

**SECTION D: SCOPE OF WORK AND TECHNICAL REQUIREMENTS**

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## D.1 GENERAL INFORMATION:

Suppliers are to propose the broadest possible selection of Offender Monitoring Products, Services, and Solutions that are offered by the Proposing Supplier. The intent of this solicitation is to provide Participating Public Agencies with products, services and solutions to meet their various needs. Therefore, the proposing Vendors should have demonstrated experience in providing the Products and Services as defined in this RFP, including but not limited to the following categories:

- 1) **Active, Passive and/or Hybrid Global Positioning Satellite Tracking:** The complete range of active, passive and/or hybrid global positioning satellite tracking products, services and solutions offered by Supplier.
- 2) **Radio Frequency (RF) Tracking:** The complete range of radio frequency tracking products, services and solutions offered by Supplier.
- 3) **Video and/or Voice Tracking/Verification/Message Reporting:** The complete range of video and/or voice tracking/verification/message reporting products, services and solutions offered by Supplier.
- 4) **Alcohol Monitoring:** The complete range of alcohol monitoring products, services and solutions offered by Supplier, including continuous alcohol monitoring, continuous alcohol monitoring/radio frequency (RF) tracking, and mobile breath alcohol monitoring.
- 5) **Supplemental Support Services:** Secure, on-line 24/7/365 live operator and call center support that provides services to alleviate agency/officer workload by providing administrative assistance including automated check-ins, data entry for documenting contacts and activities, alert management, warrant and fee collection/processing.
- 6) **Smartphone Application:** A secure smartphone application and supervision tool offered by Supplier, utilized as an alternative or in conjunction with electronic monitoring devices, which provides offender GPS location information, biometrically verifies offender identity, and provides offender tools to increase positive outcomes.
- 7) **Data Analytics Software:** A secure data analytics software package offered by the Supplier, which utilizes electronic monitoring data to analyze client behavior and calculate potential risks.
- 8) **Online Monitoring Software:** The secure online monitoring software available from the Supplier that officers will utilize to manage agency, officer, and offender data, view status, complete monitoring tasks in real-time, and that is accessible 24x7 from any web-based computer or mobile device with internet access.
- 9) **Related Products, Services and Solutions:** Additional related products, services or solutions available from the Supplier, such as but not limited to, drug and alcohol testing, day reporting center for adult and juvenile offenders, field service electronic monitoring program, victim alert device, etc.

The Proposer shall provide the required equipment and services for the categories for which it receives award. Proposes should indicate where their systems meet or do not meet the below requirements for each category on a document that is on the Vendor's letterhead. This document shall be submitted on or prior to the Bid Due Date listed on the Schedule of Events and shall be a separate document that is uploaded through [www.BidNetDirect.com](http://www.BidNetDirect.com) as part of the proposing Vendor's submission.

## **D.2 GENERAL SCOPE:**

The following items concern the general scope and requirements for items that are part of the request for proposal:

### **1) MONITORING SERVICES PROVIDED BY PROPOSER**

The Proposer shall provide a central monitoring service center located in the U.S. The monitoring service center shall have the capability of conducting surveillance activities on an around-the-clock basis, without interruption. The surveillance activities shall minimally include the following: continuously monitoring the presence or absence of a program participant detecting early leaves or late returns; detecting attempts to tamper or actual tampering with the home monitoring equipment; attempts to duplicate the RF transmission of the home monitoring units; disruption of AC power; receiver shut downs; continuous busy signals; attempts to use recorded speech; spurious RF transmission; no telephone answer; and low receiver and/or transmission battery function. The monitoring service shall be capable of monitoring multiple curfews scheduled at the same time. In this regard, the curfew monitoring function shall have unlimited flexibility for the establishing of curfew scheduled and monitoring same.

If required by the City's designee, the Proposer's monitoring service center shall be responsible for receiving program participant enrollment information from the City. If required, the contractor shall be responsible for enrolling program participants and for changing curfew schedules based upon notification by the City via e-mail or fax (as determined by City) using the contractor's toll-free telephone number to the central monitoring service center or via remote terminal through dedicated line or internet access. If requested, the Proposer shall be responsible for removing program participants from the monitoring system upon a notification from City. The date of removal and removal reason will be established by the City. The Proposer shall utilize enrollment and client status change forms developed in conjunction with City.

If required, the monitoring service center shall respond to all reports of monitoring violations by telephoning (as determined by City) the program participant. The purpose of this telephone call is to determine the nature of the reported event and to confirm that the program participant is at his or her approved residence. The Proposer shall explain the procedure to be used to confirm the participant's presence, or lack thereof, in these situations.

In addition, the following specifications must be adhered to:

- a) The Proposer's place of business and monitoring center services facilities used for this program shall be located within the United States of America. The Contractor's primary monitoring center shall be capable of uninterrupted operation 24/7/365. This shall include all systems, hardware and software, communications and building support services such as electrical power.
- b) The Proposer's monitoring center shall be monitored twenty-four (24) hours a day, seven (7) days a week, including holidays to ensure that any interruption in service is detected and resolved.
- c) Each monitoring center shall have ventilation and temperature control adequate to meet hardware specifications for the operating environment and to ensure proper functions of the monitoring center hardware.
- d) The Proposer shall perform complete support of all interface hardware and software equipment (within the monitoring center) necessary to ensure provision of the service for the duration of the contract.
- e) The Proposer shall maintain professional highly trained and qualified staff to monitor and operate the monitoring center equipment.
- f) The Proposer shall provide the City a toll-free contact number, accessible and staffed twenty (24) hours a day, seven (7) days a week for the purpose of reporting problems that might be experienced.

