPS point every minute, communicates all program and equipment data to the monitoring computer every 12 hours, and does not include AFLT or Zone Crossing Notification.

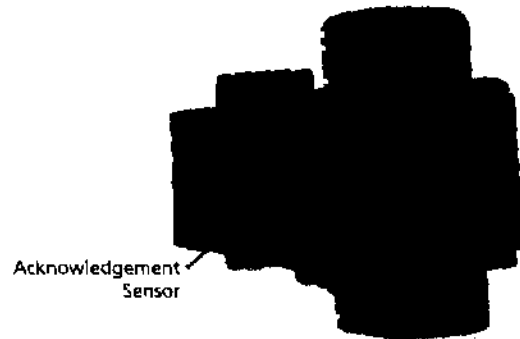
## Communication with Offenders

The ExacuTrack One includes a waterproof speaker that automatically plays pre-recorded messages in response to certain key events. The speaker will also play messages in response to a request through the monitoring software, TotalAccess or automatically on-demand, per the State's requirements. Through TotalAccess, officers can enable or disable automatic voice messages, and also specify which events will trigger an automatic voice message. For example, officers can specify that if the offender leaves the beacon's range during a scheduled curfew period, the unit will automatically play a message that says, "You should be in range of the beacon."

Offenders can be required to acknowledge the audio message by touching the acknowledgment sensor on the ExacuTrack One to verify receipt. The unit emits a tone to notify the offender when a message is incoming. All communication activities are prerecorded in TotalAccess.

Examples of on-demand or automated audio prompts include:

- **"Entering an exclusion zone - leave now"** the offender has entered a predefined exclusion zone where entering is prohibited. The offender is prompted to leave immediately.
- **"Call your officer now"** the offender is required to respond verbally to agency personnel.
- **"Low battery, recharge unit"** indicates the tracking unit's battery has 25% or less charge remaining.



### Acknowledgement Sensor

Agency personnel can require the offender to acknowledge the receipt of pre-recorded voice messages by pressing the acknowledgement sensor.

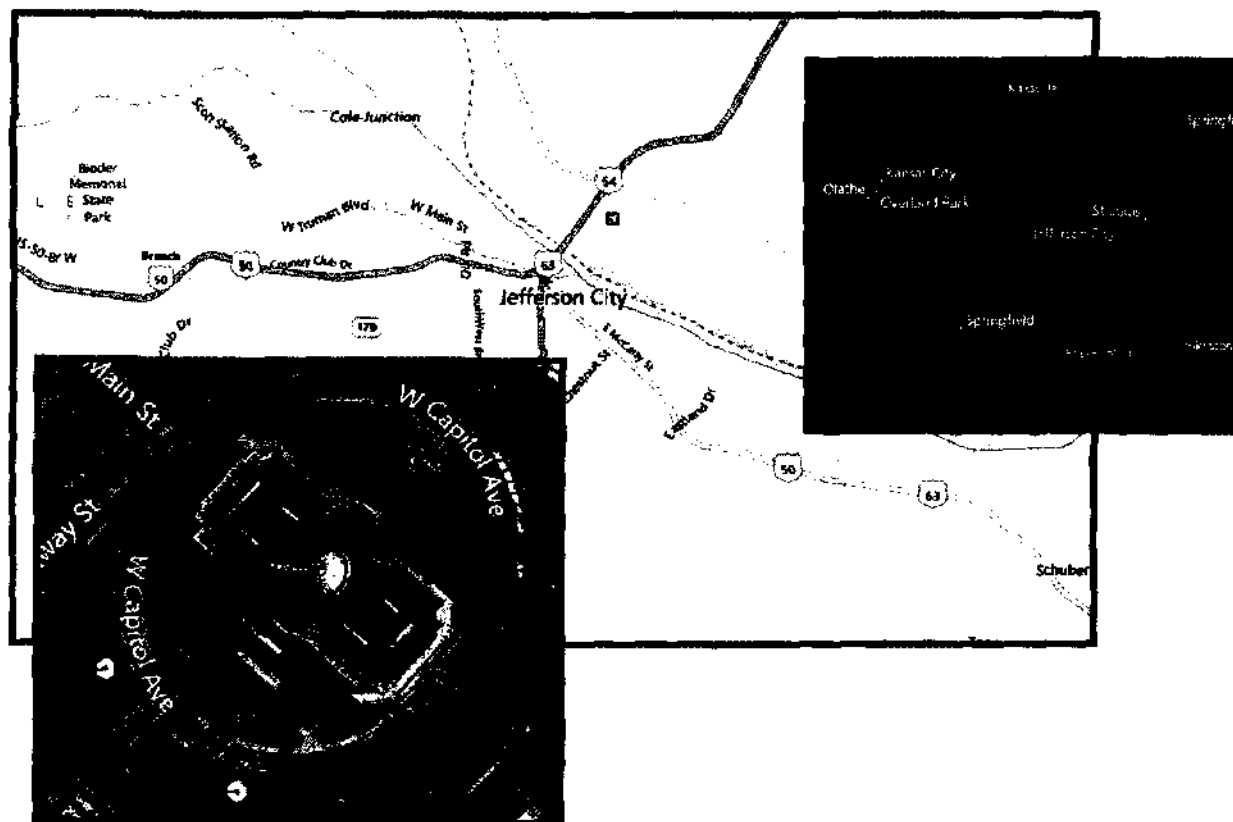
## Location Mapping

BI's proposed solution uses Bing mapping software, which has recently completed a two-year project to dramatically improve the clarity and accuracy of its aerial mapping data. In June of 2013, Microsoft announced that Bing would be incorporating a collection of updates including nearly 270 terabytes of Bird's Eye imagery.

Bird's Eye imagery is captured at a 45-degree angle from low-flying aircraft. This imagery gives the viewer a better sense of depth for buildings, mountains, and other geography. Although these views are available only in certain locations, Bing Maps has published over 1.4 million square miles of bird's eye scenes from around the globe.

By utilizing multiple imaging resources, Bing Maps has greatly enhanced mapping quality that is consistent across the entire United States. The end goal of the project is to cover the entire world with these extraordinarily accurate images. Additionally in Bing Maps, each square foot of ground space is associated with an exact coordinate and is represented by one visual pixel on the map.





#### Feature Rich Mapping Views

TotalAccess provides users with the ability to view offender movement from a street level to a state wide view.

#### Tamper Notification

The ExacuTrack One is equipped with two distinct tamper detection technologies, allowing the unit to alert the agency when offenders attempt to tamper with the device. Tamper detection technologies include:

- **Strap Tamper.** A fiber-optic strap and hinge assembly secure the unit to the offender's ankle. If the fiber-optic circuitry is interrupted (for example, if the offender cuts, removes, or disassembles the strap), the unit sends a "Strap Tamper" message to the central monitoring computer.
- **Motion Detection.** The ExacuTrack One uses a motion sensor to detect if the unit has been removed from an offender's leg. When the tracking unit enters a motionless state, the ExacuTrack One reports the last valid location point to the central monitoring computer and generates a "No Motion" event.

In addition, if the offender attempts to access the battery or screws, the tamper-evident back plate will show physical evidence of the attempt.

The following alerts will be generated when tamper events occur:

- **Tracker Strap Tamper.** The fiber-optic circuit inside the strap is open, resulting in a tamper alert.
- **No Motion.** The tracking unit has been motionless for the duration of the Max No Motion Window.

When ExacuTrack One reports a program violation, the monitoring system immediately initiates the alert notification process specified by the agency.

i. The system must have a user interface that meets, at a minimum, the following requirements:

- 1) Shall allow agency staff to add, delete or edit offender information without the requirement for contacting the monitoring center;

**BI Response:**

Authorized State staff have the ability to add, delete, or edit offender information in TotalAccess, via secure internet login, at any time. There is no need for agency personnel to call BI's Monitoring Operations center to complete the required actions.

TotalAccess accommodates each offender's individual information. All necessary information about an offender is entered into the system during the enrollment process. As a part of this process, officers create an offender profile that consists of an offender's personal information, contact information, and equipment information. The following information is included in the offender profile:

- The offender's first name, last name, and date of birth. Optionally, the offender's middle initial, Social Security Number, offender identification number, alias, and gender can be entered.
- The offender's street address, city, state, zip code, time zone, and a phone number. Additional address information, an alternate phone number, and an email address can also be entered.
- The supervising officer, equipment IDs, and the monitoring start and (tentative) end dates.

Any additional information such as race or ethnic origin, reason for referral, date of acceptance, legal status, jurisdiction, conditions of sentence, employment, and level of education can be entered in the free form comments section of the offender's profile. A digital picture of the offender can also be included.

**Reporting Capabilities for Command Center Staff**

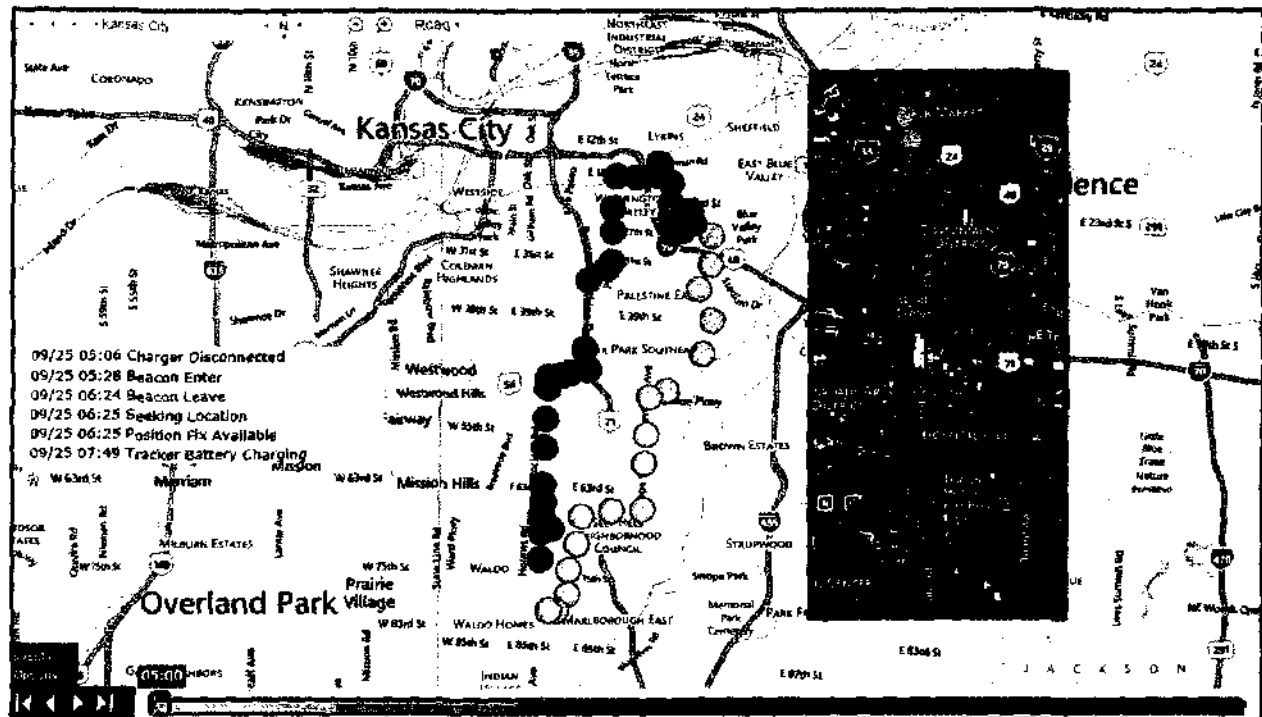
In addition to adding, deleting and editing offender information, Command Center staff and field staff have the ability to use the powerful reporting capabilities of TotalAccess to improve current case management practices. A few examples include:

- **Client Stops Report.** Provides staff information corresponding to GPS points for a pre-configured amount of time in one location. The report displays the Offender, Arrival date/time, Departure date/time, Duration and Address.
- **Point In Time Map.** Allows staff to view client GPS points during a specified timeframe. Staff can also center the map over a specific address to determine if GPS points are located within a search area.
- **User Log Request.** Logs all text messages, voice messages, and "ping" requests by Offender Name, Unit Number, Request Type, Text Details and Request Date with staff and agency totals.
- **Tracking Rules Report.** Provides an offender profile audit trail for any changes made to Rules screen for a specified time.

- 2) Shall allow agency staff to fast forward through GPS tracking points;

**BI Response:**

TotalAccess' mapping playback feature allows officers to play and rewind through an offender's GPS points, allowing the officers to choose playback speed, playback timeframes, and event lists.



#### Enhanced Mapping View

Users can fast forward and rewind through location points to accurately monitor offender movement.

j. The contractor shall provide all equipment that meets the highest level of ruggedness and durability available, in accordance with current industry standards, for the following features as applicable:

#### BI Response:

All BI transmitters are put through engineering design testing before release. The transmitter must successfully pass rigorous testing, both in-house and by third-party companies. This testing is referred to as Highly Accelerated Life Testing (HALT). It exposes equipment to extremes in environment, shock, and vibration in order to guarantee functionality throughout the life of the equipment. Rugged and dependable, the HomeGuard, TAD, and ExacuTrack One transmitters meet the stringent requirements of a public safety program. The Sobriotor solution is similarly tested for the highest level of durability and field functionality.

1) Operating temperature, stored temperature range, temperature cycling, shock and vibration, water resistance or waterproofing, operating humidity range, stored humidity range, minimum recharged battery life of 12 hours and tamper resistance:

#### BI Response:

Requirement	HomeGuard	TAD	ExacuTrack One	Sobriotor
Operating Temperature	32°F to 122°F	32°F to 140°	59°F to 104°F	32°F to 122°F
Stored Temperature	32°F to 122°F	32°F to 140°	59°F to 104°F	32°F to 122°F
Temperature Cycling	Does not apply to body-worn devices	Does not apply to body-worn devices	Completed during product testing	Does not apply to body-worn devices
Shock and Vibration	Resistant	Resistant	Resistant	Resistant

Requirement	HomeGuard	TAD	Subjeto	ExacuTrack
<b>Waterproof</b>	Up to 50 feet	Up to 3 feet	Not Waterproof	Up to 15 feet
<b>Operating Humidity</b>	100%	100%	15%-95% non-condensing	Maximum 90% non-condensing
<b>Stored Humidity</b>	100%	100%	15%-95% non-condensing	Maximum 90% non-condensing
<b>Battery Life</b>	One year	Six months	12 hour backup	Two years continuous use
<b>Tamper Resistance</b>	Proximity and strap sensors	7 tamper detection sensors	2 sensors and voice verification	Motion and strap sensors

*2) Meets market safety standards and presents no health or safety hazards to staff and/or offenders;*

**BI Response:**

All proposed equipment complies with this requirement. Transmitter straps are made of hypoallergenic plastic and do not contain any metal or steel that could cause injury to the offender or a field officer. Wearing a transmitter does not pose a safety hazard to the offender and does not affect his or her day-to-day activity. The offender can still bathe, exercise, work, and perform other routine tasks.

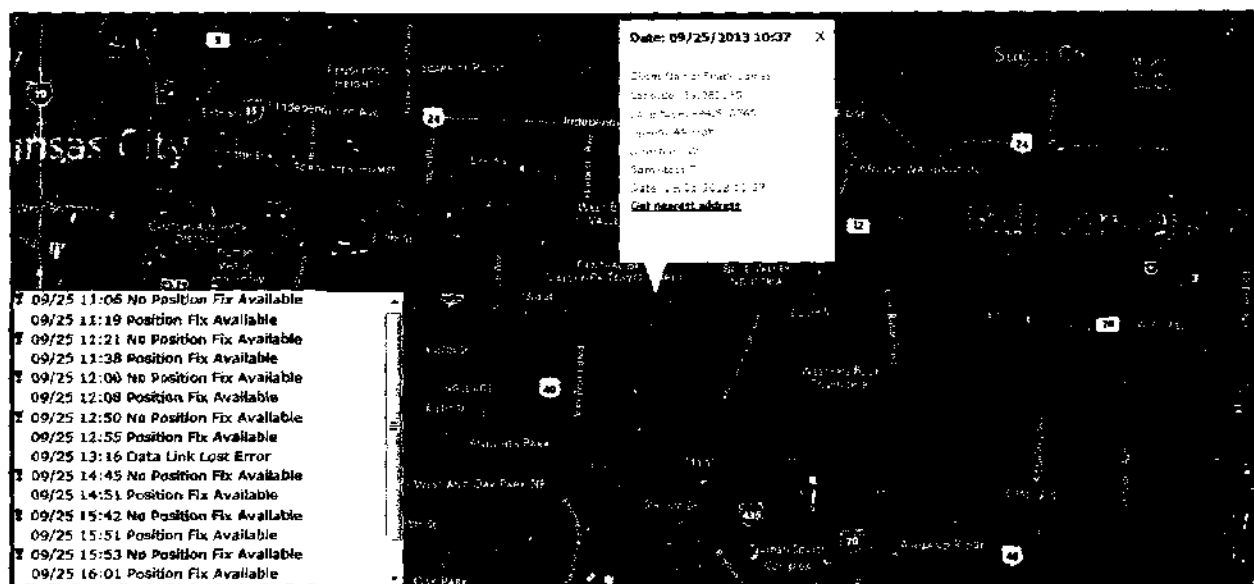
*3) Capable of tracking an offender on a twenty-four (24) hour, seven (7) day a week basis and able to confirm the date, time and location of the tracking event;*

**BI Response:**

The ExacuTrack One is capable of tracking offenders on a continual basis. All events and alerts are date and time stamped at the time of occurrence. Users have the option of viewing detailed information associated with every collected GPS point. By simply hovering over a GPS point, the following information is immediately displayed:

- |                   |   |                          |
|-------------------|---|--------------------------|
| • Offender's name | • Latitude  | • Longitude              |
| • Speed           | • Direction                                       | • Date                   |
| • Time            | • Number of satellites used to determine location | • Nearest street address |

Additionally, alerts and events are displayed in the lower left hand corner of the mapping view, if enabled.



#### Detailed Offender Information

Officers and Command Center staff can view specific information associated with each location point through TotalAccess.

4) *Not be available as an open market item if this could compromise the security of the system;*

#### BI Response:

All proposed equipment complies with this requirement.

5) *Be Federal Communications Commission (FCC) currently registered and approved;*

#### BI Response:

All proposed equipment is FCC certified. Please see Attachment B: FCC Certificates for evidence of compliance.

6) *Technology currently in use by the manufacturer, proposer, or both and must be identified by name;*

#### BI Response:

All proposed equipment is currently in use to monitor thousands of offenders across the country. Equipment includes:

Equipment	Monitoring Type	Manufacturer	Compliance
HomeGuard 200 and 206	Radio frequency curfew monitoring	BI	✓
TAD	Continuous, transdermal alcohol monitoring	BI	✓
Sobriotor	In-home breath alcohol testing	BI	✓
ExacuTrack One	GPS tracking	BI	✓

7) Designed so that if an offender tampers with the equipment an alert is generated;

**BI Response:**

When BI electronic monitoring equipment reports an equipment tamper, the monitoring system immediately initiates the alert notification process specified by the agency.

**HomeGuard Tamper Alerts**

- Receiver Case Tamper
- Receiver Motion Event
- Proximity Tamper
- Strap Tamper

**ExacuTrack One Tamper Alerts**

- Tracker Strap Tamper
- Tracker No Client Install
- No Motion
- Beacon Case Tamper

**Sobrietor Tamper Alerts**

- Tamper Unit Case
- Voice Verification Failed
- Alcohol Mask
- Alcohol Ignore Summon
- Alcohol Ignored Alert
- Alcohol Failed Baseline

**TAD Tamper Alerts**

- Receiver Case Tamper
- Receiver Motion Event
- Return to BI for Maintenance
- TAD In Water
- TAD IR Blocked
- TAD No Motion
- TAD Proximity Tamper
- TAD Skin Resistance High
- TAD Skin Resistance Low
- TAD Strap Tamper

8) Equal or equivalent to the latest industry standards; and

**BI Response:**

All proposed equipment is the latest technology available in the electronic monitoring industry.

9) For passive GPS, equipment that has the capability to download offender tracking points from the passive portable tracking unit at state agency sites;

**BI Response:**

The ExacuTrack One automatically communicates program, equipment, and offender data to the central monitoring computer via cellular networks, and at the frequency mandated by the State's service level plan. Should the offender reside or work in an area that has limited cell coverage, the ExacuTrack One can be paired with a HomeBase downloader. When the offender comes in range of the HomeBase downloader unit, all program, equipment, and offender data information is sent to the central monitoring computer via landline connectivity.

k. The contractor's portable tracking unit, except for a single body worn unit acting as both a transmitter and receiver, must meet all of the requirements described below:

*Revised per Amendment 2, issued January 13, 2014*

1) The portable tracking unit equipment must have internal tamper circuitry to indicate that it has been opened, or disconnected from AC power;

**BI Response:**

The ExacuTrack One is a single piece solution that incorporates dual tamper detection technologies. This specification does not apply to our proposed solution.

*2) The portable tracking unit shall have an adjustable sensitivity range capable of transmitting and receiving a radio frequency signal at a minimum radius of up to 150 feet;  
Revised per Amendment 2, issued January 13, 2014*

**BI Response:**

The ExacuTrack One is a single piece solution that does not utilize radio frequency signals to communicate with additional equipment. This requirement does not apply to BI's proposed solution.

*3) Communication between portable tracking unit and monitoring center should use standard or wireless cellular telephone connections and standard 110 volt AC residential current;*

**BI Response:**

The ExacuTrack One is a single piece solution that communicates all data to the central monitoring computer via cellular networks. The unit is charged by the offender using a standard 110 volt current and a BI-provided charging cable.

*4) Any part of the portable tracking unit system (including charger stand if applicable) that requires the use of a telephone shall use standard telephone lines, wireless cellular telephones, or both to communicate between the individual portable tracking unit units and the host central computer;*

**BI Response:**

The ExacuTrack One is a single piece solution that communicates all data to the central monitoring computer via cellular networks. Should an offender reside in an area with poor cellular coverage, the ExacuTrack One can be paired with a HomeBase downloader unit that communicates data to the central monitoring center via the offender's landline.

*5) Contractor shall provide portable tracking units (if part of their tracking system) that can be attached to the offender in a manner that will not impede normal activities or work. A waist pack, carrying bag or clip is acceptable;*

**BI Response:**

As a single piece GPS tracking unit, the ExacuTrack One is securely attached to the offender at all times, and does not impede normal activities or work.