- g) In the event any component of the Proposer's service becomes inoperable, the Proposer shall immediately notify the Contract Manager or designee by telephone and email no later than thirty (30) minutes after discovery of service failure.
- h) When requested, the Contractor's monitoring center shall provide an initial response to pre-determined alarm notifications to troubleshoot and resolve the notifications per established protocols as agreed to by both the City and the Contractor by offender program type.
- i) When requested, the Contractor's monitoring system shall be responsible for alerting the City's designated officer via text, message, email, central database, and/or phone. The means or mode of contact shall be at the City's discretion. These services shall be provided twenty-four (24) hours per day, seven (7) days per week.
- j) As required by the City's designee, the Contractor shall provide a toll-free telephone number to be supplied to the City's supervised offenders which shall be utilized to contact the monitoring center for alarm notification resolution.
- k) The Contractor shall provide immediate notification via telephone, cellular telephone, text message, and/or email 24 hours a day, seven days a week to designated City staff when an alarm notification is generated. The contractor's monitoring service shall include the capability to administer a phone call by a live staff person in the monitoring center in response to designated priority alarm notifications.
- l) The Contractor shall be able to receive a verifiable confirmation via a telephone call from the monitoring center to the designated City staff to confirm that all immediate alarm notifications were received/acknowledged by City staff. The Contractor shall be responsible to maintain a call tree to be utilized when contacting City staff to report alarm notifications pursuant to established protocols.
- m) The monitoring center shall have redundant inbound and outbound communication services, provided by distinct carriers and/or methods, such that the failure of the primary service or method shall not adversely affect the secondary (backup) service or method.
- n) The Contractor shall have the ability to write files to a server at the Contractor's site and shall allow the City to retrieve the files daily through a secure File Transfer Protocol (FTP) or other secure transmission method. The files will need to include the following information:
  - i) **File 1 – Alarm File**
    - 1. The key file the Contractor uses to distinguish each alarm.
    - 2. The type of alarm as defined by the City.
    - 3. The Identification number of the offender.
    - 4. Date and time of the alarm.
    - 5. Length of the alarm (until resolution).
  - b) **File 2 – Comment File**
    - 1. The key field the Contractor uses to distinguish each alarm.
    - 2. Comments relating to the alarm.
    - 3. Date and time of updates to the comments.
  - c) **File 3 – Alarm Cleared**
    - 1. The key field that the Contractor uses to distinguish each alarm.
    - 2. Date and time the alarm was cleared.

d) **File 4 – Points Reviewed**

1. The ID number of the offender.
2. The USERID of the officer reviewing the points
3. Date the points were reviewed.
4. Dates of the points reviewed by the officer.

**2) EQUIPMENT TO BE PROVIDED BY CONTRACTOR**

Contractor shall furnish all equipment required to perform services outlined herein and to make the proposed system fully operational, which shall include but is not limited to: transmitters, base stations, receivers, tracking devices, recorders, bracelets, telephones and landline cords, batteries, power cords, clips, straps, tools, reference materials, specialty cleaning supplies, car chargers, ethernet cables, beacons, etc.

- a) In the case of equipment rental programs, all equipment provided by the Proposer shall remain the property of the Proposer and shall be in good repair, remanufactured and within specifications of new equipment. All equipment supplied shall be latest design and model equipment unless specifically requested by the City.
- b) For those offenders for whom monitoring is requested who reside in areas that have technical and/or geographical limitations, the Proposer shall provide either alternate technology or installation of a phone line at the residence at no extra charge to the City or the offender. If there is an identified limitation to the equipment functioning in a specific area, Proposer shall provide equipment that will allow the same function at the same price as equipment originally requested.
- c) The equipment provided shall be of a technology currently in use by the manufacturer, proposer, or both and shall be identified by brand and model number in the Proposer's proposal.
- d) The Proposer shall only provide equipment that has been properly registered and certified under the Federal Communication Commission Rules and Regulations, as applicable. The Proposer shall submit the applicable FCC ID numbers for all proposed equipment.
- e) The equipment provided shall not be available as an open market item if this could compromise the security of the system.
- f) Replacement equipment initially provided by the Proposer shall be new, or if not new, refurbished to perform in a like-new manner and shall be maintained by the Proposer in "like new" condition. Repairs and/or replacements shall be provided within the timeframe specified in this RFP.
- g) In the case of a rental program, the Proposer is responsible, at no additional cost to the City except as provided in the RFP and resulting contract, for the maintenance, repair or replacement of all equipment or software provided under the contract. The Proposer is responsible for all costs for shipping, shipping materials and delivering equipment to, from, or between any City offices located within Colorado.
- h) In the case of a rental program, in the event that any of the equipment or software provided under the contract fails to function properly, or is lost, stolen or damaged, the Proposer(s), at no additional cost to the City, shall deliver a replacement component or components to the designated City office within 48-72 hours of notification by City, if requested by the City. The City will notify the vendor when a piece of equipment is lost, stolen or damaged. This determination is at the sole discretion of the City. City and its client departments will make reasonable efforts to deter the theft, loss or damage to the Proposer's equipment. The City is not responsible for the cost of lost, stolen or damaged equipment.