*6) The portable tracking unit shall include an internal clock and memory to store data if communication with the monitoring center is disrupted;*

**BI Response:**

The ExacuTrack One is a single piece solution that has both an internal clock and non-volatile memory storage. The ExacuTrack One can store over 50,000 events, which is approximately two weeks' worth of GPS data points and event information.

*7) The portable tracking unit must have internal diagnostics that can determine if it is operating properly and the ability to relay the information to the central monitoring computer;*

**BI Response:**

As a single piece solution, this requirement does not apply to the ExacuTrack One.

However, the ExacuTrack One performs numerous self-diagnostic tests, including but not limited to:

- **Loss of GPS Signal.** If the tracking unit loses GPS signals, it will attempt to reacquire the signal for up to three minutes. If the device is unable to reacquire the signal by the end of three minutes, the unit will record and send a "No GPS" message to the central monitoring computer stamped with the date and time the signal was lost.
- **System Error Log.** The ExacuTrack One unit logs events if any system errors occur during operation. In addition, the tracking unit reports diagnostic log information to the monitoring computer if it detects abnormal operating conditions.
- **Cell Signal Loss Notification.** If the tracking unit is out of cellular range and does not obtain an adequate signal before the expiration of the Cell Loss Window, which is configurable in TotalAccess, the tracking unit stores a "Cell Signal Lost" message. Once the tracking unit regains a cell signal, it sends a "Cell Signal Acquired" message to the central monitoring computer.
- **Low Battery Notification.** The ExacuTrack One sends a "Tracker Low Battery" message to the central monitoring computer when the unit has a battery level of 25% or less. Additionally, the unit emits an audible alarm and plays a voice message to instruct the offender to recharge the unit.
- **AFLT Notification.** If the tracking unit reports a "No Position Fix Available" message to the central monitoring computer, it will summon the cellular network for AFLT location assistance. After the tracking unit requests this assistance, it will wait for the AFLT Search Window to expire before attempting an AFLT position fix.

ExacuTrack One units perform many more self-diagnostics, in addition to the ones above. These provide BI's engineering department with valuable troubleshooting information, helping us ensure that any issues with product functionality are promptly addressed.

Logs for 1125276 ( /99.207.29.148 ) received at Thu Mar 07 07:48:16 MST 2013

Date	Level	Thread	Message
Th 03/07/2013 07:16:22 MST	I	bi300_debug.c	SW VER 56
Th 03/07/2013 07:16:22 MST	S	bi300.c	EVT_APP_NO_SLEEP
Th 03/07/2013 07:16:25 MST	I	bi300.c	Class 16802067
Th 03/07/2013 07:16:25 MST	D	bi300_beacon.c	Handle Beacon notification beacon 12996 0x80 state 9
Th 03/07/2013 07:16:25 MST	D	bi300_beacon.c	beacon_OORTimerExp 0.9
Th 03/07/2013 07:16:25 MST	D	bi300_beacon.c	Process Beacon notification beacon 12996 0x80 state 9
Th 03/07/2013 07:16:25 MST	D	bi300_beacon.c	Beacon ID 154 SN 12996 OOR delay before sound 5 min
Th 03/07/2013 07:16:25 MST	D	bi300_beacon.c	PARAM_GOOD_GPS_SEEK_TIMER 240 secs
Th 03/07/2013 07:16:27 MST	D	bi300_battery.c	thresh percent 25(63); batt data 18711886 = 209/255;
Th 03/07/2013 07:16:27 MST	D	bi300_battery.c	connect state 1, low batt 0
Th 03/07/2013 07:16:27 MST	D	..pt200_commonperiodic_reports.c	report 2 time 1048700987 next 59
Th 03/07/2013 07:16:28 MST	D	bi300.c	EVT_REPORT 2
Th 03/07/2013 07:16:30 MST	I	bi300.c	Class 16802067
Th 03/07/2013 07:16:30 MST	D	bi300_beacon.c	Handle Beacon notification beacon 12996 0x8 state 10
Th 03/07/2013 07:16:30 MST	I	bi300.c	Class 16802067
Th 03/07/2013 07:16:30 MST	D	bi300_beacon.c	Handle Beacon notification beacon 12996 0x100 state 10
Th 03/07/2013 07:16:30 MST	D	bi300_beacon.c	beacon data: motion 187 case 1 batt 0x3 rssi 129; 0 0 0 1 187 1 0x3 187 1 0x3

#### Detailed Self Diagnostics

ExacuTrack One units have detailed self-diagnostic capabilities, as demonstrated by the self-diagnostics log above.

*8) If connected to a standard telephone or power line, the portable tracking unit shall have internal surge protection on both the telephone line and power source;*

#### BI Response:

As a single piece solution, this requirement does not apply to the ExacuTrack One. However, no telephone line is required for the unit to function. Surge protection while charging is accomplished through the in line transformer and internal surge protection circuitry.

*9) The tracking device within the portable tracking unit shall be wirelessly tethered to a bracelet transmitter;*

*Revised per Amendment 2, issued January 13, 2014*



**BI Response:**

The ExacuTrack One is a single unit device. This specification does not apply to BI's proposed solution.

*10) The portable tracking unit shall have the capacity to include a device that will notify the offender of messages and/or an alarm if they are in violation of an exclusionary zone.  
Revised per Amendment 2, issued January 13, 2014*

**BI Response:**

As a single piece solution, this requirement does not apply to the ExacuTrack One.

However, the ExacuTrack One has offender communication capabilities, and includes a waterproof speaker that automatically plays pre-recorded messages in response to certain key events. The speaker will also play messages in response to a request through the monitoring software, TotalAccess. Through TotalAccess, officers can enable or disable automatic voice messages, and also specify which events will trigger an automatic voice message. For example, officers can specify that if the offender enters an exclusion zone, the unit will automatically play a message that says, "Entering an exclusion zone - leave now."

3.7.11 The contractor must be capable of providing a continuous and on-demand alcohol monitoring system.

—Requirement located on RFP Page 26

**BI Response:**

**TAD: Continuous Transdermal Alcohol Monitoring**

BI's Transdermal Alcohol Detector (TAD) uses an electrode membrane, as opposed to fuel cell technology, to monitor alcohol intake through skin perspiration. Attached directly to the offender's ankle, TAD samples the offender's skin every minute and records this data every five minutes. The TAD utilizes landline communications to contact the central monitoring computer.

- **No Offender Interaction Lowers Risk.** Unlike breath alcohol detectors that require offenders to take either random or predetermined breath tests, the TAD is a continuous alcohol monitoring solution. Attached to the offender's ankle at all times, officers have access to much more complete alcohol monitoring data.
- **Industry Best Transdermal Alcohol Detection Technology.** The TAD provides supervising agencies with several unique capabilities that are not offered by other alcohol detection devices, including:
  - **Waterproof Design.** TAD is completely waterproof up to three feet, and if the device is submerged for more than 20 minutes the officer will receive an alert message.
  - **The Longest Battery Life in the Industry.** A field-replaceable battery powers the unit for six months, compared to only two months for fuel cell transdermal devices.
- **Statistical Algorithm Distinguishes Between Ingested and Environmental Alcohol.** TAD uses a statistical algorithm created, tested and verified by BI to distinguish between a true drinking event and alcohol readings caused by environmental contaminants such as cleaning or beauty products.



**BI TAD**

Requires no offender interaction to continuously monitor alcohol, and stores 7,000 messages in its non-volatile memory.

## Sobriotor: In-Home Breath Alcohol Testing Device

BI's Sobriotor is an in-home breath alcohol testing device that offers scheduled, on-demand, and random alcohol testing for offenders. Sobriotor provides flexible and customizable testing schedules, audio prompts to aid in offender compliance, and biometric voice identification coupled with proximity sensors to help ensure offender compliance.

- **In-Home Breath Alcohol Tests.** Sobriotor provides an alcohol testing solution that offenders use within their home; the unit measures breath alcohol content (BrAC) and communicates all program data to the central monitoring computer. The offender blows hard into the Sobriotor so a sample from the 'bottom' of the offender's lungs is analyzed. Breath alcohol content measurements are directly correlated with blood alcohol content (BAC), which Sobriotor analyzes and sends to the monitoring computer.
- **Integration with HomeGuard RF Receiver and TotalAccess.** Sobriotor is compatible with both the HomeGuard 200 and 206 receivers, and is fully integrated into TotalAccess. In situations where the HomeGuard is unnecessary, Sobriotor plugs directly into a home phone line.
- **12-hour Backup Battery.** Sobriotor is equipped with both a 12-hour backup battery along with non-volatile memory, allowing the device to maintain full functionality in the event of power outages.
- **Biometrics Ensure Accurate Offender Identification.** Using biometric voiceprint technology, Sobriotor ensures a 99% accuracy rate in recognizing offenders. Voice biometrics are more reliable than photo oriented solutions, and officers do not have to view an image of every offender taking tests to confirm compliance.



**BI Sobriotor**

Uses biometric (voice verification) technology to ensure that the offender is the person actually performing the test. By measuring unique physiological characteristics to identify an individual, biometrics can distinguish even between twins.

## 3.8 Installation and Monitoring Requirements

*3.8.1 Upon notification by the state agency, the contractor shall attach the transmitter to the offender and provide installation of the field monitoring device unit within two (2) working days. The contractor understands and agrees that on rare occasions the contractor may be required to install the field monitoring device in the offender's residence at the direction of the state agency.*

*—Requirement located on RFP Page 26.*

### **BI Response:**

BI will be responsible for all installation, retrievals, service, and repair of equipment within two working days of notification from the State. BI will provide trained, experienced installers to perform equipment installation at the agency-specified locations and during the agency-specified time periods. The State can be assured that BI's installers will install equipment properly and in good working order, with primary and back-up batteries fully charged.

*a. The contractor shall provide hookup of the electronic monitoring device on the offender Monday through Friday at all locations specified by the state agency in Attachment #1. The state agency may add up to 10 additional state agency locations based on need. Further, the contractor shall guarantee that all emergency hookups will be done within twenty-four (24) hours of notice.*

### BI Response:

During installation, a BI staff member attaches a HomeGuard transmitter, an ExacuTrack One tracking unit, or a TAD unit to the new offender's ankle. If the HomeGuard or TAD system is to be used, the staff member then gives the offender a receiver, as well as written instructions that detail how to install the equipment in the home. Installation of the receiver is very simple, and involves plugging the power cord into a wall outlet and the phone cord into a phone jack. Installation is complete upon receipt of a "good hook-up" message from the central monitoring computer. The BI Monitoring Operations center notifies the BI staff member if the monitoring computer does not receive a good hook up message within a specified timeframe. In the event of any issues with the equipment, BI will provide troubleshooting assistance and attempt to resolve the issue prior to notifying Agency personnel.

Upon completion of the program, offenders return in-home receivers to the office. BI staff are also responsible for removing equipment from offenders, cleaning equipment, and maintaining an adequate inventory of fully functional equipment.

### Missouri Specific Services Expertise

In October 2013, BI performed over 2,800 installations, 2,600 removals, and over 1,500 service calls. Within Missouri, during calendar year 2013, BI performed the following actions for the State:

- An average of 240 installations a month
- An average of 180 removals a month
- An average of 64 service calls a month

*b. The contractor shall be responsible for investigating and troubleshooting all unsuccessful hookups. The contractor shall e-mail the state agency P&P officer within twenty-four (24) hours of an unsuccessful hookup. If a response is not received from the P&P officer within twenty-four (24) hours, an e-mail shall be sent to the state agency District Administrator.*

### BI Response:

BI understands and will comply with these requirements.

*c. The contractor shall provide a secure computer/monitoring facility with admittance restricted to personnel employed by the contractor and state agency representatives with proper identification. The contractor shall require prior notice of arrival of any contractor and state agency personnel that will be accessing the computer/monitoring facility.*

### BI Response:

BI's data centers and Monitoring Operations center are monitored around the clock by our technical personnel, and these facilities are only accessible to authorized personnel with keycard security clearance. Most BI employees cannot even access our data centers; only designated personnel have authorized entry.



#### Experienced Installers

As the current provider of installation services, BI Technicians are highly familiar with the State's requirements.



#### Secured Facilities

BI maintains stringent security measures at our corporate headquarters and Monitoring Operations center to protect agency and offender information.

3.8.2 The contractor shall have the capability to enroll the offender in the system with information provided by the Probation & Parole officer which may include website access by the parole officer to enter the information directly into the contractor's system. The requesting officer will provide the following information to the contractor:

- a. Officer's name;
- b. What action the Officer wants taken (i.e., enrollment, Client Out of Service, or need for a service call and other information as requested by the state agency);
- c. Date of desired service;
- d. Offender's name and DOC number;
- e. Contact information.

—Requirement located on RFP Page 26.

Revised per Amendment 2, issued January 13, 2014

#### **BI Response:**

BI will work closely with the State's Probation and Parole officers to ensure successful offender enrollment. Monitoring Services Specialists and Installation Technicians will either enter the information directly into the TotalAccess software platform, or aid the officer in enrollment activities on an as needed basis.

The TotalAccess software can accommodate each offender's individual information. All necessary information about an offender is entered into the system during the enrollment process. As a part of this process, agency personnel create an offender profile that consists of offender case information, personal information, and contact information.

The following information is included in the offender profile:

- Case Information
  - Agency and officer name
  - Payment method (optional)
  - Offender start and end dates
  - Offender risk level (optional)
- Personal Information
  - First and last name
  - Date of birth (optional)
  - Case ID (optional)
  - Gender
  - Height (optional)
  - Social security number (optional)
  - Offender type (optional)
  - Alias (optional)
  - Language
  - Weight (optional)
- Contact Information
  - Offender address
  - Offender time zone
  - Offender photo (optional)

- o Offender email (optional)
- o Offender phone number (optional)

*3.6.3 If requested by the state agency, the contractor shall be required to retrieve all equipment from the offender's residence. The state agency informs the offender to return the monitoring equipment to the applicable district office upon successful release of the offender from the monitoring program.*

*—Requirement located on RFP Page 26.*

**BI Response:**

BI understands and will comply with these requirements. As the current provider of installation services, BI Installation Technicians currently provide this service to the State.

When the offender exits the monitoring program, they will return the equipment to the designated agency office. However, if this arrangement does not meet the State's needs, BI Installation Technicians will retrieve equipment from offender residences, or make arrangements with the State to ensure that all equipment is properly disconnected. Installation Technicians will clean and verify that returned equipment is in good working order for future use.

*3.8.4 The contractor shall be responsible for all telephone line charges between the field monitoring device in an offender's residence and the contractor's central computer. The contractor shall be responsible for all costs associated with all communications between the monitoring site and the state agency.*

*—Requirement located on RFP Page 26.*

**BI Response:**

BI's proposed solution includes all telephone charges and other costs associated with communications between field equipment and the central monitoring computer. State personnel can call the Monitoring Operations center at any time via a toll free phone number.

*3.8.5 The contractor shall maintain an in-state surplus inventory equivalent to 10% of the past month's average units of equipment in actual use that shall be accessible to the state agency upon request.*

*—Requirement located on RFP Page 26.*

**BI Response:**

BI will work closely with the agency to ensure that a 10% spare inventory is always available for installation on offenders. Throughout the last contract term, BI consistently met the State's equipment needs for all equipment, including accessories, spares, and consumables.

*a. The contractor shall be held liable for any and all costs associated with damaged, lost, or stolen monitoring equipment.*

**BI Response:**

BI understands and will comply with this requirement. The State will never be charged for lost, stolen, or damaged equipment.

*3.8.6 The contractor shall immediately report any system failure to the state agency, reflecting the nature of the failure, date and time it was identified, estimated duration of the failure, which products/offenders was be affected, determination of the cause of the failure, and safeguards to prevent future systems failure.*

*—Requirement located on RFP Page 27.*

**BI Response:**

BI understands and will comply with these requirements. System failures will be promptly reported to the State in compliance with contractual requirements. Additionally, BI routinely follows-up any system failures that cause an impact to our customers with an email. The communication contains approximate timeframes, who was impacted, description of impact, cause, and preventative action.

*a. The contractor shall be responsible for identification and replacement of any faulty system related equipment, including low battery (s), within four (4) hours of detection.*

**BI Response:**

BI will be responsible for identifying and replacing faulty equipment.

*b. The contractor shall implement a secondary monitoring technology (i.e., voice verification, participant identifier or other highly accurate method) through which offender compliance can be verified in the event radio frequency monitoring equipment is malfunctioning or is not available.*

**BI Response:**

To meet this requirement, BI is proposing our VoicelD solution. VoicelD requires only a standard, landline telephone to verify that offenders are at home, work, school, or other agency-prescribed locations as scheduled. VoicelD verifies the offender's location by initiating outbound calls to the offender's home phone or an alternate number such as a cell phone, and allowing offenders to make inbound calls from pre-authorized phone numbers. The system compares each check-in to a biometric voiceprint created by the offender during initial enrollment, verifying the offender's identity with a high degree of accuracy. Calls that are late, missed, or from an unauthorized telephone number are considered unsuccessful and are logged in the system. Alert notifications for unsuccessful calls are sent to agency personnel by e-mail, page, or phone.

*1) If the state agency requires emergency hookup that is less than two (2) working days prior to the date of an offender's scheduled monitoring, the contractor shall provide a means for immediate implementation of the interim monitoring. The interim monitoring shall remain in place from implementation until such time as the installation of the field monitoring device can be completed.*

**BI Response:**

BI understands and will comply with this requirement.

*2) The contractor shall be compensated at the same per diem as indicated on the pricing page.*

**BI Response:**

BI understands and complies with this requirement.

## 3.9 Training Requirements

*3.9.1 The contractor shall cooperate with the state agency regarding orientation and training efforts as mutually agreed upon by the contractor and the state agency, and/or as may be required herein. The contractor understands and agrees that all expenses on behalf of their employed or contracted staff, including, but not limited to meals, mileage, lodging and displacement, shall be their own responsibility for payment. The contractor shall not be obligated for expenses incurred by the state agency in such*

instances. The contractor's orientation and training shall include, at a minimum, the following:  
—Requirement located on RFP Page 27.

#### **BI Response:**

BI will provide training, at no additional cost, to ensure the success of the State's monitoring program. BI will work closely with the agency to develop a training curricula specific to the State's needs and program objectives. Upon re-award, BI will meet with the appropriate State personnel to develop and implement a state-wide training strategy, which can include, but is not limited to:

- State-wide refresher trainings at designated agency locations
- Ongoing trainings for new hires
- Online, webinar based training sessions
- Documenting officer attendance
- Offering "train-the-trainer" sessions to provide the State with an in-house Subject Matter Expert

Tim Kniest, Missouri Program Director, Jeff Rivas, Business Development Director, and Dave Young, Account Executive, have been supporting the State of Missouri's electronic monitoring program throughout the last contract term. Upon award, Mr. Kniest, and Mr. Young will serve as primary points of contact for the State. Mr. Kniest and Mr. Young will continue to support the State by assisting the agency in identifying and planning for program needs, providing on-site support and training, and working with the State to ensure electronic monitoring objectives are satisfied.

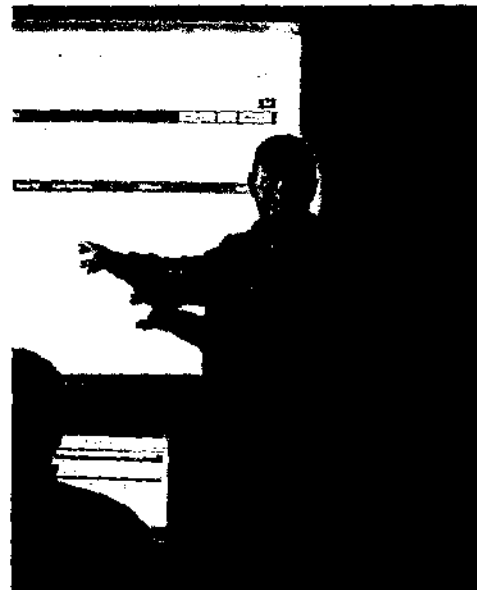
#### **HomeGuard Training Curriculum**

For HomeGuard equipment training, BI will provide in-person instruction at a designated agency site(s). During the training, staff receive extensive, hands-on experience with the equipment through both classroom and field training sessions.

The HomeGuard equipment training agenda includes:

- The HomeGuard transmitter features and functions
- Assembling the transmitter
- The HomeGuard receiver features and functions
- Receiver installation and confirmation process
- Cleaning and storage
- Hands-on practice installation
- Troubleshooting

As a supplement or refresher, BI also has self-directed HomeGuard equipment training available over the Internet at any time. Staff simply enter a BI-provided access code and create a username and password in order to enroll. Once enrolled, users have 30 days to complete the training.



#### **Customized Training**

BI will work closely with agency administrators to develop a training curricula specific to the agency's objective, milestones, and challenges.

## VoiceID Training Curriculum

The VoiceID training curriculum includes:

- Adding a call
- Adjusting an activity
- Adjusting a curfew schedule
- Creating a case
- Collecting a voiceprint
- Frequently asked questions
- Reporting capabilities
- Resolving exceptions

## TAD Training Curriculum

For TAD equipment training, BI will provide in-person instruction at a designated agency site(s). During the training, staff receive extensive, hands-on experience with the equipment through both classroom and field training sessions. If the agency wishes, BI can also provide train-the-trainer instruction so that the agency will have a Subject Matter Expert on staff.

The TAD equipment training agenda includes:

- Understanding transdermal alcohol monitoring
- TAD's features and functions, including the alcohol detection module and tamper sensors
- The HomeBase features and functions
- RF monitoring with TAD
- Hands-on practice installation
- Troubleshooting

To ensure that the training has adequately prepared agency staff, BI will administer a test following TAD training. As a supplement or refresher, BI also has self-directed TAD equipment training available over the Internet at any time.

## Sobriotor Training Curriculum

The Sobriotor equipment training includes:

- System security overviews, including progressive annoyance
- Officer Control Unit
- Enrollment activities
- Voice prompts and sound prompts
- Alcohol schedule testing options
- Internal battery life
- Memory capabilities
- Installation activities
- Unit configurations
- Equipment troubleshooting
- Event descriptions

## ExacuTrack One Training Curriculum

BI will provide in-person instruction at a designated agency site(s). During the ExacuTrack One training, staff receive extensive, hands-on experience with the equipment through both classroom and field training sessions. The ExacuTrack One equipment training agenda includes:

- Understanding location acquisition rates and reporting rates
- Understanding autonomous GPS, Assisted-GPS, and AFLT
- Tamper detection and motion detection
- Status indicators, alarms, and the internal speaker



- Find client location ("pinging")
- Memory buffer and battery life
- Using beacons
- Troubleshooting

To ensure that the training has adequately prepared State personnel, BI will administer a test following the ExacuTrack One training. Staff may take the test as a group. Once completed, the BI Training department will review the tests to determine if State personnel are familiar with crucial topics. A minimum score of 85% is required for certification.