- i) Upon request from the City, when the City activates equipment that has been in shelf stock, the Proposer shall deliver to the designated district office a replacement component or components within 24 hours of notification by City.
- j) The Proposer shall provide, at no additional cost to the City, all necessary tools and as many needed per officer or district office to install, adjust, and remove the Proposer-provided equipment. City will notify the Proposer on the number needed.
- k) All equipment proposed and provided shall equal or exceed the latest industry standards unless specifically requested by the City. During the life of the contract, and with the prior approval of City, the Proposer shall upgrade equipment as significant improvements become available. These upgrades shall be provided at no extra charge/additional costs to City.
- l) At no additional charge and upon request by the City, the Proposer shall furnish for each system in operation three (3) spare units for every ten (10) units, with a minimum of five (5) units for shelf stock, per location.
- m) The equipment provided shall be Federal Communication's Commission (FCC) currently registered and approved.
- n) The contractor shall provide written instructions and all necessary equipment for a trained person to initialize, reset and remove the participant's transmitter as needed.

### **3) ACCESSORIES**

- a) All accessories, including replacement batteries, straps, waist packs, carrying bags, clips, beacons, and other related supplies necessary for proper operation shall be provided by the Proposer at no additional cost to the City, throughout the term of the contract. Install and deactivation tools/equipment shall be provided to the City at no additional cost throughout the term of the contract.

### **4) PROPOSER REPRESENTATIVE**

- a) The Proposer shall provide City a minimum of a single account representative who will serve as a liaison for all aspects of contract performance. All aspects shall include but not be limited to, reporting, equipment inventory, training, contract transition and the install program. The representative shall be familiar with the City's policies, goals and services. The representative shall be knowledgeable in the area of Community Corrections, i.e. parole, probation, pretrial, in-home detention, work release, etc. The representative shall be proficient in, and have a working knowledge of all functional areas and services. City would prefer a team approach, consisting of an account representative, inventory management representative and a training representative. City shall not provide any office space or storage space.

### **5) OFFENDER MONITORING SYSTEM OPERATION**

- a) The monitoring equipment shall function reliably despite the nearby operation of household electrical equipment or the existence of nearby strong, but not uncommon, electrical fields generated by such sources as power transmission lines, power transformers and commercial radio towers. If a device is worn by the offender, or if a receiver is installed in the offender's home, it shall function reliably in any building and offer a continuous signal and shall work with any type of phone line.
- b) The removal of strap by a deliberate action, accidental action or any action that otherwise compromises the integrity of the strap shall immediately generate an alarm that is immediately transmitted to the Proposer's Monitoring Center. The strap shall have a dual tamper capability. The transmitter shall notify the receiver of any tampering.

- c) The System shall escalate the violation notifications to designated supervisory personnel as specified by City.
- d) Equipment shall initiate the sending and receiving of signals through standard telephone lines across the City and County at no cost to the City or offender. Proposer shall ensure that the system allows communication only with authorized receiver/transmitter devices.

## **6) CENTRAL COMPUTER MONITORING SYSTEM**

The Proposer's central monitoring service center shall include a central computer system, compatible software and all the needed equipment that is capable of complete supervision of the electronic monitoring program with complete redundancy as defined below. This includes receiving and initiating communications to/from the participant's home and to communicate with both the participant and his home monitoring equipment. The system redundancy shall meet the following requirements:

- a) The central computer system with all associated equipment and services shall be located in a secure, environmentally controlled access facility and provide 24 hour, seven day per week monitoring.
- b) The central computer system shall have the ability to perform monitoring with an unlimited number of different curfew periods per day and on a customized schedule for each participant.
- c) The central computer system shall be capable of retaining personal information for each participant. The Proposer shall also provide a means to enter, modify or delete any of this information by the system operators as requested by designated City officials or staff.
- d) The computer system shall be able to process changes, report printing and other functions without disrupting the monitoring process. It shall have an interconnect capability for all equipment for remote printing to the City central communications unit as required.
- e) The contractor shall provide an uninterruptable power supply (UPS) for an instantaneous backup power source to prevent the loss of information and data in event of short-term commercial power losses.
- f) The contractor shall provide for an automatic backup of data on magnetic media for any commercial power loss. This backup procedure shall also be performed at least on a daily basis to prevent data loss due to a system failure and be retained for at least one (1) year.
- g) The contractor shall provide a complete identical backup computer system redundancy in the event of a system malfunction, which cannot be corrected within a reasonable period of time. Specify complete addresses of both primary and redundant systems.
- h) The contractor shall have the ability to provide access to the central computer system by remote PC computer terminals. Access by City shall be made by the Proposer's toll free telephone lines and/or optional alternate communications service.
- i) The contractor shall provide a redundancy for its telephone carrier and be capable of immediately switching to an alternate in the event that the primary service is interrupted.

## **7) CENTRAL COMPUTER MONITORING SYSTEM SOFTWARE**

- a) The central computer at the contractor's central monitoring service center shall include a compatible software program with the capability to report on the entire electronic monitoring program. The software program shall be user friendly.

- b) The electronic monitoring software shall be accessible via remote terminal at the City through dedicated line or internet access.

## **8) REPORTING**

- a) The Proposer's system shall provide standardized reports for all functional areas covered by the Proposer's contract. In addition, report parameters are subject to change by City during contract performance, and other reports shall be required as requested by City.
- b) When "real-time" information is not available, or data-analysis and review is needed by the Contractor, the monitoring service center shall provide the designated personnel with daily reports about all monitored activities. This report, summarizing all participants' adherence to established protocol, will be faxed or accessible via remote terminal at the designated City Area Offices through dedicated line or internet access (as determined by City) by 4 am every day.
- c) The monitoring service center shall have available daily reports of cases added and removed during the preceding business day.
- d) The monitoring service center shall have available an alert device and arrangement to notify the City of offender's unauthorized absences/late arrivals plus equipment malfunctions immediately from the initial occurrence, through dedicated line or internet access (as determined by City), to the City.
- e) Alerts for tampers, zone violations or curfew violations shall be transmitted in "real-time" to the designated staff by different means (as determined by City). The method of notification will be determined by the City for each participant, caseload, or agency. Participants shall also be notified of alerts, at the discretion of the designated staff.
- f) If requested, in response to reports of monitoring violations by program participants, the contractor shall prepare a written assessment based upon information received through the contractor's confirmation procedure and provide it immediately to the City.
- g) The contractor's management information system shall be capable of generating standard reports. The contractor shall be required to provide custom reports and statistical analysis. Standard reports include number of clients, number of incidents (equipment reports, violations, equipment malfunctions, etc.), client histories, curfew schedule, and assigned City staff. Examples of custom reports that shall be required are number of days a client is monitored, etc. Proposer's shall include examples of all reports that they are capable of generating as part of their proposed package. City shall be notified 24-hours in advance of any anticipated interruption in service.

## **9) INVENTORY MANAGEMENT**

- a) The system shall have the capability of tracking units and equipment that have been returned to the Proposer due to malfunction, and provide reports concerning problems found.
- b) The Proposer's system shall provide a report of accurate inventory of all equipment and accessories charged to the City. The inventory database shall include item name, serial number, offender name (or "shelf stock" if not in use) and total items on inventory. This system shall have the capability to track inventory by Department.
- c) The Proposer shall provide a dedicated representative to perform the following:
  - i) Update the inventory database on initial installation of monitoring equipment
  - ii) Update the inventory database for shelf stock at the time of initial installation of monitoring equipment



- iii) The proposing Vendor shall reconcile inventory by department on a monthly basis no later than the seventh (7<sup>th</sup>) of each month. The City reserves the right to change the number of reconciliations per year and requirement date
- d) The awarded Vendor shall maintain the equipment and spares in good condition and arrange for the repair or replacement of the equipment within two (2) business days

## **10) MAINTENANCE AND SUPPORT**

- a) The Proposer shall utilize a dedicated support team to provide maintenance and support on a 24 x 7 basis.
- b) The Proposer shall provide a toll-free number for maintenance and support.
- c) In the event any component of the Proposer's service becomes inoperable, the Proposer shall immediately notify the City Contract Manager or designee by telephone, but no later than thirty minutes after the discovery of the service failure.
- d) Proposer's proposal shall contain all tiers offered and shall identify the response time by tier (identify response by telephone or email.) The Proposer shall adhere to the response times contained in its accepted proposal.
- e) The Proposer shall fully describe its proposed 24 x 7 maintenance and support for this contract. The Proposer shall clearly identify City's role in all aspects of maintenance and support. The Proposer's proposal shall include, but is not limited to, the following list of items.

## **11) CONTRACT TRANSITION**

- a) Proposer shall provide a dedicated contract transition person who will be responsible for making the transition from the system under the current contract to the new system as defined in the implementation plan. This transition shall include:
  - b) Coordination with the existing Proposer on the date and time of the change over to the new system.
  - c) Initial data entry or migration of identification and curfew information for all offenders being monitored at the time of the transition.
  - d) Proposer shall provide resume(s) for the personnel proposed for the contract transition with their proposal.
  - e) Proposer shall provide a transition plan for all field equipment with their proposal.
  - f) Proposer is required to demonstrate that their consultant(s) or employee(s) shall have the skills necessary to meet the objectives of this project by listing skills, industry certifications, general educational background, and knowledge set based on prior experience.

## **12) PROJECT MANAGEMENT FOR TRANSITION**

- a) The Proposer shall align their project management approach with the project's inherent complexity so the desired results can be achieved. The Proposer shall provide project management in accordance with its accepted proposal. Project management controls shall be proposed that are consistent with minimizing the project's risks and inefficiencies which would negatively impact the RFP's objectives. Management of scope, time, and risk are critical to effectively achieving the expected outcomes of cost, schedule, deliverables, and quality. Both City and the Proposer shall be responsible for working in a cooperative manner to meet the targeted timelines defined in the implementation plan. City and the Proposer shall mutually agree upon any changes to the schedule. City reserves the right to conduct any test/inspection it shall deem advisable to ensure installation/services, as appropriate,

conform to specifications. Any tasks which are the primary responsibility of City shall be clearly defined and identified.