As a supplement or refresher, BI also has self-directed ExacuTrack One equipment training (with or without the beacon) available over the internet at any time. Staff simply enter a BI-provided access code and create a username and password in order to enroll. Once enrolled, users have 30 days to complete the training.

### TotalAccess Training Curriculum

Similar to equipment training, BI will provide agency personnel on-site training for the TotalAccess software platform. In addition to the on-site, in-person training session, the BI Training department conducts software training for agency personnel through online virtual classes numerous times per week. During this live, interactive session, personnel log into TotalAccess from their own computers. A BI Training Specialist provides instruction, guides participants through the software, and answers questions.

Agency personnel must attend the Enrollment and Scheduling training before user names and passwords are issued. After successful completion of this class, personnel can then get started using TotalAccess. Two additional classes—TotalAccess Mapping and TotalAccess Alerts/Events and Reports—are recommended.

The following topics are addressed:

- **TotalAccess Enrollment and Scheduling** covers offender enrollment, offender inactivation and reactivation, RF and GPS scheduling, caseload snapshot overview, and the help system.
- **TotalAccess Mapping** teaches agency personnel the TotalAccess mapping features, including reports, playback, and point in time.
- **TotalAccess Alerts/Events and Reports** covers alert processing, reports, event history overview, unit configurations, my profile, and offender menu/other options.

Training sessions are offered Monday through Thursday at a variety of different times and typically last 60 minutes.

*a. The contractor shall provide initial training to the command center staff (approximately 15 staff) and to state agency staff at six (6) initial sites (St. Louis, Kansas City, St. Joseph, Springfield, Columbia and Cape Girardeau) to understand processes, and operations of the electronic monitoring program and equipment. The facilities for this training will be provided by the state agency, and it is anticipated that approximately 50 staff will attend each session;*

*Revised per Amendment 2, issued January 13, 2014*

### BI Response:

BI will provide all refresher training to both Command Center staff and officers in compliance with the requirement above. Training sessions can be customized to meet the specific needs and audience of the curriculum. There are several training options available to the agency, including, but not limited to:

- Initial start-up, refresher training to be completed upon contract re-award
- Follow up trainings that can be conducted on an as needed basis, or during BI's biannual site visits throughout the State

- Online, webinar based trainings that are conducted by a live, knowledgeable trainer

Over the past contract term, BI has provided all trainings necessary to ensure the State's officers and Command Center staff have the tools necessary to successfully operate the electronic monitoring program. BI looks forward to continuing to address training needs upon contract re-award.

*b. The dates and length of the training workshops shall be mutually agreed upon between the contractor and the state agency:*

**BI Response:**

BI understands and will comply with this requirement.

*c. The contractor shall agree to participate in/provide training as deemed necessary by the state agency to include, but not be limited to follow-up training to ensure successful and efficient operation of the electronic monitoring services by the contractor and state agency staff:*

**BI Response:**

BI offers regular, online courses that officers and agency personnel may participate in at any time. These courses are hosted by a live, tenured training specialist who is available to answer all agency questions. Additionally, trainers are able to provide hands-on experience with TotalAccess through a webinar session.

BI will always perform additional, onsite training courses to the agency upon request or as required.

*d. The contractor shall understand agree that all training and all associated training manuals shall be provided at no additional cost to the state agency.*

**BI Response:**

BI understands and complies with this requirement.

### 3.10 Interpretive Services/Special Need Requirements

*3.10.1 The state agency shall make the final determination as to whether an offender requires Interpretive/Translation services due to an offender's physical impairment or language barrier. The state agency will obtain and shall bear the financial responsibility for such services.*

*—Requirement located on RFP Page 27.*

**BI Response:**

BI understands the requirement.

### 3.11 Payment and Invoicing Requirements

*No later than the tenth (10th) day of each month, the contractor shall submit an invoice, including a spreadsheet identified below, for the services provided the preceding month. Electronic invoices may be emailed to doc.payables@doc.mo.gov. E-mailed invoices should include the purchase order number in the subject line for prompt payment. Payment of invoices not containing this information may be delayed. A copy of the invoice shall also be e-mailed to the state agency program administrator.*

*—Requirement located on RFP Page 28.*

*Revised per Amendment 2, issued January 13, 2014*

**BI Response:**

BI currently provides customized billing and invoicing to meet the State's needs and requirements. This includes sending an electronic invoice in Microsoft Excel format in compliance with the State's requirements.

The State's billing requirements are highly customized, and BI has worked closely with the Program Administrator to develop internal processes that ensure all invoicing requirements are satisfied. Prior to partnering with BI, the State was very dissatisfied with the previous vendor's invoicing capabilities. BI has the procedures in place to meet these unique billing requirements.

*3.11.1 The contractor shall be required to maintain a billing system that shall differentiate and be distributed by district and region. The billing system must be accompanied by an electronic excel spreadsheet with a tab for each district so the state agency can validate billing information easily. The master invoice shall contain the summary for each district and region by type of service provide.*  
—Requirement located on RFP Page 28.

**BI Response:**

BI currently provides detailed reporting on a district-by-district basis. Our billing system includes a legend for pricing interpretation, and a stringent review process to ensure that the provided report matches BI's invoice to the agency. BI's current billing report consists of approximately 100 files that are emailed directly to the district, the region, and the State's headquarters.

During the last contract term, BI worked closely with the agency to develop the reporting format and information deliverables. The current billing report provided to the agency includes detailed formulas and additional columns for agency personnel to input required information.

*3.11.2 The billing unit applicable to this contract shall be identified as a "monitoring day." A monitoring day shall be defined as the contractor's electronic surveillance of an offender anytime during a twenty-four (24) hour period that begins at 12 midnight (Central Time).*  
—Requirement located on RFP Page 28.

**BI Response:**

BI understands and will comply with this requirement.

*3.11.3 The contractor's billing format shall provide the contract number, a unique invoice number, and, at a minimum, the detailed information found in Attachment #4 including the offender's name, identification number, assigned P&P Officer, date of activation, date of completion/termination, the specific program and the number of monitoring days being billed for an applicable month, cost per unit, and total.*  
—Requirement located on RFP Page 28.

**BI Response:**

BI has worked closely with the State over the last contract term to ensure that all billing and invoicing information is accurate and in the State's customized format.

Additional program, equipment, and offender information is always available in TotalAccess.

*3.11.4 The contractor's invoice shall indicate the services provided during a specified period of time and shall indicate the amount due in accordance with the pricing formula indicated on Attachment #4.*  
—Requirement located on RFP Page 28.

**BI Response:**

BI understands and will comply with this requirement. Invoices will indicate services provided during a specified period of time and will indicate the amount due in accordance with Attachment #4. Payment to BI will be in arrears after the receipt of a properly completed invoice and the submission of all other monthly reports.

*3.11.5 The contractor must have an accounting system that shall be capable of accumulating, maintaining and translating program expenditures into unit of service cost data. The contractor shall make available all cost data for auditing purposes upon request.*

*—Requirement located on RFP Page 28.*

**BI Response:**

BI understands and will comply with this requirement.

*3.11.6 The state agency reserves the right to make invoice corrections and/or invoice changes with appropriate notification to the contractor when recognition of error, omission, or a practice uncommon to General Accepted Accounting Practices is evidenced. In addition, the state agency shall verify each invoice sent by the contractor.*

*—Requirement located on RFP Page 28.*

**BI Response:**

BI understands and will comply with this requirement.

*3.11.7 The state agency shall make every attempt to secure prompt payment on or before the closing of the last day each month. However, this requirement shall not negate the provisions of section 34.055 RSMo.*

*—Requirement located on RFP Page 28.*

**BI Response:**

BI understands and will comply with this requirement.

*3.11.8 The contractor shall maintain any and all financial records required by the state agency and shall agree that the state agency shall have the right to review such records, including, but not limited to: staffing ratios, job descriptions, personnel qualifications, and other records as required through the contract.*

*—Requirement located on RFP Page 28.*

**BI Response:**

BI understands and will comply with this requirement.

*3.11.9 Invoicing and Payment for Expert Testimony – When services have been required, the contractor shall submit itemized invoices as specified below:*

*—Requirement located on RFP Page 28.*

*a. Personnel Time:*

*1) The contractor shall specify the actual hours spent working on the assigned services and the appropriate firm, fixed hourly price for the personnel classification as specified on the Pricing Page. Actual hours spent working shall not include travel time.*

*2) The contractor shall only invoice for services performed by personnel classifications listed on the Pricing Page of the contract.*

- 3) The contractor shall support all hours invoiced with detailed time sheets indicating the hours worked each day by each person.
- b. After approval by the state agency program administrator of the monthly invoice and services provided, the contractor shall be paid for personnel services in accordance with firm, fixed prices stated on the Pricing Page for the classification(s) of personnel provided.
- c. Travel and Related Expenses - The contractor shall invoice and be reimbursed for actual and reasonable travel and travel related expenses incurred within the State of Missouri, pursuant to the Office of Administration Travel Regulations and Continental United States (CONUS) Per Diem Rates.
- 1) The contractor must have the prior written approval of the state agency administrator program manager for any such expenses. In addition, the contractor must have the prior approval of the state agency program administrator for any travel related expenses which may exceed the CONUS rates.
  - 2) The Office of Administration Travel Regulations can be found on the Internet by clicking on the Quick Link for Travel Regulations at the following address: <http://content.ao.mo.gov/travel-portal/>
  - 3) The Continental US Per Diem Rates (CONUS) can be found by clicking on the link for "Per Diem Rates" at the following Internet address: <http://www.gsa.gov>.
- d. Other Costs and Expenses – If the contractor performed services pursuant to an approved work plan and if other costs and expenses were approved by the state agency program administrator as part of the approved work plan, the contractor shall indicate other costs and expenses incurred and shall attach copies of invoices and/or other receipts to the contractor's invoice. The contractor shall be reimbursed for other costs and expenses previously approved by the state agency program administrator as part of the work plan.
- e. If the contractor performed additional consulting based on an approved work plan for a project, in no event shall the total amount paid to the contractor for such project exceed the guaranteed not-to-exceed price approved by the state agency program administrator in the approved work plan.
- Revised per Amendment 2, issued January 13, 2014*

**BI Response:**

BI understands and will comply with these requirements.

3.11.10 Other than the payments specified above, no other payments or reimbursements shall be made to the contractor for any reason whatsoever including payments for "no-shows", travel time, report time, taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated, damages, family assistance, training, telephone charges, etc.

–Requirement located on RFP Page 29.

**BI Response:**

BI understands and will comply with this requirement.

3.11.11 If approved by both parties, the contractor shall provide transportation and hotel expenses, as needed, for an annual site visit or attendance at a specialized function for state agency personnel.

–Requirement located on RFP Page 29.

**BI Response:**

BI hosts annual technology forums at both our Monitoring Operations center located in Anderson, Indiana, and our Corporate Headquarters located in Boulder, Colorado. BI looks forward to the participation of the State in these events. As such, if approved by both parties, BI will provide transportation and hotel expenses, as needed, for an annual site visit or attendance at these specialized functions for up to two State agency personnel.

## 3.12 Meetings

*3.12.1 The contractor shall participate in oversight meetings specific to contract compliance as requested by the state agency. Meeting minutes shall be provided by the state agency to the contractor and the state agency's Purchasing Section. The state agency estimated that no more than one meeting per quarter will be conducted, and that the contractor may participate by way of conference call unless required to attend in person. All costs associated with such meeting attendance shall be the responsibility of the contractor.*

*—Requirement located on RFP Page 29.*

### **BI Response:**

BI Business Development and Account Executive personnel regularly meet with State Electronic Monitoring Committee personnel to discuss program oversight, objectives, challenges, and needs of Missouri's electronic monitoring program. BI looks forward to continued meetings with State personnel to ensure the successful operation of the program.

## 3.13 Audits

*3.13.1 The contractor agrees and understands that the state agency and/or any appropriate state/federal agency may examine (audit) all pertinent books, documents, papers, and records of the contractor as they relate to the requirements of the contract, and shall make such available upon request.*

*—Requirement located on RFP Page 29.*

*a. The contractor shall retain all records relating to the contract for five (5) years or such time as prescribed by law after the close of the fiscal year in which the contract expires/terminates. Such records may be destroyed at the end of the five year period if the state agency has been notified in writing by the contractor and written approval to destroy the records has been received from the state agency. In all cases where audit questions have arisen before the expiration of the five-year period, records shall be retained until resolution of such.*

*b. The contractor shall retain records which relate to appeals, litigation of the settlement of claims arising out of performance of the contract and costs and expenses of the contract to which exception has been taken by the state until such time as the appeal, litigation, claim, or exception has been resolved.*

### **BI Response:**

BI understands and complies with these requirements. The State may examine all pertinent books, documents, papers, and records as they relate to BI's contract performance.

## 3.14 Other Requirements

*3.14.1 Deficiency Notice: The contractor shall understand and agree that if the state agency, through its review and evaluation of contractual performance, determines that the services being performed by the contractor are unacceptable, the state agency shall provide written notice which states the deficiencies to the contractor's authorized representative. The state agency shall ensure that all deficiency notices contain recommended remedies as well as acceptable terms of reconciliation.*

*—Requirement located on RFP Page 30.*

*a. Evidence of deficiency shall exist and be recognized by the state agency as unacceptable performance including, but not limited to, the contractor's non-compliance with any rule, regulation, policy and procedure, standard, protocol, practice, or statute, that if continued would limit and/or offset to a significant degree a desired outcome prescribed herein.*

- b. The delivery of a deficiency notice must be verifiable by either party either through a confirmation memorandum; e-mail correspondence; and/or certified letter (with return receipt request).
- c. Upon receipt of the notice of the deficiency notice, the contractor shall have seven (7) calendar days to either correct the described deficiency(ies), or demonstrate good cause as to why the deficiency(ies) cannot be resolved within the seven (7) calendar days. In either instance, the contractor shall implement a corrective plan of action and direct a response to the state agency within the seven (7) calendar days.
- d. Such provisions concerning the providing of deficiency notices shall be in addition to the provisions contained elsewhere herein concerning notice provided to the contractor regarding issues of contractual breach.

**BI Response:**

BI understands and will comply with these requirements.

3.14.2 The contract is not intended to create any rights, liberty interest, or entitlements in favor of any individual. The contract is intended only to set forth the rights and responsibilities of the parties hereto. Therefore, it is expressly understood and agreed that enforcement of the terms and conditions of this contract, and all rights of action relating to such enforcement, shall be strictly reserved to the parties hereto, and nothing contained in this contract shall give or allow any claim or right of action whatsoever by any other person on this agreement. It is the express intention of the parties hereto that any entity, other than the parties hereto, receiving services or benefits under this contract shall be deemed an incidental beneficiary only.

—Requirement located on RFP Page 30.

**BI Response:**

BI understands and will comply with these requirements.

3.14.3 Financial Requirements: The contractor understands that the State of Missouri is not obligated for any payments under the terms of this agreement unless funds have been officially encumbered in accordance with the provisions of Chapter 33, RSMo. The contract shall automatically terminate without penalty or termination costs if such funds are not appropriated or available. If funds are not appropriated or available for the contract, the contractor shall not prohibit or limit the state agency's right to pursue alternate contracts as may be necessary. The requirements stated in this paragraph shall apply to any amendment or the execution of any option to extend the contract. The availability of funding for this contract shall be determined solely by the state agency, and such determination shall be final and without recourse by the contractor. The state agency does not give any assurances under the terms of this contract that the maximum calculated payment for service(s) specified herein will be purchased.

—Requirement located on RFP Page 30.

- a. Moneys received from the state agency under this contract shall not be used to supplant local funds or subsidize services provided to other agencies, organizations, or individuals.

**BI Response:**

BI understands and will comply with these requirements.

3.14.4 Unless otherwise specified, the contractor shall be responsible for furnishing all material, labor, facilities, equipment, and supplies necessary to perform the services required. The contractor shall comply with the Fair Labor Standard Act, Equal Employment Opportunity Commission laws, and any other federal and state laws, rules, regulations and executive orders to the extent that these may be applicable and further agrees to insert the foregoing provision in all subcontracts awarded.

—Requirement located on RFP Page 31.

**BI Response:**

BI understands and will comply with these requirements.

*3.14.5 No state or other public funds payable under the contract shall be used for the acquisition, operation, or maintenance of computer software in violation of United States copyright laws or applicable licensing restrictions. The contractor hereby warrants and certifies that the contractor has in place appropriate systems and controls to prevent such improper use of public funds. Under no circumstances in the course of providing products, services, or any other performance of their duties/obligations to the State shall the contractor directly or indirectly utilize tools, equipment, and/or software programs that are in violation of third parties' legal copyrights. If the State determines that the contractor is in violation of this paragraph, the State may exercise any remedy available at law including, without limitation, immediate termination of the contract and any remedy consistent with United States copyright laws.*  
—Requirement located on RFP Page 31.

**BI Response:**

BI understands and will comply with these requirements.

*3.14.6 The state agency shall furnish all legal and accounting services as may be necessary for the state agency to satisfy contractual responsibilities. The state agency shall not assume, nor shall it be liable for legal or accounting services as may be necessary for the contractor to satisfy its contractual obligations. Without exception to the foregoing, the state agency is not obligated to provide legal or accounting counseling to the contractor in connection with any litigation or threatened litigation against the contractor arising out of the contractor's performance.*  
—Requirement located on RFP Page 31.

**BI Response:**

BI understands and will comply with these requirements.

*3.14.7 Conflict of Interest: In accordance with the Sections 105.450 to 105.458 RSMo, no official or employee of the state agency or public official of the State of Missouri who exercises any functions or responsibilities in the review or approval of the Scope of Work covered by the contract shall acquire any personal interest, directly or indirectly, in the contract or proposed contract.*  
—Requirement located on RFP Page 31.

*a. In accordance with state and federal laws and regulations, state executive order or regulations and policies of the state agency, the contractor agrees that it presently has no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services. The contractor agrees that no person having such interest shall be employed or conveyed an interest, directly or indirectly, in the contract.*

*b. It is agreed that no Missouri state employee shall help the contractor obtain the contract or participate in the performance of this contract if such involvement will constitute a conflict of interest. Before any state employee may be involved in the performance of this contract written approval shall be obtained from the director of the state agency.*

*c. A Department of Corrections employee shall not be compensated under this contract for duties performed in the course of his/her state employment. A Department of Corrections employee shall not use state facilities or materials for personal gain relating to the performance of the contract.*

**BI Response:**

BI understands and will comply with these requirements.



3.14.8 The contractor shall understand and agree that the State of Missouri shall have the right to negotiate at any time during the contract for more favorable pricing, performance levels, and/or terms in order to adapt to changed market conditions, state's operating environment and/or economy. The contractor shall further understand and agree that in event of unsuccessful negotiations, the state may elect to cancel or not renew and rebid with new requirements that more accurately reflect the market conditions, operating environment and/or economy.

—Requirement located on RFP Page 31.

#### **BI Response:**

BI understands and will comply with these requirements.

3.14.9 *PREA Requirements:* The contractor and all of the contractor's employees/agents providing services in any Department of Corrections institution must be at least 21 years of age. A Missouri Uniform Law Enforcement System (MULES) check or other background investigation shall be required on the contractor, the contractor's employees/agents before they are allowed entry into the institution. The contractor, its employees/agents understand and agree that the Department shall complete criminal background records checks at least every five (5) years for the contractor and the contractor's employees/agents that have the potential to have contact with inmates.

a. The institution shall have the right to deny access into the institution for the contractor and any of the contractor's employees/agents for any reason, at the discretion of the institution. Such denial shall not relieve the contractor of any requirements of the contract.

b. The contractor, its employees/agents under active federal or state felony or misdemeanor supervision must receive written division director approval prior to providing services pursuant to a Department contract. Similarly, contractors/employees/agents with prior felony convictions and not under active supervision must receive written division director approval in advance.

c. The contractor, its employees/agents shall at all times observe and comply with all applicable state statutes, Department rules, regulations, guidelines, internal management policies and procedures, and general orders of the Department that are applicable, regarding operations and activities in and about all Department property. Furthermore, the contractor, its employees/agents, shall not obstruct the Department or any of its designated officials from performing their duties in response to court orders or in the maintenance of a secure and safe correctional environment. The contractor shall comply with the Department's policies and procedures relating to employee conduct.

d. The Department has a zero tolerance policy for any form of sexual misconduct to include staff/contractor/volunteer on offender or offender on offender sexual harassment, sexual assault, sexual abuse and consensual sex.

1) Any contractor or contractor's employee/agent who witnesses any form of sexual misconduct must immediately report it to the warden of the institution. If a contractor or contractor's employee/agent fails to report or knowingly condones sexual harassment or sexual contact with or between offenders, the Department may cancel the contract, or at the Department's sole discretion, require the contractor to remove the contractor/employee/agent from providing services under the contract.

2) Any contractor/employee/agent who engages in sexual abuse shall be prohibited from entering the institution and shall be reported to law enforcement agencies and licensing bodies, as appropriate.

e. The contractor, its employees/agents shall not interact with offenders except as is necessary to perform the requirements of the contract. The contractor, its employees/agents shall not give anything to nor accept anything from the offenders except in the normal performance of the contract.

f. If any contractor or contractor's employee/agent is denied access into the institution for any reason or is denied approval to provide service to the Department for any reason stated herein, it shall not relieve the contractor of any requirements of the contract. If the contractor is unable to perform the requirements of the contract for any reason, the contractor shall be considered in breach.

**BI Response:**

BI will meet all PREA requirements. Background checks on all job candidates for an Installer position under this contract are completed and sent to the State's Probation and Parole Administrator. No Installer is hired until the State's Probation and Parole Administrator has completed the MULES check. BI will perform background checks every five years as required by this contract.