- b) City shall approve the selection and/or replacement of the Proposer's Project Manager. The Proposer shall provide their Project Manager's résumé for City to review, including the qualifications of the proposed Project Manager, and explain why this is a good match. The Proposer's proposed Project Manager shall have a minimum five (5) years of experience in a Project Manager role in implementing similar projects. A Project Management Professional (PMP), as defined by the Project Management Institute or equivalent organization, is preferred. City is responsible for assigning the City Project Manager.

### **13) LITIGATION – RELATED TESTIMONY**

- a) If requested as a part of litigation, the Proposer shall be required to provide expert testimony regarding its monitoring equipment and system specifications, as well as the accuracy and reliability of the reports/results. The Proposer shall make available qualified personnel to provide expert testimony as requested or subpoenaed.
- b) The Proposer shall ensure that its personnel responds timely and/or appears as stipulated in the request and/or subpoenas.
- c) The Proposer shall supply in format and number requested by City a record of offender movements during specified time frames for investigative or judicial purposes. The format shall include, but not be limited to, CD's, screen shots, supporting narrative, etc.
- d) All costs for Litigation Related Testimony shall be included in the prices offered; however, reimbursement can be sought through individual jurisdictions when available

### **14) ADVERTISING/PROMOTIONS**

- a) The Proposer shall not issue news releases, advertisements or news articles, or any other information of any kind related to its contract with the City, including but not limited to statistical data, offender information or programs, without prior written approval from the City.

### **15) PROVISION OF DATABASE AT CONTRACT END**

- a) If requested by the City, upon the expiration date of the Contract resulting from this RFP (or termination by any other method), the Proposer shall provide the most up-to-date copy of the system's database, including all historical data, the data dictionary, file layouts, code tables, code values, data relationships, keys, and indices, etc., in a format to be determined by the Contract Manager. In addition, the Proposer shall provide a read-only licenses for the City's use for a period of seven years. If any data stored is in a proprietary format, Proposer shall provide a means for translating it to a standard in the public domain.

## **D.3 PRODUCT SPECIFICATIONS:**

### **1) ACTIVE, PASSIVE AND/OR HYBRID GLOBAL POSITIONING SATELLITE TRACKING (GPS) CATEGORY**

- a) Device shall be waterproof to at least 15 feet, durable, shock-resistant, washable and shall comply with FCC regulations.
- b) The unit shall have tamper detection utilizing electronic and/or fiber optic mechanisms. Once the unit detects a strap tamper violation, it shall send a unique tamper signal to the central host system to alert staff of a violation.
- c) Device straps should be replaceable in the field and require minimal training for City staff.

- d) The unit shall include motion detection.
- e) City staff shall be able to communicate with the offender through a minimum of one way communication. The contractor's software shall provide City staff the ability to send messages on command.
- f) The unit shall provide a feature for the offender to acknowledge the one way communication.
- g) The unit shall be configurable to collect location data in Active, Hybrid, and Passive modes without making any adjustments to the unit hardware.
- h) The unit shall be capable of being attached to the offender so that efforts to tamper with or remove the transmitter are obvious to visual inspection.
- i) The transmitter shall emit a signal at a frequency which is not commercially interruptible at least once every 30 seconds.
- j) The unit shall have batteries which are easily charged by offender or shall plug into standard residential power sources. Charging system shall be lightweight and accommodate 110V power supplies. Charging system shall include indication whether the GPS tracking unit is charging or has a full charge. Charging system shall allow for a secure connection to the bracelet without undue risk to the offender.
- k) The unit shall not unduly restrict the offender's day to day activities.
- l) At a minimum, the unit shall detect, record, and alert City staff for the following events: low battery, battery charging, lost GPS coverage, zone violation, curfew violation, communication loss, and equipment tamper.
- m) Transmitter straps shall be adjustable to fit any size offender. Straps of multiple sizes are encouraged.

## 2) RADIO FREQUENCY/RF CATEGORY

- a) **Transmitter** - The Proposer shall propose a transmitter, which shall be comfortably worn on the ankle or wrist of the participant and shall meet the following requirements:
  - i) The device shall be small, lightweight and not pose a health hazard nor unduly restrict the activities of the participant; and of a size to be worn under normal slacks.
  - ii) The device shall be capable of being securely attached to the participant's ankle or wrist and report any and all efforts to tamper with or remove the device.
  - iii) Transmitter straps shall be adjustable to fit any size offender. Straps of multiple sizes are encouraged.
  - iv) The device shall be shock resistant, water and moisture proof up to at least 15 feet, and function reliably under normal atmosphere and human environment conditions. Device shall also conform to all FCC regulations.
  - v) The device shall contain a radio transmitter whose coded radio signal shall be unique to the individual to whom it is attached so as to enable positive confirmation of the presence/absence of the participant within an adjustable range of a minimum of 50 feet of the receiver.
  - vi) The transmitter shall emit a coded radio signal at least once every minute on a continuous basis during the operating life of the battery.

- vii) The transmitter shall be battery powered and designed for a minimum continuous operating battery life of a minimum of approximately six months.
- b) **Receiver** - The Proposer shall propose a receiver to be located in the participant's home (conforming to FCC standards and regulations), which shall continuously monitor the participant's transmitter and meets the following requirements:
- i) The receiver shall be powered by 110-volt A.C. power with internal auto-recharging battery capable of supplying back up power for a period of more than 24 hours. The electrical wire connecting to A.C. power shall be UL approved, and of sufficient length to adequately connect to the household AC power.
  - ii) The receiver shall be capable of full communications to the Proposer's central computer system by connection to the participant's telephone company wall outlet using a standard RJ-11-C modular telephone connector.
  - iii) The unit shall be directly connected to the offender's home phone line, or through an optional Cellular Receiver, to report events and alerts to the contractor's central monitoring computer.
  - iv) The participant's receiver shall accept and process radio signals only from the unique signal of that same participant's transmitter.
  - v) The receiver shall detect attempts to simulate or duplicate the participant's transmitter radio signal by a foreign device and immediately report detection of such an occurrence to the central computer.
  - vi) The receiver shall contain an internal clock and sufficient memory to continue and store with a time stamp of all events and activities per day that shall occur for at least the next 5 days, in the event the communications link with the Proposer's central computer system is disrupted. The receiver shall be capable of operating without AC power for a minimum 24 hours and events can be stored for up to a minimum of 10 days.
  - vii) The receiver shall detect, and store with time stamp the following events, at a minimum, and promptly communicate them to the central computer:
    - (1) Arrival of transmitter within the range of the receiver;
    - (2) Departure of transmitter out of range of the receiver after a preset programmable time interval;
    - (3) Tampering and/or removal of the transmitter from the participant;
    - (4) An attempt to simulate or duplicate the radio signal by a device other than participant's own transmitter;
    - (5) Loss and/or restoration of the home's commercial power;
    - (6) Loss and/or restoration of the communication service (the disconnection event shall be sent as soon as the communications service is restored);
    - (7) Low battery condition of transmitter and/or receiver;
    - (8) Tampering of receiver.
    - (9) Motion detection cellular devices

viii) The receiver shall be capable of seizing a telephone line when not in use. It shall not seize a line in use, but instead shall deliver a courtesy signal as a yield warning to any person using the line. It shall then seize the line after the person hangs up.

ix) The receiver shall not pose a health or safety hazard to the participant or other family members and shall function reliably under normal household environmental and atmospheric conditions.

x) Electrical surge protectors shall be built-in or provided for connecting power and communication lines.

xi) The receiver shall be capable of being installed and made operational by an officer or offender following the written instructions provided by the contractor/officer.

### **3) VIDEO AND/OR VOICE TRACKING/VERIFICATION AND MESSAGE REPORTING SYSTEM CATEGORY**

#### **a) Base Requirements**

i) The system shall work by comparing an offender's voice during a verification call to a "voiceprint," or digitized representation of the offender's voice obtained during enrollment.

ii) The system shall allow total voice enrollment, including voiceprint, in less than five minutes.

iii) The system shall have the ability to identify the offender's presence at prescribed locations.

iv) City staff shall be able to listen to recordings of voice verification calls over the Internet.

v) The system shall have the ability to place outbound calls and receive inbound calls.

vi) Call schedules and alert notification options shall be customizable on a case-by-case basis.

vii) The system shall have the ability to individually set the number of acceptable failures before an alert is generated.

viii) The system shall have such hardware and software security features as necessary to be tamper resistant.

ix) If the system requires City to manage outbound calling schedules, it shall allow access only by authorized personnel with remote access via the Internet and/or via toll-free dial-in.

x) If the system makes outbound calls to offender locations, the system shall be able to set the range of minutes between retry calls (after busy signal or no answer) and the maximum number of attempts to verify within a verification call.

xi) The system shall be able to allow City staff to view and print summary and analytical reports as needed to alert supervising Officers and/or City staff.

xii) The system shall be able to record and print the name of the offender and the date and time of the violation.

xiii) The system shall demonstrate a high degree of accuracy. The method of validation and percentage of accuracy shall be explained and quantified.

- b) Message/Day Reporting System** – The Proposer’s system shall meet the following requirements:
- i) Shall have call in for questions/responses.
  - ii) Shall have call in format flexibility to include multiple question format based on City needs.
  - iii) Shall have the ability to call in from predetermined/designated locations.
  - iv) Shall have the ability to notify City personnel of any change or violation through email, pager or text messaging.
  - v) Shall allow instant audible voice verification replay sessions via the internet.