## C.2 Method of Performance

*In presenting the method of performance, the offeror should specifically describe the following:*

*a) Methods of program evaluation and proposed frequency of program evaluation;*

**BI Response:**

BI personnel will work with the State to continually evaluate the method and frequency of the program evaluation that best fits the needs of the agency. BI's company fundamentals require a strict adherence to focusing on monitoring, measuring, and reporting. BI will work closely with the State to develop useful and meaningful performance metrics, including but not limited to:

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Timelines of installation work</li><li>• Reporting times</li><li>• Number of alerts investigated</li></ul> | <ul style="list-style-type: none"><li>• Alert processing</li><li>• Number of alerts generated</li><li>• Number of alerts resolved</li></ul> |
|--|---|

Currently, we evaluate contract performance through weekly, monthly, and quarterly reports provided to the State. These reports include, but are not limited to:

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• Weekly office visits</li><li>• Installer reports</li><li>• Missouri count report</li><li>• TAD continuous alcohol monitoring reports</li><li>• Court testimony requests</li></ul> | <ul style="list-style-type: none"><li>• Monthly review of alert notification to confirm adherence to agency requirements</li><li>• Quarterly service reports</li><li>• Firmware revision reports</li><li>• Service requests in less than 48 hours</li></ul> |
|---|---|

*b) The offeror should describe all required items including the following:*

*1) Any limitation(s) of the proposed transmitter(s) with respect to the equipment's shock resistance and water capabilities and the equipment's capability to function under normal atmospheric and environmental conditions;*

**BI Response:**

All proposed transmitters are currently in use throughout the State. The ExacuTrack One, TAD, and HomeGuard transmitters are shock resistant, waterproof, and capable of functioning under normal atmospheric and environmental conditions.

All BI transmitters are put through engineering design testing before release. The transmitter must successfully pass rigorous testing, both in-house and by third-party companies. This testing is referred to as Highly Accelerated Life Testing (HALT). It exposes equipment to extremes in environment, shock, and vibration in order to guarantee functionality throughout the life of the equipment. Rugged and dependable, the HomeGuard, TAD, and ExacuTrack One transmitters meet the stringent requirements of a public safety program.

*2) The specific design characteristics that shall prevent tracing and duplication of the proposed transmitter's signals;*

**BI Response:**

BI transmitters use several features to discourage tracing or signal duplication, including:

- Random transmission intervals between 11 and 29 seconds, with an average transmission rate of 22 seconds.
- More than 1,000,000 unique transmitter ID numbers to ensure each ID number is correctly aligned to specific offenders.
- The transmitter's signal is emitted in very short bursts that use discrete frequencies to transmit information.
- The use of a non-commercial frequency, 314.2 MHz, to decrease the likelihood of an offender using a commercial application to attempt to duplicate or interfere with the transmission signal.

BI's coding encryption scheme, individual equipment IDs, non-commercial frequency, and random signal emission virtually eliminates duplication or tampering of the transmitter signal.

*3) Any limitations of the proposed receiver/dialer(s) with respect to the equipment's functional reliability to operate under normal atmospheric and environmental conditions;*

**BI Response:**

All proposed receivers are currently in use throughout the State. The ExacuTrack One beacon, TAD HomeBase, and HomeGuard receivers are capable of functioning under normal atmospheric and environmental conditions.

*4) The type of equipment proposed to be used at the computer/monitoring site, a description of the operating system environment, and the telecommunications strategy that the offeror is proposing to employ;*

**BI Response:**

For a public safety program of this importance, the agency needs to reduce risk with a system that is reliable and available. BI's solution includes a series of defense mechanisms to prevent system issues or loss of monitoring, including physically secure facilities, comprehensive hardware and software applications, and reserve power sources, along with an array of dedicated telecommunication lines and data communication IP priority connections.

**Monitoring Site Equipment**

- **Data Replication.** BI uses clustered SQL Server 2012 servers for data. All data is replicated to an archive server throughout the day.
- **Real-Time Data Backups.** BI uses multiple methods to backup data, including data to tape backup and data to disc backup. Every night, the system uses EMC Networker backup software and Exagrid disc backup to ensure that no data is lost in the event of unforeseen circumstances.
- **Automated System Monitoring.** BI uses Microsoft System Center Operations Manager (SCOM) to actively monitor applications. Should an inconsistency in the server environment occur, the SCOM will automatically send alerts to technology infrastructure and security group, as well as page the on call System Administrator after hours.
- **System Architecture.** BI's case management application resides on Sun Solaris hardware and runs the Solaris Unix OS. The TotalAccess electronic monitoring application resides on Dell "R" architecture servers. Windows OS and Microsoft SQL Server are used for databases.
- **Server Room Environment.** BI's data centers and Monitoring Operations center utilize smoke detection equipment and FM-200 Fire Suppression Systems. These safeguards detect and control any situation relating to fire damage. As an additional security measure, the fire detection and

suppression systems include immediate notification applications that alert our technical response team within seconds of a potential problem.

- **Power Supply.** The primary computer room is supported by a dual UPS system. Each server is equipped with two power supplies and receives backup power from both UPS systems. This design minimizes downtime associated with a single UPS failure. The UPSs help to provide a clean and steady flow of power to the servers and keep systems online if a power outage should occur. The UPSs maintain power while one of two generators start and take the load within 8 seconds. The UPSs are maintained on a regular basis, as well as the generators. Generators are annually load tested.

## Data Replication

In addition, all monitoring data is continuously replicated in real-time on BI's primary and secondary servers at our two data centers located over 1,150 miles apart. Each of our data centers include a series of primary and secondary application servers and load-balancing applications to ensure that over 1,000 agencies and their personnel can access our system 24x7x365. In addition, both data centers include diesel generators that engage during power loss. These generators ensure continued operation indefinitely until power is restored. Finally, our data centers include dedicated T1 communication lines to ensure our units in the field are calling into our central monitoring computer without delay.

## Telecommunications Strategy

BI has both telephone service provider and component diversity. Two separate long distance carriers provide redundant phone line paths for equipment calls into the Boulder corporate office. All phone lines and data paths into the building are brought in via fiber and copper at different entry points, providing last mile redundancy. Multiple, diversely routed T1s connect the Monitoring Operations center and Boulder corporate office, providing large bandwidth for data connectivity.

*5) The proposed communications system which shall provide the state agency with the capability to communicate with the computer/monitoring site;*

### BI Response:

Authorized agency personnel and Command Center staff can access all program, equipment, and offender information through the TotalAccess software platform. TotalAccess is a web-enabled software application that can be accessed through any internet ready PC, iPad, and many mobile devices. Additionally, State personnel can contact the BI Monitoring Operations center at any time for assistance with communicating with the computer/monitoring site.

## Web Services Offering

BI provides a web services capability for customers who require an interface between an agency system and the TotalAccess monitoring system. Web service methods can minimize the amount of data entry duplication of the most common tasks between computer systems. Upon award of a contract, BI will contact the appropriate state agency IT personnel to discuss the currently available web services and to determine other requirements that need to be addressed. BI will work with the State to define the data elements and identify available formats to integrate with the system, and will work collaboratively to implement the needs for BI and the State agency.

*6) The offeror's proposed methods of attaching the transmitter to the offender and installing the receiver/dialer to the offender's telephone line;*

### BI Response:

BI will provide staff located within Missouri to fulfill installation service monitoring needs.

- **Inventory Control.** Onsite installation personnel will ensure that the State has an adequate supply of units, including all straps, batteries and accessories.
- **Full Service Staff.** BI onsite personnel will perform equipment installs, data entry, equipment removals and assist with troubleshooting activities. BI anticipates that the majority of installation and removals will occur at main department designated locations. BI understands that installation personnel will occasionally be required to travel to rural offices, offender homes, and other agency locations.
  - BI installation staff visit all 65 offices throughout the State on a weekly basis, regardless of installation request demand
  - Tim Kniest visits each office on a biannual basis, and is available upon request, to address any equipment and training needs

### Highly Knowledgeable Onsite Staff

Installation technicians must successfully complete a background check and drug screen, and receive rigorous training to provide the highest level of service. Many installers have previously worked in law enforcement and this experience, in addition to their extensive training at BI, allows them to successfully handle installation services for the State.

### Installer Dispatch System

Our highly effective installer dispatch system ensures that officers receive the fastest responses to requests. Operating from within the BI Monitoring Operations facility, our dispatchers process an average of 4,000 work orders monthly.

Officers submit work orders through the BI dispatch system via a toll-free phone call, email, or fax on a 24x7x365 basis. The dispatcher notifies the local technician, and confirms that the work order is completed in a timely manner. This includes ensuring that locally assigned technicians meet contractual State mandated guidelines regarding installation, removal, and/or service call responses.

### Support from BI Monitoring Operations Center

All in field support services are backed by our Monitoring Operations center, which is staffed by certified, highly tenured Monitoring Service Specialists. Specialists have an average tenure of nine years, and this experience allows them to successfully provide monitoring services to hundreds of correctional agencies. The comprehensive certification and training program for all Monitoring Services Specialists includes, but is not limited to:

- Responding to equipment and system issues, including installation issues
- Enrolling, activating, reviewing, modifying and terminating offenders and information in the monitoring software
- A thorough understanding of BI's continuum of electronic monitoring products, and TotalAccess software
- State specific notification and escalation procedures
- Internal BI resources to ensure Specialists have every tool available to resolve issues

In addition, Monitoring Services Specialists and Supervisory staff attend regular review meetings with the Training department. The primary focus of review meetings include:

- Equipment review and retraining
- Equipment updates and upgrades
- Customer service skills review
- Updates concerning other areas of the company

- System review and training

## HomeGuard 200 and 206 Installation

### HomeGuard Transmitter Installation

The HomeGuard transmitter is easily installed in less than five minutes. The transmitter can be installed on the offender in either the offender's home or at the field office. A hex screwdriver and scissors are the only tools necessary to assemble and install the transmitter. The installation process involves:

- Assembling the transmitter
- Sizing or measuring the strap for proper fit
- Installing the transmitter on the offender

### HomeGuard Receiver Installation

The HomeGuard receiver installation is very simple, and can easily be completed in approximately five minutes. The receiver requires a flat surface, such as a counter top or table, power supply, and if using the HomeGuard 200, a standard telephone jack.

HomeGuard 200 Receiver Installation	HomeGuard 206 Receiver Installation
To install the HomeGuard 200 landline based receiver: <ol style="list-style-type: none"><li>1. Place the receiver in the selected location.</li><li>2. Disconnect the offender's phone cord from the wall jack and plug it into one of the two phone connection ports.</li><li>3. Insert one end of the supplied phone cord into the wall jack and the other end into the unoccupied phone connection port.</li><li>4. Plug the round connector of the power cord into the back of the power connection port on the receiver, and plug the other end into the wall outlet.</li><li>5. Use the officer key to turn the receiver power to the ON position.</li></ol>	To install the HomeGuard 206 cellular based receiver: <ol style="list-style-type: none"><li>1. Place the receiver in the selected location.</li><li>2. Plug the round connector of the power cord into the back of the power connection port on the receiver, and plug the other end into the wall outlet.</li><li>3. Use the officer key to turn the receiver power to the ON position.</li></ol>

## TAD Installation

### TAD Transmitter Installation

The TAD installation procedure involves three separate steps:

1. Assembling the device
2. Sizing for proper fit
3. Attaching the device to the offender

For ease of installation, TAD ships with the standard strap installed. If the standard strap is used, no tools are needed to complete the installation. If a longer strap is required, a spanner screwdriver is needed. Once the installation is complete, the TAD unit performs several tests. The following messages appear in the offender's event history when the TAD is successfully installed:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• "TAD Proximity Restore"</li><li>• "TAD Install OK"</li><li>• "TAD Recharge Solution OK"</li></ul> | <ul style="list-style-type: none"><li>• "TAD Strap Restore"</li><li>• "TAD Skin Resistance OK"</li></ul> |
|---|--|

### HomeBase Installation

To properly install the HomeBase, installers ensure that the unit is near a power source and telephone jack if the unit operates through a phone line connection.

To install the HomeBase 100 landline based receiver:

1. Place the receiver in the selected location.
2. Disconnect the offender's phone cord from the wall jack and plug it into one of the two phone connection ports.
3. Insert one end of the supplied phone cord into the wall jack and the other end into the unoccupied phone connection port.
4. Install the power cord into the back of the HomeBase receiver and plug the other end into the wall socket.
5. Use the officer key to turn the receiver power to the ON position.

### Sobriotor Installation

Sobriotor can be installed as a standalone system, or it can be installed with the HomeGuard system. Sobriotor is installed in the offender's home in five minutes or less.

Installing the Sobriotor consists of the following steps:

1. The Sobriotor system includes a Distribution Box, which manages the power and phone connections for the system. Plug the Sobriotor's unit cord into the Distribution Box.
2. Plug one end of the supplied power cord into a wall outlet and the other end into the Distribution Box.
3. Unplug the phone cord from the offender's phone and plug into the Distribution Box. Ensure that the other end of the phone cord is plugged into a phone jack.
4. Connect one end of the supplied phone cord to the Distribution Box and plug the other end into the offender's phone.

In order to install a new Sobriotor unit with the HomeGuard system, installers simply plug Sobriotor's unit cord into the back of a HomeGuard receiver.

### ExacuTrack One Installation

#### ExacuTrack One Transmitter Installation

The installation process for the ExacuTrack One tracking unit involves three separate steps:

1. Assembling the tracking unit
2. Sizing for proper fit
3. Attaching the tracking unit to the offender

No tools are needed to complete the installation. Discard the locking pins after each use, and discard the backplate after each battery replacement. All other supplies – including the straps – are reusable and should not be discarded.

#### ExacuTrack One Beacon Installation

Installing the ExacuTrack One beacon consists of the following activities:

1. Insert 2 standard D-cell batteries in the bottom of the beacon
2. Place the battery cover over the beacon and secure with the provided screw
3. Place the beacon in the selected location

*c) The offeror should provide International Standards Operations Certification or its equivalent with the offeror's response.*

**BI Response:**

BI is the Original Equipment Manufacturer (OEM) of the HomeGuard, TAD, Sobrietor and ExacuTrack One solutions. All BI equipment is manufactured in BI's ISO 9001:2008-certified manufacturing facility in Boulder, Colorado. BI is ISO 9001:2008-certified for product design, testing, manufacture, sales, service, support, and monitoring, whereas other vendors typically do not meet this level of certification.

Since inception, BI has been committed to maintaining the highest quality standards to provide solutions of the highest value for its customers. BI has been ISO certified since 1995, and was one of the first vendors in the industry to be certified to the updated ISO 9001:2008 quality standard.

Please see Attachment C: ISO Certificates for evidence of BI's compliance with this requirement.

*d) The offeror should provide the following information regarding computing and telecommunications:*

*1) A detailed description of the changes that shall be required of the offeror's computing and communications system to accommodate the state agency's system;*

**BI Response:**

BI does not anticipate any changes to BI's computing and communications systems to accommodate the integration with the State's system. BI has experience using our web services offering to integrate with agency computer systems. These integrations were made without modifications to BI's computing and communications systems.

*2) A detailed description of the offeror's proposed equipment inventory procedures;*

**BI Response:**

**Inventory Control Plan**

Reconciliation of field office inventory utilizing equipment's bar codes and scanning device to generate inventory variance reports.

**Definitions**

- *Inactive Unit Report (IUR):* TotalAccess generated Excel file that contains a complete listing of all electronic monitoring equipment assigned to a particular field/installer office.
- *Field Inventory Report (FIR):* Excel file that contains a listing of the actual electronic monitoring equipment found in a particular field/installer office.
- *TotalAccess (TA) Active Unit File (AUF):* Excel report that contains a listing of all active electronic monitoring equipment assigned to a particular field/installer office.
- *Inventory Variance Report (IVR):* An Excel file that contains a list of serial numbers that have not been found in either the Field Inventory Report or the TotalAccess Active Unit File.
- *Bar Code:* An identification methodology whereby the serial number of a piece of electronic monitoring equipment written on a label containing a unique series of black and white bars.
- *Bar Code Scanner:* A device used to record the bar code (serial number) on a piece of electronic monitoring equipment.
- *CBS:* Customer Business Services



**Equipment/Applications Needed**

- Access to TotalAccess and training on TotalAccess
- Bar Code Scanner supplied by BI Manufacturing department
- Variance Report software
- Workstation with Excel

**Procedure**

1. An Inactive Unit Report (IUR) can be generated by each individual field/installer office, if they have access to TotalAccess, in the form of an Excel file.
2. Field/installer office uses bar code scanner to collect serial number information from in-house inventory by scanning the unit's bar code label.
3. Data is then downloaded into a data file, creating the Field Inventory Report (FIR).
4. The field/installer office will then download the FIR into the IUR that generates the IVR.
5. The IVR is then reconciled by the field office/installer.
6. The IVR will then be reviewed against SRO in-transit data to generate a lost equipment list to be sent to CBS.
7. CBS will make the necessary adjustments to TotalAccess and perform the required processes for billing and unit replacement if necessary.

**Record Retention**

- CBS will maintain the revised IVR's from each field/installer office for a period of 12 months (audit).
- The field/installer office will be required to maintain the IVR's for a period of 12 months (audit).

**Additional Resources**

- BI Tech Support generated IVR application instructions (on software CD).
- Instructions for VIR/IVR downloads including screenshots (on software CD).
- Project Manager Resume, Biographical Sketch, and TCIC & NCIC Records Check

*3) Proof that the offeror's proposed equipment is FCC certified;*

**BI Response:**

All proposed equipment is FCC certified. For the required documentation, please see Attachment B: FCC Certificates.

*e) The offeror should describe proposed training and standard operating procedure manuals that will be provided to all designated probation and parole staff.*

**BI Response:**

BI provides in-person equipment and software training in which State staff receive extensive hands-on experience with the equipment and software through both classroom and field training sessions. BI also offers remote equipment training courses that can be accessed via the Internet 24 hours a day. State staff simply enter a BI provided access code, a username, and a password to enroll. Once enrolled, users have 14 days to complete the training. Remote training provides flexibility, allowing State staff to complete courses at their own convenience.

*f) The offeror should describe its proposed methods of staff recruitment;*

**BI Response:**

BI's staffing plan begins with careful recruitment and selection of employees, followed by thorough orientation, training, and supervision. BI believes careful attention to employee retention sets the foundation for a stable and consistent program.

1. **Recruitment.** With extensive experience in recruiting and retaining qualified staff, BI identifies and recruits qualified personnel for services performed within local Missouri communities, for our Monitoring Operations center, and for BI headquarters. BI uses the following tools to recruit qualified personnel:

- |                         |                              |
|-------------------------|------------------------------|
| • GEO website           | • Career Builder website     |
| • Local colleges        | • Local newspapers and radio |
| • LatPro website        | • Latino for Hire website    |
| • Hero for Hire website | • Employee recommendation    |

Our Human Resources department reviews applications and résumés to confirm that an applicant meets the requirements of the position.

2. **Interview Process.** Selected candidates are interviewed thoroughly using "Behavioral Interviewing" techniques that help predict the candidate's future performance. Questions have been developed to specifically identify high performers and evaluate candidates in key categories such as customer service, communication, self-control, problem solving, motivation, and integrity. Depending on the qualifications required, a candidate may also be asked to provide written responses to specific questions.
3. **Screening Process.** After the interview phase, BI uses an employment screening agency to conduct background investigations, including criminal history checks, Central Registry, FBI, state and county records, and pre-employment drug screens. These background checks may also include verification of degrees and licensure as well. BI stores a copy of the results of each background check in a central file in the corporate office. During this time, Human Resources also confirms past employment and experience.

*g) The offeror should describe its proposed plans for coordination between the offeror and the state agency on all program issues, from staffing and personnel issues to offender issues;*

**BI Response:**

Jeff Rivas will be BI's local Business Development Director for the State, and will be supported by:

- Tim Kniest, Missouri Program Manager who will provide support to field office daily operations
- Tim Hughley, Monitoring Customer Services Manager, who will be the State Program Administrator's first point of contact for all technical and programmatic inquiries
- Beth Miller, Installer Services Manager, who provides oversight and supervision of the Installation Technicians performing work under this contract
- All other BI departments and managerial staff, including Monitoring Operations, Customer Business Services, Hardware and Software Development, etc.

Mr. Rivas and the support personnel listed above are all intimately familiar with the State's program. BI's proposed team will continue to communicate with the State on a daily basis regarding all program issues. Mr. Rivas will coordinate with other BI departments on an as needed basis to resolve any issues that may arise.

*h) The offeror should state the length of time required for actual program implementation after notification of contract award.*

**BI Response:**

As the incumbent provider of electronic monitoring equipment and services, there are minimal implementation activities associated with BI's proposed solution. Agency personnel are thoroughly trained on all software and equipment, and BI has a network of local, tenured installation technicians prepared to continue with the provision services.

BI understands and recognizes the need for the State to implement the new requirements described in the solicitation. As required by the State in the RFP, BI is prepared to work with the State to complete these specifications as requested, within 90 days of contract execution.

Please see BI's detailed implementation plan located in Section "C.3 Tasks and Events" on page 117.

*i) The offeror should describe how it will meet the daily and emergency hook-up requirements.*

**BI Response:**

Installation Technicians will be dispatched 24x7 by the BI dispatch unit in the BI Monitoring Operations center. BI currently provides installation, removal and in-field troubleshooting throughout the State of Missouri.

- **Installation.** As a part of the services provided, the field installation technicians will complete installations at the location deemed by the agency and according to a schedule mutually agreed upon by the State and BI.
  - BI staff will ensure enough supplies and equipment are on hand, and will maintain inventory.
  - Confirmation of a successful or an unsuccessful installation will be received by the supervising officer.
- **Removal.** Upon completion of service, the offender will return the equipment to the State.
  - Once returned to BI staff, the equipment will be cleaned and examined for use by the next offender.
  - BI personnel will retrieve equipment from offender residences or will make arrangements with the state agency to ensure that the equipment is properly disconnected.

*j) The offeror should describe in detail how they will identify and replace batteries.*

**BI Response:**

A low or defective battery generates an alert to the central monitoring computer. If it is determined that the battery is defective and needs to be replaced, BI's team of field installation technicians will respond to the repair at the officer's request. Repairs can be made at the offender's residence or at the state agency provided office space. If the equipment cannot be made operational, BI personnel will swap out the equipment and replace it with a new unit. Personnel will ensure that the repaired or new equipment is functioning properly before leaving the residence.

*k) The offeror should provide a description of how they will retrieve equipment from unsuccessful offenders' residences.*

**BI Response:**

Upon completion of service, the offender will return the equipment to the State. Once returned to BI staff, the equipment will be cleaned and examined for use by the next offender. In the event an offender does not return the equipment, the state agency staff will notify BI that a removal will be completed at the offender's residence. BI Monitoring Operations center works to ensure equipment is retrieved as quickly as possible; thereby eliminating lost equipment. At times, BI may ask the state agency for assistance in

providing additional offender contact information in an attempt to successfully retrieve the equipment. BI will collect the equipment from the offender's home upon request.