#### **4) ALCOHOL MONITORING**

For all equipment types, the Proposer’s system shall meet the following requirements:

- a) Shall identify the offender’s presence at certain prescribed locations.
- b) Handheld devices shall work by comparing an offender’s voice to a voiceprint, digitized representation of the offender’s voice and/or facial recognition.
- c) Shall allow placement of outbound calls and/or receiving of inbound calls.
- d) Shall have call schedules and alert notification options that are variable by offender case.
- e) Shall individually set the number of acceptable failures before an alert is generated.
- f) Shall allow alert notifications through email or text messaging.
- g) Shall have such hardware and software security features as necessary to be tamper resistant.
- h) Shall allow online access to offender compliance history.
- i) Shall individually set the range of minutes between retry calls after busy signal or a no answer and the maximum number of attempts to verify within a verification call.
- j) Shall allow an officer or other designee to view and print summary reports as needed.
- k) Shall allow recording and printing the name of offenders and date and time of violation.
- l) Shall demonstrate high degree of accuracy. Method of validation and percentage of accuracy shall be explained and quantified as part of the technical proposal.
- m) The unit shall measure Breath Alcohol Content (BrAC) by using a detection technology.
- n) The unit shall measure BrAC by collecting deep lung samples.
- o) As the concentration of alcohol in a deep lung sample is directly proportionate to alcohol concentration in the blood, the unit shall be capable of measuring Blood Alcohol Content (BAC) from 0.010 at a minimum.
- p) The unit shall have a battery-operated backup.

- q) The battery shall power the unit for a minimum of 12 hours and retain an ability to continue prescheduled tests.
- r) The unit shall use a secure process that prevents enrollment except by authorized individuals.
- s) The unit will be capable of storing messages in a nonvolatile memory in the event of phone loss.
- t) The unit will be able to continue to administer breath tests in the absence of phone service.
- u) The contractor's central monitoring computer system will be capable of determining whether the offender took the test and then generate alerts based on the test results.
- v) The unit shall measure the presence of alcohol only. The Device shall not respond to natural gas or acetone.
- w) The unit will use verification to correctly identify the offender.
- x) The unit will allow tests to be administered in a variety of methods:
  - i) Random, computer generated as specified by the City. Allowing for an unlimited number of test periods and tests.
  - ii) At City designated locations or in the offender's home by authorized City staff. After the test, within 30 seconds the BrAC level should be displayed on the City operated hand held device.
  - iii) "On-demand" by the City.
- y) The unit will utilize mechanisms that detect attempts by the offender to defeat the unit by supplying a breath sample other than their own. The "erroneous" sample might be from a mechanical apparatus or accomplice.
- z) The unit will have tamper technology that is accurate and non-intrusive.
- aa) The contractor shall have monitoring software that is accessible through the internet and shall provide a description of its capabilities.

## **5) TRANSDERMAL SPECIFIC REQUIREMENTS**

- a) The unit will include tamper detection features including phone, case, and power alerts to ensure accuracy of the data generated by the unit.
- b) The unit will not require offenders to push buttons, or otherwise interact with the unit, in order for the testing process to begin or results of the test to be reported.
- c) The System shall provide 24-hour monitoring of alcohol concentration through the skin.
- d) The unit shall be attached to the detainee's ankle using secure straps and alarms that detect any attempt to tamper with the device.
- e) External power and phone cords for the unit shall be field replaceable.
- f) The unit will be compatible with the contractor's Radio Frequency monitoring solution. The unit will also have the capability to be used as a stand-alone solution.

- g) The transmitter shall automatically measure and record the offender's transdermal alcohol level on a regular basis, regardless of the offender's location.
- h) The transmitter shall take an alcohol sample a minimum of once every 30 minutes or as determined by City.
- i) The unit shall connect to the telephone network with a standard RJ11-C jack or through cellular communication. A telephone cord and modular plug shall be provided with the unit at no additional cost to the City. The unit shall be directly connected to the offender's home phone line, or through an optional Cellular Receiver, to report events and alerts to the contractor's central monitoring computer.
- j) The transmitter shall comply with FCC regulations and be highly durable, shock-resistant, and water resistant to allow for activities such as bathing.
- k) When a low-battery event occurs, the system shall generate a low-battery alert that gives City staff at least five days to replace the battery before it becomes exhausted.
- l) The transmitter straps and battery shall be replaceable in the field and require minimal training for City staff.
- m) The transmitter shall be able to distinguish between ingested alcohol and environmental alcohol.
- n) The transmitter should have multiple tamper detection technologies such as water submersion, skin conductivity, temperature, proximity to the leg, infrared debris buildup detection, motion detection and strap tamper detection.
- o) At a minimum, the transmitter shall detect, record, and alert City staff for the following: low battery, unit shall be returned for recalibration, alcohol event, equipment tamper, and curfew violation (if paired with an optional receiver).
- p) The transmitter shall be able to pair to a receiver to report monitoring data to the contractor's central monitoring computer system.
- q) The transmitter shall emit a signal to the receiver at least once every 30 seconds continually, during the operating life of the transmitter's battery.
- r) RF signals from the transmitter to the receiver should have a range of up to 150 feet.
- s) RF signals from the transmitter to the receiver should be on a noncommercial frequency.
- t) Proposer shall allow the unit to be paired with Radio Frequency (RF) as determined needed by the City. The RF service shall be available in land line and cell variants.

## 6) SUPPLEMENTAL SUPPORT SERVICES

The agency requires administrative, technical, and data management services. Based out of the offeror's 24x7 monitoring center, the agency requires bi-lingual services aimed at helping officers keep clients accountable. The goal of these services is to relieve officers of clerical and administrative tasks to allow agency personnel to maximize time spent with clients.