*l) The offeror should specify how it will address the needs of offenders with deficits and special needs in the following areas: reading (including illiteracy), written, spoken, or receptive language, learning disabilities, hearing, vision, and/or physical disabilities of any type.*

**BI Response:**

RF and GPS monitoring does not require any active participation from the offender in which a disability would be an issue.

In cases where a disability impacts the installation of equipment, BI will work with the State to identify a solution, such as providing a BI technician to assist in the installation, reading and explaining the instructions to the offender, assisting in the placement of the equipment, etc.

Where language is a barrier, BI provides installation instructions in English and in Spanish. Additionally, BI's Monitoring Operations center is staffed with Spanish speaking Monitoring Services Specialists.

*m) The offeror should describe their disaster recovery plan and data center facilities.*

**BI Response:**

**Disaster Recovery Overview**

If a failure of our primary monitoring systems occurs, on-duty System Administration personnel will fully implement our Disaster Recovery Plan. Since all data is replicated in real-time between the primary and backup servers, the backup servers take over as the primary servers with no loss of data.

The BI System Administrator (SA) updates the monitoring software so it references the backup servers. The SA also updates communication configuration files, so that incoming data calls from electronic monitoring equipment in the field are directed to the backup servers. These updates allow the Monitoring Operations center to operate on the backup servers without data loss. In addition, the SA updates the remote access web servers. This update gives remote users (such as supervising officers) access to the backup servers' monitoring data via the monitoring software.

If any of our monitoring facilities lose commercial power, uninterruptible power supplies (UPS) instantly deliver backup power to all servers for up to 15 minutes. However, within six seconds of a power loss, a diesel-powered generator is automated and comes online to deliver power to both facilities in Boulder and Anderson. From the field, any shift in power supply is completely transparent. The diesel generator will run indefinitely with an unrestricted fuel supply. As yet another source of reserve power, a natural gas generator will take over within seconds should the diesel generator ever fail.

In the event of a disaster to BI's Monitoring Operations center, we have an established and trained 20-member emergency response team ready for deployment to our backup monitoring location in Boulder, Colorado. Equipped with a redundant call center operation and data support, the emergency response team will provide all monitoring center functions.

**Data Center Facilities**

- **Data Replication.** BI uses clustered SQL Server 2012 servers for data. All data is replicated to an archive server throughout the day.
- **Real-Time Data Backups.** BI uses multiple methods to backup data, including data to tape backup and data to disc backup. Every night, the system uses EMC Networker backup software and Exagrid disc backup to ensure that no data is lost in the event of unforeseen circumstances.
- **Automated System Monitoring.** BI uses Microsoft System Center Operations Manager (SCOM) to actively monitor applications. Should an inconsistency in the server environment occur, the SCOM

will automatically send alerts to technology infrastructure and security group, as well as page the on call System Administrator after hours.

- **System Architecture.** BI's case management application resides on Sun Solaris hardware and runs the Solaris Unix OS. The TotalAccess electronic monitoring application resides on Dell "R" architecture servers. Windows OS and Microsoft SQL Server are used for databases.
- **Server Room Environment.** BI's data centers and Monitoring Operations center utilize smoke detection equipment and FM-200 Fire Suppression Systems. These safeguards detect and control any situation relating to fire damage. As an additional security measure, the fire detection and suppression systems include immediate notification applications that alert our technical response team within seconds of a potential problem.
- **Power Supply.** The primary computer room is supported by a dual UPS system. Each server is equipped with two power supplies and receives backup power from both UPS systems. This design minimizes downtime associated with a single UPS failure. The UPSs help to provide a clean and steady flow of power to the servers and keep systems online if a power outage should occur. The UPSs maintain power while one of two generators start and take the load within 8 seconds. The UPSs are maintained on a regular basis, as well as the generators. Generators are annually load tested.

## C.3 Tasks and Events

*The offeror should also provide a sequential step-by-step description of the tasks or events that are proposed to accomplish the requirements of the RFP, especially the start-up phase, and the number of work hours required to perform the task or event. In addition, the offeror should specify the personnel proposed to perform each task and the number of work hours each person will be working on that particular event.*

### BI Response:

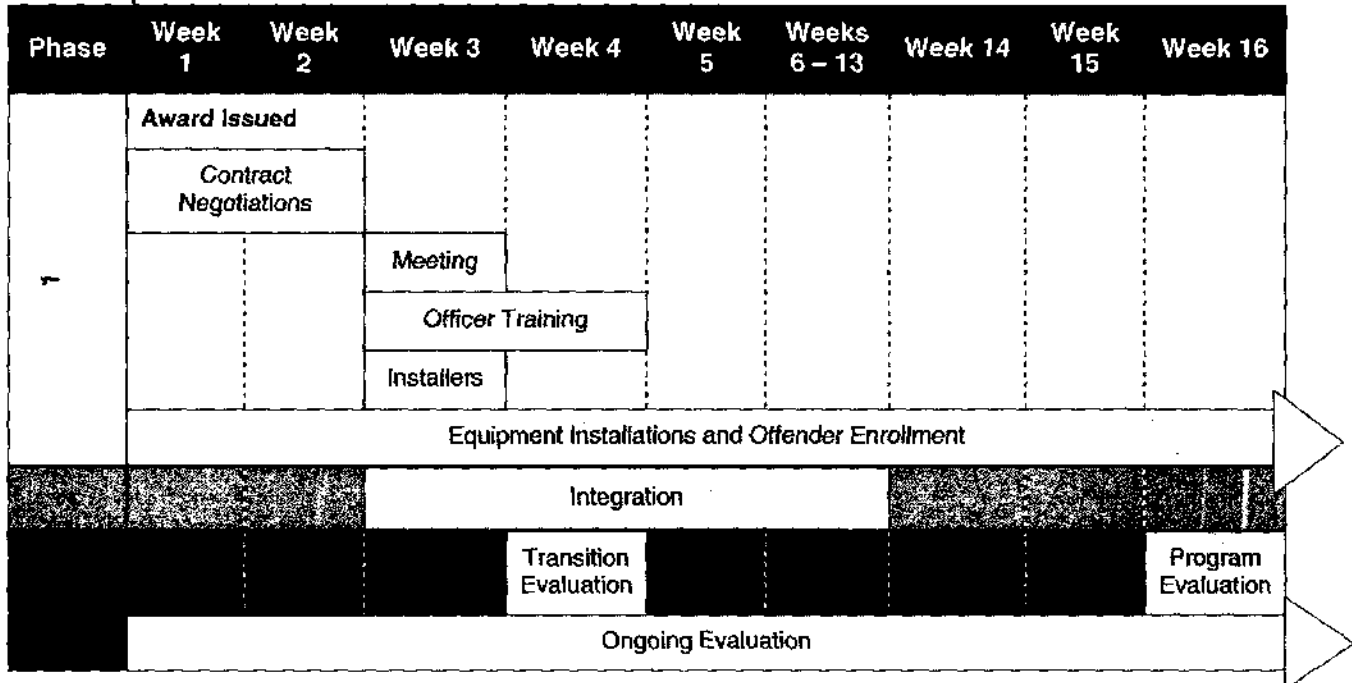
As the current partner to the State, minimal transition and implementation activities are necessary, conserving State time and resources:

- State leadership, officers, and Command Center staff are familiar with the BI solution, including personnel, processes, and products
- Proven, low-risk solution with proposed, tenured BI personnel familiar with the State's program
- BI's internal processes are already in place to continue to smoothly manage the next contract
- No equipment swapping or transition activities are necessary
- Minimal changes for the State regarding vendor interaction and contractor management

Task	Estimated Hours	Personnel
Contract Negotiations with State	4 hours (over the course of week 1 and week 2)	Scott McCool, Jeff Rivas
Meeting with Agency Leadership	2-3 hours (week 3)	Jeff Rivas, Dave Young, Tim Kniest
Officer Training - 48 hours	3 hours per 6 locations (weeks 3 and week 4)	Tim Kniest, Jeremy Elliott, Dave Young, Jeff Rivas
Installer Meeting	2 Hours (week 3)	Beth Miller

a) A Schedule of Events may be helpful in presenting such data and should be used by the offeror. In the event of overlapping or concurrent tasks, the use of a graphic chart (PERT, bar, line, etc.) is recommended.

**BI Response:**



**NOTE:** All programmatic timelines are flexible based on agency needs and requirements. BI looks forward to developing an implementation schedule specific to the State's objectives and timeframes.

**Phase 1**

Specific implementation activities accomplished in Phase 1 include:

- **Contract Negotiations.** BI Business Development personnel will meet with the State to perform contract negotiations and signing.
- **Meet with State Program Staff.** This meeting will address the following topics:
  - Determine training times and locations
  - Determine program goals, objectives, and milestones of the new contract
  - Define integration specifications, create a specific timeline, identify milestones, and identify possible issues
  - Answer questions and finalize timelines
- **Officer Training.** Provide refresher equipment and software training.
- **Installers.** Make any staffing adjustments as necessary based on projected offender populations.
- **Equipment Installations and Offender Enrollment.** BI will continue to perform equipment installations and offender enrollment on an as needed basis. Because BI is the incumbent provider, there are no equipment transition activities necessary for successful program implementation.
- **Ongoing Evaluations.** During Phase 1, BI will meet weekly with the Program Administrator and other State leadership to ensure that implementation is progressing successfully.

## Phase 2

Specific implementation activities accomplished in Phase 2 include:

- **Integration.** Using the timeline established in initial meetings, BI will integrate with the State's system. The timeline will include the following events:
  - *Initial Load.* Provide automated initial load of BI's existing program fields.
  - *Daily Update.* Create an automated solution to provide daily updates.

## Phase 3

Specific implementation activities accomplished in Phase 3 include:

- **Transition Evaluation.** The State will have the opportunity to provide BI with feedback about transition activities. BI will adjust staff needed to ensure transition activities continue to run smoothly. BI will also continue to support and assist the State with installations and data entry on an as needed basis.
- **Program Evaluation.** The State will have the opportunity to provide BI with feedback on overall program performance. BI will work with the State to create solutions for any program inefficiencies, procedural problems, etc.
- **Ongoing Evaluation.** BI will meet with the State on a weekly basis, or as often as requested and required. During these ongoing evaluations, BI and the State will assess program status, and discuss and implement any required changes. The method of meeting (teleconference, in-person) will be at the discretion of the agency.

*b) The offeror is advised that the personnel work hours proposed in the Schedule of Events may be compared with the qualifications of the personnel.*

### **BI Response:**

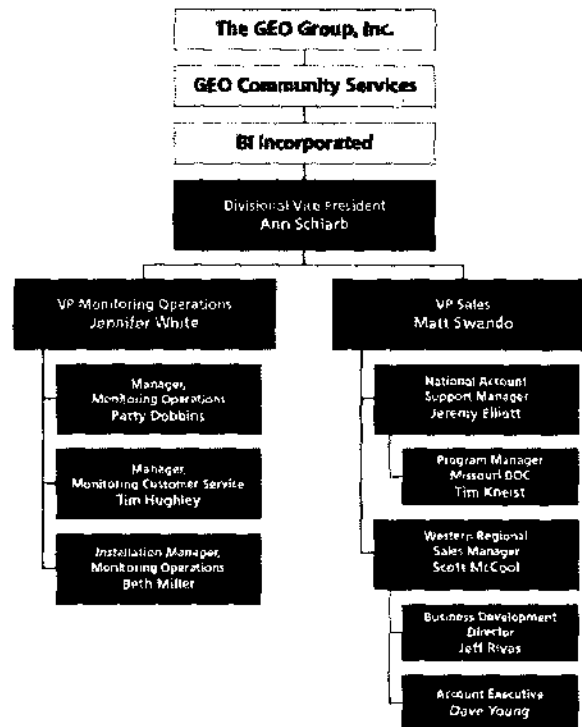
BI understands and will comply with this requirement.

*c) The offeror should provide an organizational chart showing the staffing and lines of authority for the key personnel to be used. The relationship of service personnel to management and to support personnel should be clearly illustrated.*

*d) The organizational chart should include the names of the personnel and the working titles of each.*

*e) The organizational chart should include information about any proposed subcontractors including management, supervisory, and other key personnel.*

**BI Response:**



*f) Along with a detailed organizational chart, the offeror should describe how services of the contract will be managed, controlled, and supervised in order to ensure satisfactory contract performance.*

**BI Response:**

As stated earlier, Tim Kniest will be BI's local Program Manager for the State. Mr. Kniest will manage, control, and supervise contract services. Mr. Kniest is available at all times, and will continue to provide a rapid response to any concerns or issues.

Mr. Kniest has vast experience in many areas of contract delivery and management, including but not limited to developing and delivering presentations, training State staff, assisting in changes to the monitoring program, and ensuring customer satisfaction. As the current Program Manager, Mr. Kniest is highly familiar with the State's challenges, objectives, and current monitoring program.

As the local Program Manager, Mr. Kniest will continue to provide the following services to the State:

- Local, onsite assistance whenever needed
- Weekly, or daily, contact with the State to monitor program needs
- Customized management of supplies and accessories
- Comprehensive training and ongoing refresher training
- Rapid response to inventory needs, equipment repairs, and all other State requests

Mr. Kniest will be supported by the following personnel and departments:

- Contract management and oversight will be provided by Jeff Rivas, Business Development Director
- Training and implementation activities will be provided by Jeremy Elliott, National Account Support Manager, Dave Young, Account Executive, and the BI Hardware and Software Development team
- Programmatic and technical support and customization will be provided by Tim Hughley, Manager Monitoring Customer Services, supported by the BI Monitoring Operations center



- Billing and invoicing will be provided by Dawn Gagne, Manager of Customer Business Services

## C.4 Economic Impact to Missouri

*The offeror should describe the economic advantages that will be realized as a result of the offeror performing the required services. The offeror should respond to the following:*

*a) Provide a description of the proposed services that will be performed and/or the proposed products that will be provided by Missourians and/or Missouri products;  
Revised per Amendment 2, issued January 13, 2014*

### **BI Response:**

There are several proposed services that are currently performed and/or products that would be provided by Missourians and/or Missouri products.

- **Local Installation Personnel.** BI currently employs approximately 20 Missourians to provide installation services throughout the State.
- **Local Business Development Personnel.** BI currently employs three personnel that are located in Jefferson City and Chesterfield. Mr. Rivas will act as the main point of contact for all agency inquiries, support evolving program needs, review program performance, and make all approved program changes.
- **Organizations for the Blind and Sheltered Workshop.** BI will employ local installation technicians and members of the Organizations for the Blind and Sheltered Workshop to assemble installation kits. After assembly, BI will purchase the installation kits.
- **MBE, WBE, and SDVE Organizations.** BI is using several local organizations to meet the State's small business utilization goals, including Aegis Business Solutions and K.L.I., Incorporated. These businesses are located in Missouri, and will support BI's contract fulfillment activities.

*b) Provide a description of the economic impact returned to the State of Missouri through tax revenue obligations;  
Revised per Amendment 2, issued January 13, 2014*

### **BI Response:**

- BI pays a \$20.00 annual renewal fee in order to do business with the State of Missouri
- BI pays a seller's use tax on a quarterly basis
  - In 2012, BI paid over \$17,300 for this tax
  - In 2013, BI paid over \$14,700 for this tax
- Over the past four years, BI paid approximately \$2,700 in property taxes

*c) Provide a description of the company's economic presence within the State of Missouri (e.g. type of facilities: sales offices; sales outlets; divisions; manufacturing; warehouses; other), including Missouri employee statistics.  
Revised per Amendment 2, issued January 13, 2014*

### **BI Response:**

In addition to the Installation Technicians that provide services under our current contract with the State, BI operates an Intensive Supervision Appearance Program office in Kansas City, Missouri under a contract with the Department of Homeland Security. This office is staffed by 5 employees, all of whom are Missouri residents.

BI also operates a single employee program at a federal government office in St. Louis. We currently have three Business Development employees who reside in the state of Missouri.

The Reentry Services division of the GEO Group operates an office in East St. Louis. Three employees assigned to this office live in the state of Missouri.

## **Exhibit D: Participant Commitment**

Please find the completed Participant Commitment forms directly following this page.



**EXHIBIT D**  
**PARTICIPATION COMMITMENT**

**Minority Business Enterprise/Women Business Enterprise (MBE/WBE) and/or Organization for the Blind/Sheltered Workshop and/or Service-Disabled Veteran Business Enterprise (SDVE) Participation Commitment** If the offeror is committing to participation by or if the offeror is a qualified MBE/WBE and/or organization for the blind/sheltered workshop and/or a qualified SDVE, the offeror must provide the required information in the appropriate table(s) below for the organization proposed and must submit the completed exhibit with the offeror's proposal.

For Minority Business Enterprise (MBE) and/or Woman Business Enterprise (WBE) Participation, if proposing an entity certified as both MBE and WBE, the offeror must either (1) enter the participation percentage under MBE or WBE, or must (2) divide the participation between both MBE and WBE. If dividing the participation, do not state the total participation on both the MBE and WBE Participation Commitment tables below. Instead, divide the total participation as proportionately appropriate between the tables below.

<b>MBE Participation Commitment Table</b>		
(The services performed or the products provided by the listed MBE must provide a commercially useful function related to the delivery of the contractually-required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract.)		
<b>Name of Each Qualified Minority Business Enterprise (MBE) Proposed</b>	<b>Committed Percentage of Participation for Each MBE (% of the Actual Total Contract Value)</b>	<b>Description of Products/Services to be Provided by Listed MBE</b>  <i>The offeror should also include the paragraph number(s) from the RFP which requires the service the MBE is proposed to perform.</i>
1. K. L. I.	10 %	Product/Service(s) proposed: <u>Contract manufacturing</u> RFP Paragraph References:
2.	%	Product/Service(s) proposed: RFP Paragraph References:
3.	%	Product/Service(s) proposed: RFP Paragraph References:
4.	%	Product/Service(s) proposed: RFP Paragraph References:
<b>Total MBE Percentage:</b>	<b>10%</b>	

### WBE Participation Commitment Table

(The services performed or the products provided by the listed WBE must provide a commercially useful function related to the delivery of the contractually-required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract.)

Name of Each Qualified Women Business Enterprise (WBE) proposed	Committed Percentage of Participation for Each WBE (% of the Actual Total Contract Value)	Description of Products/Services to be Provided by Listed WBE <i>The offeror should also include the paragraph number(s) from the RFP which requires the service the WBE is proposed to perform.</i>
1. K.L.I. Inc.	5 %	Product/Service(s) proposed: <b>Contract manufacturing</b> RFP Paragraph References: 3.1
2.	%	Product/Service(s) proposed:  RFP Paragraph References:
3.	%	Product/Service(s) proposed:  RFP Paragraph References:
4.	%	Product/Service(s) proposed:  RFP Paragraph References:
<b>Total WBE Percentage:</b>	5 %	

### Organization for the Blind/Sheltered Workshop Commitment Table

By completing this table, the offeror commits to the use of the organization at the greater of \$5,000 or 2% of the actual total dollar value of contract.

(The services performed or the products provided by the listed Organization for the Blind/Sheltered Workshop must provide a commercially useful function related to the delivery of the contractually-required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract.)

Name of Organization for the Blind or Sheltered Workshop Proposed	Description of Products/Services to be Provided by Listed Organization for the Blind/Sheltered Workshop <i>The offeror should also include the paragraph number(s) from the RFP which requires the service the organization for the blind/sheltered workshop is proposed to perform.</i>
1. Lighthouse for the Blind	Product/Service(s) proposed: <b>Assembly</b>
	RFP Paragraph References: <b>3.1</b>
2.	Product/Service(s) proposed:
	RFP Paragraph References:

### SDVE Participation Commitment Table

(The services performed or the products provided by the listed SDVE must provide a commercially useful function related to the delivery of the contractually-required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract.)

Name of Each Qualified Service-Disabled Veteran Business Enterprise (SDVE) Proposed	Committed Percentage of Participation for Each SDVE (% of the Actual Total Contract Value)	Description of Products/Services to be Provided by Listed SDVE <i>The offeror should also include the paragraph number(s) from the RFP which requires the service the SDVE is proposed to perform.</i>
1. Aegis Business Solutions	3 %	Product/Service(s) proposed: <b>Device recovery</b>
		RFP Paragraph References: <b>3.8.3</b>
2.	%	Product/Service(s) proposed:
		RFP Paragraph References:
<b>Total SDVE Percentage:</b>	<b>%</b>	

## **Exhibit E: Documentation of Intent to Participate**

Please find the completed Documentation of Intent to Participate forms directly following this page.





**EXHIBIT E**  
**DOCUMENTATION OF INTENT TO PARTICIPATE**

If the offeror is proposing to include the participation of a Minority Business Enterprise/Women Business Enterprise (MBE/WBE) and/or Organization for the Blind/Sheltered Workshop and/or qualified Service-Disabled Veteran Business Enterprise (SDVE) in the provision of the products/services required in the RFP, the offeror must either provide a recently dated letter of intent, signed and dated no earlier than the RFP issuance date, from each organization documenting the following information, or complete and provide this Exhibit with the offeror's proposal.

~ Copy This Form For Each Organization Proposed ~

Offeror Name: \_\_\_\_\_

**This Section To Be Completed by Participating Organization:**

*By completing and signing this form, the undersigned hereby confirms the intent of the named participating organization to provide the products/services identified herein for the offeror identified above.*

Indicate appropriate business classification(s):

☒ MBE ☒ WBE \_\_\_\_\_ Organization for the Blind \_\_\_\_\_ Sheltered Workshop \_\_\_\_\_ SDVE

Name of Organization: \_\_\_\_\_

(Name of MBE, WBE, Organization for the Blind, Sheltered Workshop, or SDVE)

Contact Name: \_\_\_\_\_

Address (If SDVE, provide  
Alt. Address): \_\_\_\_\_

City: \_\_\_\_\_

State/Zip: \_\_\_\_\_

SDVE's Website \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Phone #: \_\_\_\_\_

Fax #: \_\_\_\_\_

Certification # \_\_\_\_\_

Certification \_\_\_\_\_

Expiration \_\_\_\_\_

Date: \_\_\_\_\_

Service-Disabled

Veteran's (SDV) Name: \_\_\_\_\_

(Please Print)

SDV's

Signature: \_\_\_\_\_

**PRODUCTS/SERVICES PARTICIPATING ORGANIZATION AGREED TO PROVIDE**

Describe the products/services you (as the participating organization) have agreed to provide:

Contract Manufacturing

**Authorized Signature:**

Lisa Carso, President  
 Authorized Signature of Participating Organization  
 (MBE, WBE, Organization for the Blind, Sheltered Workshop, or  
 SDVE)

12/19/13  
 Date  
 (Dated no earlier than  
 the RFP issuance date)

**EXHIBIT E**  
**DOCUMENTATION OF INTENT TO PARTICIPATE**

If the offeror is proposing to include the participation of a Minority Business Enterprise/Women Business Enterprise (MBE/WBE) and/or Organization for the Blind/Sheltered Workshop and/or qualified Service-Disabled Veteran Business Enterprise (SDVE) in the provision of the products/services required in the RFP, the offeror must either provide a recently dated letter of intent, signed and dated no earlier than the RFP issuance date, from each organization documenting the following information, or complete and provide this Exhibit with the offeror's proposal.

- Copy This Form For Each Organization Proposed -

Offeror Name: B. I. Incorporated

**This Section To Be Completed by Participating Organization:**

By completing and signing this form, the undersigned hereby confirms the intent of the named participating organization to provide the products/services identified herein for the offeror identified above.

Indicate appropriate business classification(s):

     MBE      WBE   ✓   Organization for the Blind      Sheltered Workshop      SDVE

Name of Organization: Lighthouse for the Blind

(Name of MBE, WBE, Organization for the Blind, Sheltered Workshop, or SDVE)

Contact Name: Brian Houser

Email: bhouser@lhbindustries.com

Address (if SDVE, provide MO Address):

10440 Trenton Ave

Phone #:

314-423-4333 x133

City:

Saint Louis

Fax #:

314-423-6918

State/Zip:

MO 63132

Certification #

SDVE's Website

Certification (or attach copy of certification)

Address:

Expiration

Date:

Service-Disabled  
Veteran's (SDV) Name:  
(Please Print)


SDV's  
Signature:

**PRODUCTS/SERVICES PARTICIPATING ORGANIZATION AGREED TO PROVIDE**

Describe the products/services you (as the participating organization) have agreed to provide:

LHB has the capability to assemble an extensive array of medical, dental and surgical kits. We specialize in procuring, packaging, kitting, sterilizing components for multiple types of kits and medical devices and contract manufacturing. We are ISO 9001:2008 Certified, ISO 13485 Compliant an EPA Establishment, FDA Class II Contract Medical Device Packager, FDA Registered as a Drug Establishment and a Licensed Pharmacy Distributor.

**Authorized Signature:**

  
 Authorized Signature of Participating Organization  
 (MBE, WBE, Organization for the Blind, Sheltered Workshop, or SDVE)

12/19/13  
 Date  
 (Dated no earlier than the RFP issuance date)

**EXHIBIT E**  
**DOCUMENTATION OF INTENT TO PARTICIPATE**

If the offeror is proposing to include the participation of a Minority Business Enterprise/Women Business Enterprise (MBE/WBE) and/or Organization for the Blind/Sheltered Workshop and/or qualified Service-Disabled Veteran Business Enterprise (SDVE) in the provision of the products/services required in the RFP, the offeror must either provide a recently dated letter of intent, signed and dated no earlier than the RFP issuance date, from each organization documenting the following information, or complete and provide this Exhibit with the offeror's proposal.

~ Copy This Form For Each Organization Proposed ~

Offeror Name: \_\_\_\_\_

**This Section To Be Completed by Participating Organization:**

*By completing and signing this form, the undersigned hereby confirms the intent of the named participating organization to provide the products/services identified herein for the offeror identified above.*

Indicate appropriate business classification(s):

\_\_\_\_\_ MBE \_\_\_\_\_ WBE \_\_\_\_\_ Organization for the Blind \_\_\_\_\_ Sheltered Workshop   X   SDVE

Name of Organization: Aegis Business Solutions, LLC

(Name of MBE, WBE, Organization for the Blind, Sheltered Workshop, or SDVE)

Contact Name: Garold Sokolenko Email: gs@sdvosb.us


Address (If SDVE, provide MO Address): 5008 Prospect Ave., Suite 103 Phone #: 877-976-7999

City: Kansas City Fax #: 913-307-9079

State/Zip: MO 64130 Certification # \_\_\_\_\_

SDVE's Website \_\_\_\_\_ Certification (or attach copy of certification)

Address: www.sdvosb.us Expiration Date: 8/15/2014

Service-Disabled Veteran's (SDV) Name: Randall Crawford SDV's Signature: 

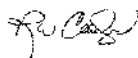
(Please Print)

**PRODUCTS/SERVICES PARTICIPATING ORGANIZATION AGREED TO PROVIDE**

Describe the products/services you (as the participating organization) have agreed to provide:

Device recovery services.

**Authorized Signature:**



Authorized Signature of Participating Organization  
 (MBE, WBE, Organization for the Blind, Sheltered Workshop, or  
 SDVE)

1/22/2014

Date  
 (Dated no earlier than  
 the RFP issuance date)



DEPARTMENT OF VETERANS AFFAIRS  
Center for Veterans Enterprise  
Washington, DC 20420

AUG 29 2012

In Reply Refer To: 00VE

Mr. Randall Crawford  
Aegis Business Solutions, LLC  
DUNS #621491534  
14950 W. 86<sup>th</sup> ST  
Lenexa, KS 66215

Dear Mr. Crawford:

On behalf of the U.S. Department of Veterans Affairs (VA), Center for Veterans Enterprise (CVE), I am writing to inform you that after a review of the submitted documents and other available information, CVE finds that Aegis Business Solutions, LLC's proposed cancellation is not warranted, and your response has been accepted by CVE.

Congratulations! Your service-disabled Veteran-owned small business has been re-verified for eligibility in the Veteran business database at [www.vip.vetbiz.gov](http://www.vip.vetbiz.gov). Aegis Business Solutions, LLC will remain eligible to participate in Veterans First Contracting Program opportunities with VA. This eligibility period is valid for up to two years from the date of this letter.

As a reminder, to promote your verified status, you may use the following link to download the verified logo for use on your marketing materials and business cards:

[http://www.vetbiz.gov/cve\\_completed\\_s.jpg](http://www.vetbiz.gov/cve_completed_s.jpg)

To ensure that your business is correctly listed in the Vendor Information Pages, check your profile for the verified logo. Please notify us if the logo is not present within 72 hours of receipt of this letter.

Thank you for your service to our country and for continuing to serve America through small business ownership.

Sincerely,

Andrea M. Gardner-Ince  
Director  
Center for Veterans Enterprise

## **Exhibit F: Affidavit of Work Authorization**

Please find the completed Affidavit of Work Authorization directly following this page.



**EXHIBIT F**  
**BUSINESS ENTITY CERTIFICATION, ENROLLMENT DOCUMENTATION,**  
**AND AFFIDAVIT OF WORK AUTHORIZATION**

**BUSINESS ENTITY CERTIFICATION:**

The offeror must certify their current business status by completing either Box A or Box B or Box C on this Exhibit.

- |               |   |
|---------------|---|
| <b>BOX A:</b> | To be completed by a non-business entity as defined below.  |
| <b>BOX B:</b> | To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at <a href="http://www.dhs.gov/files/programs/gc_1185221678150.shtm">http://www.dhs.gov/files/programs/gc_1185221678150.shtm</a> . |
| <b>BOX C:</b> | To be completed by a business entity who has current work authorization documentation on file with a Missouri state agency including Division of Purchasing and Materials Management.   |

**Business entity**, as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term "business entity" shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term "business entity" shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term "business entity" shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities (other than stated in Box C), out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

**BOX A CURRENTLY NOT A BUSINESS ENTITY**

I certify that \_\_\_\_\_ (Company/Individual Name) **DOES NOT CURRENTLY MEET** the definition of a business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above, because: (check the applicable business status that applies below)

- ☐ I am a self-employed individual with no employees; **OR**  
☐ The company that I represent employs the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

I certify that I am not an alien unlawfully present in the United States and if \_\_\_\_\_ (Company/Individual Name) is awarded a contract for the services requested herein under RFP B2Z14038 and if the business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, then, prior to the performance of any services as a business entity, \_\_\_\_\_ (Company/Individual Name) agrees to complete Box B, comply with the requirements stated in Box B and provide the Department of Labor and Industrial Relations with all documentation required in Box B of this exhibit.

\_\_\_\_\_  
 Authorized Representative's Name (Please Print)

\_\_\_\_\_  
 Authorized Representative's Signature

\_\_\_\_\_  
 Company Name (if applicable)

\_\_\_\_\_  
 Date



**EXHIBIT F, continued**

***(Complete the following if you DO NOT have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box B, do not complete Box C.)***

**BOX B – CURRENT BUSINESS ENTITY STATUS**

I certify that \_\_\_\_\_ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530.

\_\_\_\_\_  
Authorized Business Entity Representative's  
Name (Please Print)

\_\_\_\_\_  
Authorized Business Entity  
Representative's Signature

\_\_\_\_\_  
Business Entity Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
E-Mail Address

As a business entity, the offeror must perform/provide each of the following. The offeror should check each to verify completion/submission of all of the following:

- ☐ Enroll and participate in the E-Verify federal work authorization program (Website: [http://www.dhs.gov/files/programs/gc\\_1185221678150.shtm](http://www.dhs.gov/files/programs/gc_1185221678150.shtm); Phone: 888-464-4218; Email: [e-verify@dhs.gov](mailto:e-verify@dhs.gov)) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
- ☐ Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include EITHER the E-Verify Employment Eligibility Verification page listing the offeror's name and company ID OR a page from the E-Verify Memorandum of Understanding (MOU) listing the offeror's name and the MOU signature page completed and signed, at minimum, by the offeror and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the offeror's name and company ID, then no additional pages of the MOU must be submitted; AND
- ☐ Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.

**EXHIBIT F, continued****AFFIDAVIT OF WORK AUTHORIZATION:**

The offeror who meets the section 285.525, RSMo, definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now Michael Pharris (Name of Business Entity Authorized Representative) as Assistant Secretary (Position/Title) first being duly sworn on my oath, affirm B.I. Incorporated (Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that B.I. Incorporated (Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

*In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)*



Authorized Representative's Signature

Michael Pharris

Printed Name

Assistant Secretary  
Title

January 22, 2014

Date

Michael.Pharris@bi.com  
E-Mail Address

36171

E-Verify Company ID Number

Subscribed and sworn to before me this 22 of January 2014. I am

(DAY)

(MONTH, YEAR)

commissioned as a notary public within the County of Boulder, State of

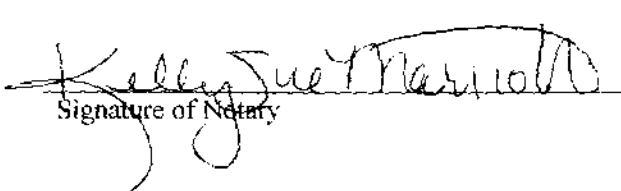
(NAME OF COUNTY)

Colorado

(NAME OF STATE)

, and my commission expires on December 8, 2016

(DATE)

  
Signature of Notary

1-22-2014  
Date



**EXHIBIT F, continued**

*(Complete the following if you have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box C, do not complete Box B.)*

**BOX C - AFFIDAVIT ON FILE - CURRENT BUSINESS ENTITY STATUS**

I certify that \_\_\_\_\_ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, and have enrolled and currently participates in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri. We have previously provided documentation to a Missouri state agency or public university that affirms enrollment and participation in the E-Verify federal work authorization program. The documentation that was previously provided included the following.

- ✓ The E-Verify Employment Eligibility Verification page OR a page from the E-Verify Memorandum of Understanding (MOU) listing the offeror's name and the MOU signature page completed and signed by the offeror and the Department of Homeland Security - Verification Division
- ✓ A current, notarized Affidavit of Work Authorization (must be completed, signed, and notarized within the past twelve months).

Name of **Missouri State Agency** or **Public University\*** to Which Previous E-Verify Documentation Submitted: \_\_\_\_\_

(\*Public University includes the following five schools under chapter 34, RSMo: Harris-Stowe State University - St. Louis; Missouri Southern State University - Joplin; Missouri Western State University - St. Joseph; Northwest Missouri State University - Maryville; Southeast Missouri State University - Cape Girardeau.)

Date of Previous E-Verify Documentation Submission: \_\_\_\_\_

Previous **Bid/Contract Number** for Which Previous E-Verify Documentation Submitted: \_\_\_\_\_

(if known)

\_\_\_\_\_  
Authorized Business Entity Representative's  
Name (Please Print)

\_\_\_\_\_  
Authorized Business Entity  
Representative's Signature

\_\_\_\_\_  
E-Verify MOU Company ID Number

\_\_\_\_\_  
E-Mail Address

\_\_\_\_\_  
Business Entity Name

\_\_\_\_\_  
Date

**FOR STATE USE ONLY**

Documentation Verification Completed By:

\_\_\_\_\_  
Buyer

\_\_\_\_\_  
Date

# Exhibit G: Miscellaneous Information

## G.1 Outside United States

If any products and/or services offered under this RFP are being manufactured or performed at sites outside the United States, the offeror **MUST** disclose such fact and provide details in the space below or on an attached page. In providing a response, the offeror should review Executive Order 04-09 (provided at the following web site link: <http://www.sos.mo.gov>) and provide adequate explanation of any offshore (outside the United States) product/service provided or performed that meets or can be justified pursuant to exception conditions described in Section 4 of the Executive Order.

Are products and/or services being manufactured or performed at sites outside the United States?	Yes	No <b>X</b>
Describe and provide details:		

## G.2 Employee/Conflict of Interest

Offerors who are elected or appointed officials or employees of the State of Missouri or any political subdivision thereof, serving in an executive or administrative capacity, must comply with sections 105.450 to 105.458, RSMo, regarding conflict of interest. If the offeror or any owner of the offeror's organization is currently an elected or appointed official or an employee of the State of Missouri or any political subdivision thereof, please provide the following information:

Name and title of elected or appointed official or employee of the State of Missouri or any political subdivision thereof:	N/A
If employee of the State of Missouri or political subdivision thereof, provide name of state agency or political subdivision where employed:	N/A
Percentage of ownership interest in offeror's organization held by elected or appointed official or employee of the State of Missouri or political subdivision thereof:	0 %

## G.3 The offeror should provide all necessary contact information as identified below:

RFP Coordinator Contact Information	
(Person to be contacted for questions and other coordination activities regarding the offeror's proposal)	
Name:	Jeff Rivas
Job Title:	Business Development Director
Phone:	314.392.9960
Email:	<a href="mailto:Jeff.Rivas@bi.com">Jeff.Rivas@bi.com</a>
Contract Coordinator Contact Information	
(Person to be contacted for questions and other coordination activities regarding an awarded contract)	
Name:	Jeff Rivas
Job Title:	Business Development Director
Phone:	314.392.9960
Email:	<a href="mailto:Jeff.Rivas@bi.com">Jeff.Rivas@bi.com</a>





BI Incorporated  
6400 Lookout Road  
Boulder CO 80301

Tel: 303.218.1000  
800.241.2911  
Fax: 303.218.1250

January 22, 2014

John Stobbart  
State of Missouri  
Office of Administration  
Division of Purchasing and Materials Management  
301 West High Street, Room 630  
Post Office Box 809  
Jefferson City, Missouri 65102-0809

Re: Electronic Monitoring Services RFP B2Z14038  
Due January 24, 2014

Dear Mr. Stobbart:

BI has included The GEO Group, Inc. (GEO) abbreviated audited financial statements for the years 2010-2012. GEO is a publicly traded company and is the parent company of BI Incorporated.

The summaries provide detailed information of financial stability, as per Section B.3.1a of the RFP.

Additional financial information will be supplied to the agency upon request.

Respectfully,

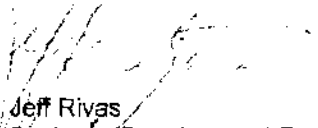
  
Jeff Rivas  
Business Development Director  
314.392.9960 (office)  
314.330.8734 (cell)  
[Jeff.Rivas@bi.com](mailto:Jeff.Rivas@bi.com)

Table of Contents

**REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM**

Board of Directors and Shareholders of  
The GEO Group, Inc.

We have audited the accompanying consolidated balance sheets of The GEO Group, Inc. and subsidiaries (the "Company") as of December 31, 2012 and January 1, 2012, and the related consolidated statements of comprehensive income, shareholders' equity, and cash flows for each of the three years in the period ended December 31, 2012. Our audits of the basic consolidated financial statements included the financial statement schedule listed in the index appearing under Item 15. These financial statements and financial statement schedule are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial statements and financial statement schedule based on our audits.

We conducted our audits in accordance with the standards of the Public Company Accounting Oversight Board (United States). Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of The GEO Group, Inc. and subsidiaries as of December 31, 2012 and January 1, 2012, and the results of their operations and their cash flows for each of the three years in the period ended December 31, 2012 in conformity with accounting principles generally accepted in the United States of America. Also in our opinion, the related financial statement schedule, when considered in relation to the basic consolidated financial statements taken as a whole, presents fairly, in all material respects, the information set forth therein.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States), the Company's internal control over financial reporting as of December 31, 2012, based on criteria established in *Internal Control-Integrated Framework* issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO), and our report dated March 1, 2013 expressed an unqualified opinion thereon.

/s/ GRANT THORNTON LLP

Miami, Florida  
March 1, 2013

**THE GEO GROUP, INC.**  
**CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME**  
**Fiscal Years Ended December 31, 2012, January 1, 2012, and January 2, 2011**

	2012	2011	2010
	(in thousands, except per share data)		
<b>Revenues</b>	\$1,479,062	\$1,407,172	\$1,084,592
<b>Operating Expenses</b>	1,089,232	1,036,010	811,767
<b>Depreciation and Amortization</b>	91,685	81,548	44,365
<b>General and Administrative Expenses</b>	113,792	110,015	101,558
<b>Operating Income</b>	184,353	179,599	126,902
<b>Interest Income</b>	6,716	7,032	6,242
<b>Interest Expense</b>	(82,189)	(75,378)	(40,694)
<b>Loss on Extinguishment of Debt</b>	(8,462)	—	(7,933)
<b>Income Before Income Taxes, Equity in Earnings of Affiliates, and Discontinued Operations</b>	100,418	111,253	84,517
<b>Provision (Benefit) for Income Taxes</b>	(40,562)	43,172	34,364
<b>Equity in Earnings of Affiliates, net of income tax provision of \$1,660, \$2,406 and \$2,212</b>	3,578	1,563	4,218
<b>Income from Continuing Operations</b>	144,558	69,644	54,371
<b>Income (Loss) from Discontinued Operations, net of income tax provision (benefit) of \$(7,805), \$4,753, and \$5,168</b>	(10,660)	7,819	8,419
<b>Net Income</b>	133,898	77,463	62,790
<b>Less: Loss Attributable to Noncontrolling Interests</b>	852	1,162	678
<b>Net Income Attributable to The GEO Group, Inc.</b>	\$ 134,750	\$ 78,625	\$ 63,468
<b>Other comprehensive income (loss), net of tax:</b>			
Net Income	\$ 133,898	\$ 77,463	\$ 62,790
Foreign currency translation adjustments, net of tax benefit (provision) of \$1,784, \$999 and \$(1,313), respectively	1,561	(5,964)	5,154
Pension liability adjustment, net of tax benefit of \$291, \$730 and \$232, respectively	(461)	(1,131)	(383)
Change in fair value of derivative instrument classified as cash flow hedge, net of tax benefit of \$261, \$638 and \$69, respectively	(476)	(1,158)	(126)
Total other comprehensive income (loss), net of tax	624	(8,253)	4,645
Total comprehensive income	134,522	69,210	67,435
Comprehensive loss attributable to noncontrolling interests	968	1,274	608
Comprehensive income attributable to The GEO Group, Inc.	\$ 135,490	\$ 70,484	\$ 68,043
<b>Weighted Average Common Shares Outstanding:</b>			
Basic	60,934	63,425	55,379
Diluted	61,265	63,740	55,989
<b>Income per Common Share Attributable to The GEO Group, Inc.:</b>			
<b>Basic:</b>			
Income from continuing operations	\$ 2.39	\$ 1.12	\$ 0.99
Income (Loss) from discontinued operations	(0.17)	0.12	0.15
Net income per share — basic	\$ 2.21	\$ 1.24	\$ 1.15
<b>Diluted:</b>			
Income from continuing operations	\$ 2.37	\$ 1.11	\$ 0.98
Income (Loss) from discontinued operations	(0.17)	0.12	0.15
Net income per share — diluted	\$ 2.20	\$ 1.23	\$ 1.13

(1) Note that earnings per share tables contain slight summation differences due to rounding.

The accompanying notes are an integral part of these consolidated financial statements.



Table of Contents

**THE GEO GROUP, INC.**  
**CONSOLIDATED BALANCE SHEETS**  
**December 31, 2012 and January 1, 2012**

	<u>2012</u>	<u>2011</u>
	<small>(In thousands, except share data)</small>	
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents	\$ 31,755	\$ 43,378
Restricted cash and investments (including VIEs <sup>1</sup> of \$6,182 and \$35,435, respectively)	15,654	42,534
Accounts receivable, less allowance for doubtful accounts of \$2,546 and \$2,426	246,635	265,250
Current deferred income tax assets, net	18,290	28,580
Prepaid expenses and other current assets	24,849	49,025
Current assets of discontinued operations	—	30,562
Total current assets	<u>337,183</u>	<u>459,329</u>
Restricted Cash and Investments (including VIEs of \$15,521 and \$38,930, respectively)	32,756	56,925
Property and Equipment, Net (including VIEs of \$25,840 and \$162,665, respectively)	1,687,159	1,688,356
Assets Held for Sale	3,243	4,363
Direct Finance Lease Receivable	26,757	32,146
Non-Current Deferred Income Tax Assets	2,532	1,437
Goodwill	490,308	490,296
Intangible Assets, Net	178,318	195,716
Other Non-Current Assets	80,938	79,577
Non-Current Assets of Discontinued Operations	—	41,778
Total Assets	<u>\$ 2,839,194</u>	<u>\$ 3,049,923</u>
<b>LIABILITIES AND SHAREHOLDERS' EQUITY</b>		
<b>Current Liabilities</b>		
Accounts payable	\$ 50,110	\$ 68,033
Accrued payroll and related taxes	39,322	34,806
Accrued expenses	116,557	125,836
Current portion of capital lease obligations, long-term debt and non-recourse debt (including VIEs of \$5,200 and \$20,770, respectively)	53,882	53,653
Current liabilities of discontinued operations	—	6,490
Total current liabilities	<u>259,871</u>	<u>288,818</u>
Non-Current Deferred Income Tax Liabilities	15,703	125,516
Other Non-Current Liabilities	82,025	54,106
Capital Lease Obligations	11,926	13,064
Long-Term Debt	1,317,529	1,319,068
Non-Recourse Debt (including VIEs of \$16,997 and \$108,335, respectively)	104,836	208,532
Non-Current Liabilities of Discontinued Operations	—	2,298
Commitments and Contingencies (Note 19)		
<b>Shareholders' Equity</b>		
Preferred stock, \$0.01 par value, 30,000,000 shares authorized, none issued or outstanding	—	—
Common stock, \$0.01 par value, 90,000,000 shares authorized, 86,007,433 and 85,185,158 issued and 71,417,034 and 61,181,172 outstanding, respectively	860	852
Additional paid-in capital	832,230	727,297
Retained earnings	264,667	507,170
Accumulated other comprehensive income	2,670	1,930
Treasury stock, 14,590,399 and 24,003,986 shares, at cost, at December 31, 2012 and January 1, 2012, respectively	<u>(53,615)</u>	<u>(214,031)</u>
Total shareholders' equity attributable to The GEO Group, Inc.	1,046,812	1,023,218
Noncontrolling interests	492	15,303
Total shareholders' equity	<u>1,047,304</u>	<u>1,038,521</u>
Total Liabilities and Shareholders' Equity	<u>\$ 2,839,194</u>	<u>\$ 3,049,923</u>

<sup>1</sup> Variable interest entities or "VIEs"

The accompanying notes are an integral part of these consolidated financial statements.

[Table of Contents](#)

**THE GEO GROUP, INC.**  
**CONSOLIDATED STATEMENTS OF CASH FLOWS**  
**Fiscal Years Ended December 31, 2012, January 1, 2012, and January 2, 2011**

	2012	2011	2010
	(In thousands)		
<b>Cash Flow from Operating Activities:</b>			
Net Income	\$ 133,898	\$ 77,463	\$ 62,790
Net loss attributable to noncontrolling interests	852	1,162	678
Net income attributable to The GEO Group, Inc.	134,750	78,625	63,468
Adjustments to reconcile net income attributable to The GEO Group, Inc. to net cash provided by operating activities:			
Depreciation and amortization expense	91,685	81,548	44,365
Deferred tax provision (benefit)	(87,710)	44,368	18,359
Amortization of debt issuance costs, discount and/or premium	3,864	1,745	3,209
Stock-based compensation	6,988	6,113	4,639
Loss on early extinguishment of debt	8,462	-	7,933
Provision for doubtful accounts	760	1,785	815
Loss on divestiture of RTS-	22,566	-	-
Equity in earnings of affiliates, net of tax	(3,578)	(1,563)	(4,218)
Income tax benefit of equity compensation	(621)	(465)	(3,926)
Loss (gain) on sale/disposal of property and equipment and assets held for sale	6,319	558	(646)
Dividends received from unconsolidated joint venture	-	9,911	-
Changes in assets and liabilities, net of acquisition:			
Changes in accounts receivable, prepaid expenses and other assets	44,292	(20,128)	(11,764)
Changes in accounts payable, accrued expenses and other liabilities	27,410	(16,756)	3,238
Cash provided by operating activities—continuing operations	255,187	185,741	125,472
Cash provided by operating activities—discontinued operations	9,053	3,371	4,418
Net cash provided by operating activities	264,240	189,112	129,890
<b>Cash Flow from Investing Activities:</b>			
Acquisition of BI and Cornell, cash consideration, net of cash acquired	-	(409,607)	(260,255)
Acquisition of ownership interests in MCF	(35,154)	-	-
Proceeds from RTS divestiture	33,253	-	-
Proceeds from sale of property and equipment	65	1,483	480
Proceeds from sale of assets held for sale	5,641	7,121	-
Change in restricted cash and investments	51,189	(9,503)	(11,184)
Capital expenditures	(107,549)	(222,033)	(94,691)
Cash used in investing activities—continuing operations	(52,555)	(632,539)	(365,650)
Cash used in investing activities—discontinued operations	(2,761)	(3,002)	(2,611)
Net cash used in investing activities	(55,316)	(635,541)	(368,261)
<b>Cash Flow from Financing Activities:</b>			
Payments on long-term debt	(456,485)	(289,832)	(397,445)
Proceeds from long-term debt	358,000	835,395	726,000
Distribution to noncontrolling interests	(5,758)	(4,012)	-
Debt issuance costs	(1,398)	(15,462)	(8,400)
Payment of make-whole provision and other fees for early extinguishment of debt	(14,861)	-	-
Payments for purchase of treasury shares	(8,666)	(74,982)	(80,000)
Proceeds from the exercise of stock options	9,276	2,446	6,695
Income tax benefit of equity compensation	621	465	3,926
Proceeds from reissuance of treasury stock in connection with ESPP	460	-	-
Payment for retirement of common stock	(1,036)	-	(7,078)
Cash dividends paid	(102,435)	-	-
Net cash (used in) provided by financing activities	(222,282)	454,018	243,698
<b>Effect of Exchange Rate Changes on Cash and Cash Equivalents</b>	1,735	(2,299)	4,169
<b>Net (Decrease) Increase in Cash and Cash Equivalents</b>	(11,623)	5,290	9,496
<b>Cash and Cash Equivalents, beginning of period</b>	43,378	38,088	28,592
<b>Cash and Cash Equivalents, end of period</b>	\$ 31,755	\$ 43,378	\$ 38,088
<b>Supplemental Disclosures</b>			
<b>Cash paid during the year for:</b>			
Income taxes	\$ 2,997	\$ 10,494	\$ 34,475
Interest	\$ 73,901	\$ 60,948	\$ 36,310
<b>Non-cash investing and financing activities:</b>			
Deferred tax assets recorded in equity in connection with MCF Transaction	\$ 10,015	\$ -	\$ -

Stock portion of Special Dividend	<u>\$ 274,402</u>	<u>\$ —</u>	<u>\$ —</u>
Capital expenditures in accounts payable and accrued expenses	<u>\$ 1,959</u>	<u>\$ 26,322</u>	<u>\$ 11,237</u>

The accompanying notes are an integral part of these consolidated financial statements.

## REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

Board of Directors and  
Shareholders of The GEO Group, Inc.

We have audited the accompanying consolidated balance sheets of *The GEO Group, Inc.* and subsidiaries (the “Company”) as of January 1, 2012 and January 2, 2011, and the related consolidated statements of income and comprehensive income, shareholders’ equity and comprehensive income and cash flows for each of the three years in the period ended January 1, 2012. Our audits of the basic financial statements included the financial statement schedule listed in the index appearing under Item 15. These financial statements and financial statement schedule are the responsibility of the Company’s management. Our responsibility is to express an opinion on these financial statements and financial statement schedule based on our audits.

We conducted our audits in accordance with the standards of the Public Company Accounting Oversight Board (United States). Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of *The GEO Group, Inc.* and subsidiaries as of January 1, 2012 and January 2, 2011, and the results of their operations and their cash flows for each of the three years in the period ended January 1, 2012 in conformity with accounting principles generally accepted in the United States of America. Also in our opinion, the related financial statement schedule, when considered in relation to the basic financial statements taken as a whole, presents fairly, in all material respects, the information set forth therein.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States), *The GEO Group, Inc.* and subsidiaries’ internal control over financial reporting as of January 1, 2012, based on criteria established in Internal Control—Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and our report dated March 1, 2012 expressed an unqualified opinion thereon.

/s/ Grant Thornton LLP

Miami, Florida  
March 1, 2012

THE GEO GROUP, INC.

CONSOLIDATED STATEMENTS OF INCOME AND COMPREHENSIVE INCOME

Fiscal Years Ended January 1, 2012, January 2, 2011, and January 3, 2010

	2011	2010	2009
	(In thousands, except per share data)		
Revenues.....	\$ 1,612,899	\$ 1,269,968	\$ 1,141,090
Operating Expenses.....	1,221,580	975,020	897,099
Depreciation and Amortization.....	85,341	48,111	39,306
General and Administrative Expenses.....	113,809	106,364	69,240
Operating Income.....	192,169	140,473	135,445
Interest Income.....	7,038	6,271	4,943
Interest Expense.....	(75,382)	(40,707)	(28,518)
Loss on Extinguishment of Debt.....	—	(7,933)	(6,839)
Income Before Income Taxes, Equity in Earnings of Affiliates, and Discontinued Operations.....	123,825	98,104	105,031
Provision for Income Taxes.....	47,925	39,532	42,079
Equity in Earnings of Affiliates, net of income tax provision of \$2,406, \$2,212 and \$1,368.....	1,563	4,218	3,517
Income from Continuing Operations.....	77,463	62,790	66,469
Loss from Discontinued Operations, net of income tax benefit of \$0, \$0, and \$216.....	—	—	(346)
Net Income.....	\$ 77,463	\$ 62,790	\$ 66,123
Loss (Earnings) Attributable to Noncontrolling Interests.....	1,162	678	(169)
Net Income Attributable to The GEO Group, Inc.....	\$ 78,625	\$ 63,468	\$ 65,954
Weighted Average Common Shares Outstanding:			
Basic.....	63,425	55,379	50,879
Diluted.....	63,740	55,989	51,922
Income per Common Share Attributable to The GEO Group, Inc.:			
Basic:			
Income from continuing operations.....	\$ 1.24	\$ 1.15	\$ 1.30
Loss from discontinued operations.....	—	—	—
Net income per share -- basic.....	\$ 1.24	\$ 1.15	\$ 1.30
Diluted:			
Income from continuing operations.....	\$ 1.23	\$ 1.13	\$ 1.28
Loss from discontinued operations.....	—	—	(0.01)
Net income per share -- diluted.....	\$ 1.23	\$ 1.13	\$ 1.27
Comprehensive Income:			
Net income.....	\$ 77,463	\$ 62,790	\$ 66,123
Total other comprehensive income (loss), net of tax.....	(8,253)	4,645	12,174
Total comprehensive income.....	69,210	67,435	78,297
Comprehensive loss attributable to noncontrolling interests.....	1,274	608	428
Comprehensive income attributable to The GEO Group, Inc.....	\$ 70,484	\$ 68,043	\$ 78,725

The accompanying notes are an integral part of these consolidated financial statements.

**THE GEO GROUP, INC.**  
**CONSOLIDATED BALANCE SHEETS**  
January 1, 2012 and January 2, 2011

	2011	2010
	(In thousands, except share data)	
<b>ASSETS</b>		
<i>Current Assets</i>		
Cash and cash equivalents .....	\$ 44,753	\$ 39,664
Restricted cash and investments (including VIEs' of \$35,435 and \$34,049, respectively) .....	42,535	41,150
Accounts receivable, less allowance for doubtful accounts of \$2,453 and \$1,308 .....	292,783	275,778
Deferred income tax assets, net .....	28,726	29,115
Prepaid expenses and other current assets .....	50,532	36,377
Total current assets .....	459,329	422,084
<i>Restricted Cash and Investments</i> (including VIEs of \$38,930 and \$33,266, respectively) .....	57,912	49,492
<i>Property and Equipment, Net</i> (including VIEs of \$162,665 and \$167,209, respectively) .....	1,706,171	1,511,292
<i>Assets Held for Sale</i> .....	4,363	9,970
<i>Direct Finance Lease Receivable</i> .....	32,146	37,544
<i>Deferred Income Tax Assets, Net</i> .....	1,711	936
<i>Goodwill</i> .....	508,066	236,594
<i>Intangible Assets, Net</i> .....	200,342	87,813
<i>Other Non-Current Assets</i> .....	79,576	56,648
Total Assets .....	\$ 3,049,616	\$ 2,412,373
<b>LIABILITIES AND SHAREHOLDERS' EQUITY</b>		
<i>Current Liabilities</i>		
Accounts payable .....	\$ 69,653	\$ 73,880
Accrued payroll and related taxes .....	38,642	33,361
Accrued expenses .....	126,857	118,472
Current portion of capital lease obligations, long-term debt and non-recourse debt (including VIEs of \$20,770 and \$19,365, respectively) .....	53,666	41,574
Total current liabilities .....	288,818	267,287
<i>Deferred Income Tax Liabilities</i> .....	125,209	55,318
<i>Other Non-Current Liabilities</i> .....	56,381	46,862
<i>Capital Lease Obligations</i> .....	13,087	13,686
<i>Long-Term Debt</i> .....	1,319,068	798,336
<i>Non-Recourse Debt</i> (including VIEs of \$108,335 and \$132,078, respectively) .....	208,532	191,394
<i>Commitments and Contingencies</i> (Note 15)		
<i>Shareholders' Equity</i>		
Preferred stock, \$0.01 par value, 30,000,000 shares authorized, none issued or outstanding .....	--	--
Common stock, \$0.01 par value, 90,000,000 shares authorized, 85,185,158 and 84,506,772 issued and 61,181,172 and 64,432,459 outstanding, respectively .....	852	845
Additional paid-in capital .....	727,297	718,489
Retained earnings .....	507,170	428,545
Accumulated other comprehensive income .....	1,930	10,071
Treasury stock 24,003,986 and 20,074,313 shares, at cost, at January 1, 2012 and January 2, 2011 .....	(214,031)	(139,049)
Total shareholders' equity attributable to The GEO Group, Inc. ....	1,023,218	1,018,901
Noncontrolling interest .....	15,303	20,589
Total shareholders' equity .....	1,038,521	1,039,490
Total Liabilities and Shareholders' Equity .....	\$ 3,049,616	\$ 2,412,373

<sup>1</sup> Variable interest entities or "VIEs"

The accompanying notes are an integral part of these consolidated financial statements.

**THE GEO GROUP, INC.**  
**CONSOLIDATED STATEMENTS OF CASH FLOWS**  
**Fiscal Years Ended January 1, 2012, January 2, 2011, and January 3, 2010**

	2011	2010	2009
	(In thousands)		
<b>Cash Flow from Operating Activities:</b>			
Net income.....	\$ 77,463	\$ 62,790	\$ 66,123
Net (income) loss attributable to noncontrolling interests.....	1,162	678	(169)
Net income attributable to The GEO Group, Inc.....	78,625	63,468	65,954
Adjustments to reconcile net income attributable to The GEO Group, Inc. to net cash provided by operating activities:			
Restricted stock expense.....	3,432	3,261	3,509
Stock option plan expense.....	2,681	1,378	1,813
Depreciation and amortization expense.....	85,341	48,111	39,306
Amortization of debt issuance costs, discount and/or premium.....	1,745	3,209	3,412
Deferred tax provision.....	41,020	17,941	10,010
Provision for doubtful accounts.....	1,812	815	139
Equity in earnings of affiliates, net of tax.....	(1,563)	(4,218)	(3,517)
Income tax benefit of equity compensation.....	(465)	(3,926)	(601)
(Gain) Loss on sale of property and equipment.....	558	(646)	119
Loss on extinguishment of debt.....	-	7,933	6,839
Dividends received from unconsolidated joint venture.....	9,911	3,909	2,193
Changes in assets and liabilities, net of acquisition:			
Changes in accounts receivable, prepaid expenses and other assets.....	(17,201)	(18,259)	864
Changes in accounts payable, accrued expenses and other liabilities.....	(16,984)	3,226	(4,753)
Net cash provided by operating activities of continuing operations.....	188,912	126,202	125,287
Net cash provided by operating activities of discontinued operations.....	--	--	5,818
Net cash provided by operating activities.....	188,912	126,202	131,105
<b>Cash Flow from Investing Activities:</b>			
Acquisitions, cash consideration, net of cash acquired.....	(409,607)	(260,255)	(38,386)
Just Care purchase price adjustment.....	-	(41)	--
Proceeds from sale of property and equipment.....	1,483	578	179
Proceeds from sale of assets held for sale.....	7,121	-	-
Change in restricted cash and investments.....	(9,826)	(11,432)	2,713
Capital expenditures.....	(224,713)	(97,061)	(149,779)
Net cash used in investing activities.....	(635,542)	(368,261)	(185,273)
<b>Cash Flow from Financing Activities:</b>			
Distribution to noncontrolling interests.....	(4,012)	-	(176)
Proceeds from long-term debt.....	835,393	726,000	333,000
Payments on long-term debt.....	(289,832)	(397,445)	(267,474)
Income tax benefit of equity compensation.....	465	3,926	601
Debt issuance costs.....	(15,462)	(8,400)	(17,253)
Termination of interest rate swap agreements.....	-	-	1,719
Payments for purchase of treasury shares.....	(74,982)	(80,000)	-
Payments for retirement of common stock.....	-	(7,078)	--
Proceeds from the exercise of stock options.....	2,446	6,693	1,457
Net cash provided by financing activities.....	454,018	243,698	51,874
<b>Effect of Exchange Rate Changes on Cash and Cash Equivalents.....</b>	<b>(2,299)</b>	<b>4,169</b>	<b>4,493</b>
<b>Net Increase in Cash and Cash Equivalents.....</b>	<b>5,089</b>	<b>5,808</b>	<b>2,201</b>
<b>Cash and Cash Equivalents, beginning of period.....</b>	<b>39,664</b>	<b>33,856</b>	<b>31,655</b>
<b>Cash and Cash Equivalents, end of period.....</b>	<b>\$ 44,753</b>	<b>\$ 39,664</b>	<b>\$ 33,856</b>
<b>Supplemental Disclosures:</b>			
<b>Cash paid during the year for:</b>			
Income taxes.....	\$ 10,494	\$ 34,475	\$ 34,185
Interest.....	\$ 60,948	\$ 36,310	\$ 32,075
<b>Non-cash investing and financing activities:</b>			
Capital expenditures in accounts payable and accrued expenses.....	\$ 26,322	\$ 11,237	\$ 10,418

The accompanying notes are an integral part of these consolidated financial statements.

**REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM**

Board of Directors and  
Shareholders of The GEO Group, Inc.

We have audited the accompanying consolidated balance sheets of The GEO Group, Inc. and subsidiaries (the "Company") as of January 2, 2011 and January 3, 2010, and the related consolidated statements of income, shareholders' equity and comprehensive income and cash flows for each of the three years in the period ended January 2, 2011. Our audits of the basic financial statements included the financial statement schedule listed in the index appearing under Item 15. These financial statements and financial statement schedule are the responsibility of the Company's management. Our responsibility is to express an opinion on these financial statements and financial statement schedule based on our audits.

We conducted our audits in accordance with the standards of the Public Company Accounting Oversight Board (United States). Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of The GEO Group, Inc. and subsidiaries as of January 2, 2011 and January 3, 2010, and the results of their operations and their cash flows for each of the three years in the period ended January 2, 2011 in conformity with accounting principles generally accepted in the United States of America. Also in our opinion, the related financial statement schedule, when considered in relation to the basic financial statements taken as a whole, presents fairly, in all material respects, the information set forth therein.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States), The GEO Group, Inc. and subsidiaries' internal control over financial reporting as of January 2, 2011, based on criteria established in Internal Control — Integrated Framework issued by the Committee of Sponsoring Organizations of the Treadway Commission (COSO) and our report dated March 2, 2011 expressed an unqualified opinion thereon.

/s/ Grant Thornton LLP

Miami, Florida  
March 2, 2011



Table of Contents

THE GEO GROUP, INC.  
**CONSOLIDATED STATEMENTS OF INCOME**  
Fiscal Years Ended January 2, 2011, January 3, 2010, and December 28, 2008

	2010	2009	2008
	(In thousands, except per share data)		
Revenues	\$1,269,968	\$1,141,090	\$1,043,006
Operating Expenses	975,020	897,099	822,053
Depreciation and Amortization	48,111	39,306	37,406
General and Administrative Expenses	106,364	69,240	69,151
Operating Income	140,473	135,445	114,396
Interest Income	6,271	4,943	7,045
Interest Expense	(40,707)	(28,518)	(30,202)
Loss on Extinguishment of Debt	(7,933)	(6,839)	—
Income Before Income Taxes, Equity in Earnings of Affiliates, and Discontinued Operations	98,104	105,031	91,239
Provision for Income Taxes	39,532	42,079	34,033
Equity in Earnings of Affiliates, net of income tax provision (benefit) of \$2,212, \$1,368 and (\$865)	4,218	3,317	4,623
Income from Continuing Operations	62,790	66,469	61,829
Loss from Discontinued Operations, net of income tax provision (benefit) of \$0, (\$216), and \$236	—	(346)	(2,551)
Net Income	\$ 62,790	\$ 66,123	\$ 59,278
Loss (Earnings) Attributable to Noncontrolling Interests	678	(169)	(376)
Net Income Attributable to The GEO Group, Inc.	\$ 63,468	\$ 65,954	\$ 58,902
Weighted Average Common Shares Outstanding:			
Basic	55,379	50,879	50,539
Diluted	55,989	51,922	51,830
Income per Common Share Attributable to The GEO Group, Inc.:			
Basic:			
Income from continuing operations	\$ 1.15	\$ 1.30	\$ 1.22
Loss from discontinued operations	—	—	(0.05)
Net income per share — basic	\$ 1.15	\$ 1.30	\$ 1.17
Diluted:			
Income from continuing operations	\$ 1.13	\$ 1.28	\$ 1.19
Loss from discontinued operations	—	(0.01)	(0.05)
Net income per share — diluted	\$ 1.13	\$ 1.27	\$ 1.14
Comprehensive Income (Loss):			
Net income	\$ 62,790	\$ 66,123	\$ 59,278
Total other comprehensive income (loss), net of tax	4,645	12,174	(14,361)
Total comprehensive income	67,435	78,297	44,917
Comprehensive (income) loss attributable to noncontrolling interests	608	428	(210)
Comprehensive income attributable to The GEO Group, Inc.	\$ 68,043	\$ 78,725	\$ 44,707

The accompanying notes are an integral part of these consolidated financial statements.

**THE GEO GROUP, INC.**  
**CONSOLIDATED BALANCE SHEETS**  
January 2, 2011 and January 3, 2010

	2010	2009
	(In thousands, except share data)	
<b>ASSETS</b>		
<i>Current Assets</i>		
Cash and cash equivalents	\$ 39,664	\$ 33,856
Restricted cash and investments (including VIEs(1) of \$34,049 and \$6,212, respectively)	41,150	13,313
Accounts receivable, less allowance for doubtful accounts of \$1,308 and \$429	275,484	200,756
Deferred income tax assets, net	32,126	17,020
Prepaid expenses and other current assets	36,710	14,689
Total current assets	425,134	279,634
<i>Restricted Cash and Investments</i> (including VIEs of \$33,266 and \$8,182, respectively)	49,492	20,755
<i>Property and Equipment, Net</i> (including VIEs of \$167,209 and \$28,282, respectively)	1,511,292	998,560
<i>Assets Held for Sale</i>	9,970	4,348
<i>Direct Finance Lease Receivable</i>	37,544	37,162
<i>Deferred Income Tax Assets, Net</i>	936	—
<i>Goodwill</i>	244,947	40,090
<i>Intangible Assets, Net</i>	87,813	17,579
<i>Other Non-Current Assets</i>	56,648	49,690
Total Assets	<u>\$2,423,776</u>	<u>\$1,447,818</u>
<b>LIABILITIES AND SHAREHOLDERS' EQUITY</b>		
<i>Current Liabilities</i>		
Accounts payable	\$ 73,880	\$ 51,856
Accrued payroll and related taxes	33,361	25,209
Accrued expenses	121,647	80,759
Current portion of capital lease obligations, long-term debt and non-recourse debt (including VIEs of \$19,365 and \$4,575, respectively)	41,574	19,624
Total current liabilities	270,462	177,448
<i>Deferred Income Tax Liabilities</i>	63,546	7,060
<i>Other Non-Current Liabilities</i>	46,862	33,142
<i>Capital Lease Obligations</i>	13,686	14,419
<i>Long-Term Debt</i>	798,336	453,860
<i>Non-Recourse Debt</i> (including VIEs of \$132,078 and \$31,596, respectively)	191,394	96,791
<i>Commitments and Contingencies</i> (Note 15)		
<i>Shareholders' Equity</i>		
Preferred stock, \$0.01 par value, 30,000,000 shares authorized, none issued or outstanding	—	—
Common stock, \$0.01 par value, 90,000,000 shares authorized, 84,506,772 and 67,704,008 issued and 64,432,459 and 51,629,005 outstanding, respectively	845	516
Additional paid-in capital	718,489	351,550
Retained earnings	428,545	365,927
Accumulated other comprehensive income	10,071	5,496
Treasury stock 20,074,313 and 16,075,003 shares, at cost, at January 2, 2011 and January 3, 2010	(139,049)	(58,888)
Total shareholders' equity attributable to The GEO Group, Inc.	1,018,901	664,601
Noncontrolling interest	20,589	497
Total shareholders' equity	1,039,490	665,098
Total Liabilities and Shareholders' Equity	<u>\$2,423,776</u>	<u>\$1,447,818</u>

(1) Variable interest entities or "VIEs"

The accompanying notes are an integral part of these consolidated financial statements.

**THE GEO GROUP, INC.**  
**CONSOLIDATED STATEMENTS OF CASH FLOWS**  
Fiscal Years Ended January 2, 2011, January 3, 2010, and December 28, 2008

	2010	2009	2008
		(In thousands)	
<b>Cash Flow from Operating Activities:</b>			
Net income	\$ 62,790	\$ 66,423	\$ 59,278
Net (income) loss attributable to noncontrolling interests	678	(169)	(276)
Net income attributable to The GEO Group, Inc.	63,468	66,254	58,902
Adjustments to reconcile net income attributable to The GEO Group, Inc. to net cash provided by operating activities:			
Restricted stock expense	3,261	3,509	3,015
Stock option plan expense	1,378	1,813	1,530
Depreciation and amortization expense	48,111	39,106	37,406
Amortization of debt issuance costs and discount	3,209	3,412	3,042
Deferred tax provision	17,941	10,010	2,656
Provision for doubtful accounts	815	139	602
Equity in earnings of affiliates, net of tax	(4,218)	(3,517)	(4,623)
Income tax benefit of equity compensation	(3,929)	(601)	(786)
(Gain) Loss on sale of property and equipment	(646)	119	157
Loss on extinguishment of debt	7,933	6,839	—
Changes in assets and liabilities, net of acquisition:			
Changes in accounts receivable, prepaid expenses and other assets	(14,350)	3,057	(29,897)
Changes in accounts payable, accrued expenses and other liabilities	2,326	(6,233)	2,478
Net cash provided by operating activities of continuing operations	126,202	125,287	74,482
Net cash (used in) provided by operating activities of discontinued operations	—	5,818	(2,693)
Net cash provided by operating activities	126,202	131,105	71,469
<b>Cash Flow from Investing Activities:</b>			
Acquisitions, cash consideration, net of cash acquired	(260,255)	(38,386)	—
Just Care purchase price adjustment	(41)	—	—
Proceeds from sale of property and equipment	528	179	1,136
Purchase of shares in consolidated affiliate	—	—	(2,189)
Change in restricted cash	(11,432)	2,113	452
Capital expenditures	(97,061)	(149,779)	(110,990)
Net cash used in investing activities	(368,261)	(185,273)	(131,591)
<b>Cash Flow from Financing Activities:</b>			
Cash dividends to noncontrolling interest	—	(176)	(125)
Proceeds from long-term debt	726,000	335,000	456,000
Payments on long-term debt	(397,445)	(267,474)	(100,156)
Income tax benefit of equity compensation	3,926	601	786
Debt issuance costs	(8,600)	(17,253)	(3,685)
Termination of interest rate swap agreements	—	1,719	—
Payments for purchase of treasury shares	(80,000)	—	—
Payments for retirement of common stock	(1,078)	—	—
Proceeds from the exercise of stock options	6,695	1,457	723
Net cash provided by financing activities	243,698	51,874	33,573
<b>Effect of Exchange Rate Changes on Cash and Cash Equivalents</b>	4,169	4,495	(6,199)
<b>Net Increase (Decrease) in Cash and Cash Equivalents</b>	5,808	2,201	(12,748)
<b>Cash and Cash Equivalents, beginning of period</b>	33,836	31,635	44,403
<b>Cash and Cash Equivalents, end of period</b>	\$ 39,644	\$ 33,836	\$ 31,655
<b>Supplemental Disclosures:</b>			
<b>Cash paid during the year for:</b>			
Income taxes	\$ 34,475	\$ 34,183	\$ 29,895
Interest	\$ 36,310	\$ 32,075	\$ 34,486
<b>Non-cash investing and financing activities:</b>			
Fair value of assets acquired, net of cash acquired	\$ 680,778	\$ 44,239	\$ —
Acquisition, equity consideration	\$ 338,076	\$ —	\$ —
Total liabilities assumed	\$ 246,071	\$ 5,853	\$ —
Capital expenditures in accounts payable and accrued expenses	\$ 11,237	\$ 10,418	\$ 20,376

The accompanying notes are an integral part of these consolidated financial statements.

**THE GEO GROUP, INC.**  
**CONSOLIDATED STATEMENTS OF SHAREHOLDERS' EQUITY**  
**AND COMPREHENSIVE INCOME**  
Fiscal Years Ended January 2, 2011, January 3, 2010, and December 28, 2008

	GEO Group Inc. Shareholders									
	Common Stock		Additional Paid-In Capital	Retained Earnings	Accumulated Other Comprehensive Income (Loss) (In thousands)		Treasury Stock Number of Shares	Amount	Noncontrolling Interest	Total Shareholders' Equity
	Number of Shares	Amount			Number	Amount				
Balance, December 30, 2007	50,976	\$ 510	\$ 338,092	\$ 241,071	\$ 6,920	(16,075)	\$ (58,888)	\$	1,612	\$ 529,347
Proceeds from stock options exercised	171	—	752	—	—	—	—	—	—	752
Tax benefit related to equity compensation	—	—	786	—	—	—	—	—	—	786
Stock based compensation expense	—	—	1,530	—	—	—	—	—	—	1,530
Restricted stock granted	24	—	—	—	—	—	—	—	—	—
Restricted stock cancelled	(48)	—	—	—	—	—	—	—	—	—
Amortization of restricted stock	—	—	3,015	—	—	—	—	—	—	3,015
Purchase of subsidiary shares from noncontrolling interest	—	—	—	—	—	—	—	—	(626)	(626)
Dividends paid to noncontrolling interest on subsidiary common stock	—	—	—	—	—	—	—	—	(125)	(125)
Comprehensive income:										
Net income	—	—	—	58,902	—	—	—	—	376	—
Other comprehensive loss (Note 3)	—	—	—	—	(14,195)	—	—	—	(166)	—
Total comprehensive income	—	—	—	—	—	—	—	—	—	44,917
Balance, December 28, 2008	51,121	\$ 511	\$ 344,178	\$ 299,973	\$ (7,275)	(16,075)	\$ (58,888)	\$	1,101	\$ 579,592
Proceeds from stock options exercised	372	—	1,454	—	—	—	—	—	—	1,457
Tax benefit related to equity compensation	—	—	601	—	—	—	—	—	—	601
Stock based compensation expense	—	—	1,813	—	—	—	—	—	—	1,813
Restricted stock granted	168	—	(3)	—	—	—	—	—	—	—
Restricted stock cancelled	(14)	—	—	—	—	—	—	—	—	—
Amortization of restricted stock	—	—	3,509	—	—	—	—	—	—	3,509
Dividends paid to noncontrolling interest on subsidiary common stock	—	—	—	—	—	—	—	—	(176)	(176)
Comprehensive income:										
Net income	—	—	—	65,954	—	—	—	—	189	—
Other comprehensive income (Note 3)	—	—	—	—	12,771	—	—	—	(597)	—
Total comprehensive income	—	—	—	—	—	—	—	—	—	78,297
Balance, January 3, 2010	51,629	\$ 516	\$ 351,550	\$ 365,927	\$ 4,496	(16,075)	\$ (58,888)	\$	497	\$ 661,098
Proceeds from stock options exercised	1,352	—	6,681	—	—	—	—	—	—	6,695
Tax benefit related to equity compensation	—	—	3,926	—	—	—	—	—	—	3,926
Stock based compensation expense	—	—	1,378	—	—	—	—	—	—	1,378
Restricted stock granted	40	—	—	—	—	—	—	—	—	—
Restricted stock cancelled	(41)	(1)	—	—	—	—	—	—	—	(1)
Amortization of restricted stock	—	—	3,264	—	—	—	—	—	—	3,261
Common stock issued in business combination (Note 2)	15,764	158	357,918	—	—	—	—	—	—	358,076
Noncontrolling interest acquired in business combination (Note 2)	—	—	—	—	—	—	—	—	20,700	20,700
Retirement of common stock	(114)	158	(6,225)	(850)	—	—	(161)	—	—	(7,078)
Purchase of treasury shares	(3,999)	—	—	—	—	(3,999)	(80,000)	—	—	(80,000)
Comprehensive income:										
Net income	—	—	—	63,468	—	—	—	—	(678)	—
Other comprehensive income (Note 3)	—	—	—	—	4,375	—	—	—	70	—
Total comprehensive income	—	—	—	—	—	—	—	—	—	67,415
Balance, January 2, 2011	64,432	\$ 845	\$ 718,389	\$ 428,545	\$ 10,071	(20,074)	\$ (119,049)	\$	20,389	\$ 1,019,490

The accompanying notes are an integral part of these consolidated financial statements.

**TCB****GRANT OF EQUIPMENT  
AUTHORIZATION****TCB****Certification****Issued Under the Authority of the  
Federal Communications Commission****By:****American TCB, Inc.  
6731 Whittier Avenue Suite C110  
McLean, VA 22101****Date of Grant: 07/13/2009****Application Dated: 07/13/2009****Sendum Wireless Corp.  
4500 Beedie Street  
Burnaby, V5J5L2  
Canada****Attention: Henry Seto , Engineer****NOT TRANSFERABLE**

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is  
VALID ONLY for the equipment identified hereon for use under the Commission's  
Rules and Regulations listed below.

**FCC IDENTIFIER: TS5-6055M-ET300****Name of Grantee: Sendum Wireless Corp.****Equipment Class: PCS Licensed Transmitter worn on body****Notes: GPS tracking device**

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	22H	824.7 - 848.31	0.157	970.0 Hz	1M34F9W
	24E	1851.25 - 1908.75	0.308	2155.0 Hz	1M23F9W

Power Output is ERF for Part 22 and EIRP for Part 24. This transmitter is designed to be worn on the ankle and provides at least 3 cm separation between the device antenna and the users body. End users must be informed of the body worn requirements for satisfying RF Exposure compliance. The highest reported SAR values are: Part 22 Ankle-worn (Extremity) 0.851 W/kg; Part 24 Ankle-worn (Extremity): 0.971W/kg.

United States of America  
FEDERAL COMMUNICATIONS COMMISSION

**GRANT OF FCC EQUIPMENT CERTIFICATION**

**TCB**

Issued Under the Authority of the  
FEDERAL COMMUNICATIONS COMMISSION

**TCB**

By:  
Communication Certification Laboratory  
1940 West Alexander Street  
Salt Lake City, UT 84119-2039

CERTIFICATION UNDER CFR 47 PART 68 ADMINISTRATIVE COUNCIL FOR TERMINAL ATTACHMENTS (ACTA) TELEPHONE TERMINAL EQUIPMENT - TECHNICAL REQUIREMENTS FOR CONNECTION OF TERMINAL EQUIPMENT TO THE TELEPHONE NETWORK, TIA-968-A-1 + A-2 + A-3 + A-4 + A-5, TIA-1096.

SUBJECT TO THE PROVISIONS OF PART 68 STANDARD OF THE FCC RULES AND REGULATIONS, CERTIFICATION IS HEREBY GRANTED FOR THE EQUIPMENT LISTED HEREIN. ANY CHANGE IN MODEL NUMBER OR TRADE NAME REQUIRES AMENDMENT OF CERTIFICATION. EACH PIECE OF EQUIPMENT BEARING THE LISTED TRADE NAME(S) AND MODEL NUMBER(S) SHALL BE LABELED IN ACCORDANCE WITH THE PROVISIONS OF SECTION TSB168.

TELEPHONE EQUIPMENT CONTAINING RADIO-FREQUENCY CIRCUITRY MAY REQUIRE ADDITIONAL AUTHORIZATION(S) TO BE ISSUED BY THE COMMISSION PRIOR TO MARKETING SUCH EQUIPMENT IN THE UNITED STATES. FAILURE TO OBTAIN THE REQUIRED EQUIPMENT AUTHORIZATIONS MAY SUBJECT THE RESPONSIBLE PARTY TO FINES AND PENALTIES PROVIDED FOR IN TABLE V, SECTION 501 AND 503 OF THE COMMUNICATIONS ACT OF 1934, AS AMENDED.

FUTURE CORRESPONDENCE CONCERNING THIS GRANT SHOULD REFERENCE THE FILE NUMBER, THE CERTIFICATION NUMBER AND DATE OF GRANT.

**Certification No:** GN7-USA-27502-MD-E

**File No:** 1450

**Date Granted:** 4/29/2008

**Responsible Party:** BI INCORPORATED

**Manufacturer Name:** BI Incorporated

**Equipment Description:** Receiver with internal modem

**Nature of Filing:** Modification to add new model

**AC-REN:** 0.7B

**Connectors:** RJ11C

**Type of Equipment:** MD - MULTIFUNCTION DATA DEVICES INCLUDING DIALING MODEMS

**Trade Name**

**Model No.**

HomeGuard 200 Receiver

HG200R

HomeGuard 206 Receiver

HG206R

**Authorized Network Ports:** N/A

**Service Order Code:** N/A

ALL PRODUCTS LISTED ABOVE MUST BE LABELED AS SPECIFIED IN TSB168.

A COPY OF THIS CERTIFICATE MUST BE PRESENTED TO THE U.S. CUSTOMS SERVICES WHEN ANY FOREIGN-MADE PRODUCTS IDENTIFIED HEREIN ARE IMPORTED INTO THE U.S.

UNITED STATES OF AMERICA  
FEDERAL COMMUNICATIONS COMMISSION  
**PART 68 - EQUIPMENT REGISTRATION**

WASHINGTON, D.C. 20554

REGISTRATION UNDER PART 68, CONNECTION OF TERMINAL EQUIPMENT TO THE TELEPHONE NETWORK

SUBJECT TO THE PROVISIONS OF PART 68 OF THE COMMISSION'S RULES AND REGULATIONS, REGISTRATION IS HEREBY GRANTED FOR THE EQUIPMENT LISTED HEREIN. ANY CHANGE IN MODEL NUMBER OR TRADE NAME REQUIRES AMENDMENT OF REGISTRATION. EACH PIECE OF EQUIPMENT BEARING THE LISTED TRADE NAME(S) AND MODEL NUMBER(S) SHALL BE LABELED IN ACCORDANCE WITH THE PROVISIONS OF SECTION 68.300.

TELEPHONE EQUIPMENT CONTAINING RADIO-FREQUENCY CIRCUITRY MAY REQUIRE ADDITIONAL EQUIPMENT AUTHORIZATION(S) TO BE ISSUED BY THE COMMISSION PRIOR TO MARKETING SUCH EQUIPMENT IN THE UNITED STATES. FAILURE TO OBTAIN THE REQUIRED EQUIPMENT AUTHORIZATIONS, WHEN REQUIRED, MAY SUBJECT THE REGISTRANT TO FINES AND PENALTIES PROVIDED FOR IN TABLE V, SECTION 501 AND 503 OF THE COMMUNICATIONS ACT OF 1934, AS AMENDED.

FUTURE CORRESPONDENCE CONCERNING THIS GRANT SHOULD REFERENCE THE FILE NUMBER, THE REGISTRATION NUMBER AND DATE OF GRANT.

REGISTRATION NUMBER: 0N7USA-27124-MD-E    FILE NUMBER: 702/CX-99    DATE OF GRANT: 01/13/1999

REGISTRANT: BI, INC.

MANUFACTURER: BI INCORPORATED

TYPE OF EQUIPMENT: MULTIFUNCTION DATA DEVICES INCLUDING DIALING MODEMS

NATURE OF APPLICATION: ORIGINAL - REMOTE ALCOHOL MONITORING SYSTEM

AC REN: C.7B    DC REN: D.O    CONNECTORS: RJ11C

TRADE NAME(S)

MODEL NUMBER(S)

OTHER REGISTRATION(S) AFFECTED

SOBRIETOR

93-9500

Date Printed: Wed Jan 20 1999    Time: 08:52:13

ALL PRODUCTS LISTED ABOVE MUST BE LABELED AS SPECIFIED IN 47 C.F.R. Sec. 68.300.  
A COPY OF THIS CERTIFICATE MUST BE PRESENTED TO U.S. CUSTOMS WHEN ANY FOREIGN-MADE PRODUCTS IDENTIFIED HEREIN ARE IMPORTED INTO THE U.S.



FCC Form 484

## EMC EMISSIONS - TEST REPORT (Full)

Test Report No. **3166782DEN-003c** Issue Date: **Wednesday 19/Nov/08**

Model / Serial No. **MN: TAD /SN: 9800021**

Product Type **Transdermal Alcohol Detector**

Client **BI Inc.**

Manufacturer **BI Inc.**

License holder **BI Inc.**

Address **6400 Lookout Rd**  
**Boulder CO 80301**

Test Criteria Applied **FCC 47 CFR Part 15.249**  
**IC RSS-210 issue 7**

Test Result **PASS**

Test Project Number **3166782**

References

Total Pages **32**

Including

Appendices:

Title 47 CFR 15: RADIO FREQUENCY DEVICES  
Subpart C – Intentional Radiators

Low-power License-exempt Radio Communication Devices  
(All Frequency Bands):  
Category I Equipment

Reviewed By : Ty Orosco

Reviewed By : Michael Spataro

### REVISION SUMMARY - The following changes have been made to this Report:

Rev.	Revision Statement	Author	Revision Date	Reviewer
	Initial Release of Document	See above	See above	

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# DNV BUSINESS ASSURANCE MANAGEMENT SYSTEM CERTIFICATE

Certificate No. CERT-09548-2006-AQ-HOU-RvA

*This is to certify that*

**BI Incorporated**

*at*

6400 Lookout Road, Suite 101, Boulder, CO 80301 USA

*has been found to conform to the Management System Standard:*

**ISO 9001:2008**

*This Certificate is valid for the following product or service ranges:*

**The design, production, installation and servicing of products and services produced by the Electronic Monitoring Business Units of BI Incorporated, including electronic home arrest and domestic violence intervention monitoring services and products, installations services, and automated caseload management services.**

*Initial Certification date:*

October 26, 1995

*This Certificate is valid until:*

January 20, 2015

*The audit has been performed under the supervision of*

Bob Faust  
Lead Auditor



*Place and date:*

Houston, Texas, January 20, 2012

*for the Accredited Unit:*

DNV CERTIFICATION B.V.,  
THE NETHERLANDS

David W. Shields  
Management Representative

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.



# DNV BUSINESS ASSURANCE MANAGEMENT SYSTEM CERTIFICATE

Certificate No. CERT-05491-2006-AQ-HOU-ANAB

*This is to certify that*

**BI Incorporated**

*at*

800 Main Street, Suite 500, Anderson, IN 46016 USA

*has been found to conform to the Management System Standard:*

**ISO 9001:2008**

*This Certificate is valid for the following product or service ranges:*

**The design, production, installation and servicing of products and services produced by the Electronic Monitoring Business Units of BI Incorporated, including electronic home arrest and domestic violence intervention monitoring services and products, installations services, and automated caseload management services.**

*Initial Certification date:*

October 26, 1995

*This Certificate is valid until:*

January 20, 2015

*The audit has been performed under the supervision of*

**Bob Faust**  
*Lead Auditor*



*Place and date:*

Houston, Texas, January 20, 2012  
*for the Accredited Unit:*

DNV CERTIFICATION B.V.,  
THE NETHERLANDS

**David W. Shields**  
*Management Representative*

Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.

ORIGIN ID: FNLA (303) 218-1000  
PROPOSALS DEPARTMENT  
81 INCORPORATED  
8400 LOOKOUT ROAD

BOULDER, CO 80301  
UNITED STATES US

SHIP DATE: 22JAN14  
ACTWGT: 12.0 LB MAN  
CAD: 628628/CAFE2704

BILL SENDER

TO JOHN STOBART

DPM

301 WEST HIGH STREET, ROOM 630

JEFFERSON CITY MO 65101

REF: 21241

DEPT: WESTERN REGION

UNMARKED BID NO. B2214038

CLOSING DATE: 1.24.14

RECEIVED BY: L. Bess

APPROVED BY: CO

RCVD JAN 23 14 AM 9:49 04-03PM



TRK# 5106 4415 8627  
0201

THU - 23 JAN 10:30A  
PRIORITY OVERNIGHT

NA JEFA

65101  
MO-US STL