All data that is generated, modified, or updated through these supplemental support services must be accessible via phone, email, or tablet.



- a) Automated Check-In
  - i) The offeror must provide an automated self reporting solution that requires clients to call into an Interactive Voice Response (IVR) system.
  - ii) Clients must be able to call the system as required to provide daily, weekly, or monthly check-ins.
  - iii) The system must be able to verify information for each caller through a series of questions (e.g. “have you had any changes in employment?”).
  - iv) If there are changes or exceptions to the expected responses, the client must be routed to a live member of the offeror’s monitoring center. Offeror staff must update information in the system in real time.
  - v) The system must provide automated notifications and reminders to clients.
  - vi) The system must have the capability for officers and clients to leave and receive messages from one another.
  - vii) The system must provide real-time officer notifications for any noncompliant activity.
  - viii) The agency must be able to customize the questions asked by the IVR system.
  
- b) Documenting Officer Contact with Clients
  - i) The offeror must provide data entry service for officers to record case notes while in the field.
  - ii) The offeror must provide highly trained staff to transcribe officer notes based on interactions with clients. These services must be provided on a 24x7 basis.
  - iii) All documentation of case notes must be date and time stamped within the software. These notes should be easily reviewed by authorized staff.
  
- c) Alert Management Activities
  - i) The offeror’s monitoring center must accept client calls to verify that clients are adhering to agency-mandated schedules.
  - ii) Clients will call the offeror’s monitoring center to verify, schedule, or amend appointments for job interviews, work, school, or doctor visits.
  - iii) The system must enable officers approve or deny requests by phone or via offeror software.
  - iv) The offeror’s monitoring center must conduct initial outbound calls on all EM alerts, placed by persons physically present in the monitoring center. This must occur prior to dispatching alert information to the officer.
  - v) These initial calls should troubleshoot equipment issues or to locate a missing monitored individual.
  - vi) If unsuccessful, the alert must be escalated to the supervising officer for additional action in real time.
  
- d) Processing Warrants
  - i) The offeror must provide warrant processing services to expand the agency’s after-hour coverage.
  - ii) When a client misses a scheduled check-in or is considered absconded, the offeror must accept calls from officers to process a warrant for the client’s arrest.
  - iii) The offeror must process fingerprint and name matches in the National Crime Information Center (NCIC) database.
  
- e) Fee Processing
  - i) The offeror must provide fee management services that include client fee collection and processing, for both court-ordered or supervision fees, either electronically or manually.
  - ii) The system must have the ability to configure fee reminders for each individual through an automated notification system.
  - iii) The system must utilize a notification system that alerts clients when payments are due or late.
  - iv) Clients should have the option to pay fees via remittance envelopes or credit card through the offeror’s 24-hour monitoring center.

## 7) SMARTPHONE APPLICATION

The offeror must provide a client-facing smartphone application that provides supervision tools for agency personnel and client tools for accessing community resources.

### a) Application Features

- i) The mobile application must be highly secure and use password protection and other security features.
- ii) The application must provide a mobile reporting platform to help increase client accountability while in the community.
- iii) The mobile application must be customizable based on agency preferences and client risks and needs.
- iv) The data generated, collected, and reported via the mobile application must be accessible within the offeror's electronic monitoring software.
- v) The mobile application must be available in both English and Spanish.

### b) Supervision Tools

#### i) Check-In

- (1) The mobile application must biometrically verify client identity and location through fixed or randomly scheduled check-ins.
- (2) The mobile application should offer multiple options for biometrically identifying clients, including facial and voice biometric technology.
- (3) Agency personnel must be able to confirm that clients are compliant with location and curfew through the mobile application.
- (4) The mobile application must collect a GPS point during client check-in to confirm the location of the client.
- (5) The mobile application must be able to process the GPS point collected during a client check-in against the address of a required location at a specific time.

#### ii) Self Report

- (1) The mobile application must provide a means for clients to report significant life events (such as address changes, employment updates, program violations, arrests, and contact with law enforcement).
- (2) The mobile application must complete a biometric check-in, complete with GPS point collection, upon completion of the self-report activity.
- (3) The mobile application must allow agencies to create their own questions to be asked to a client.

#### iii) Calendar

- (1) The application must allow officers to create calendar events of upcoming appointments, such as court dates, officer meetings, and counseling sessions.
- (2) The mobile application must automatically send the client reminders of scheduled events.
- (3) The calendar and appointment reminder features must be flexible and easily customized by the officer.
- (4) The mobile application must provide officers with the option to link biometric check-ins to calendar events to verify attendance at required activities.
- (5) The mobile application must provide officers with the option to require that a client acknowledge an upcoming appointment on their calendar.

#### iv) Messaging

- (1) The application must contain a messaging feature that allows two-way communication between officers and clients.

- (2) All messages must contain a date and time stamp associated with each communication. The content of the messages and associated time and date stamp must be easily retrieved and reviewed within the offeror's electronic monitoring software.
- (3) All messages must contain delivery and read receipt information.

v) Documentation

- (1) The mobile application must allow clients to upload documents, such as employment and court information, into the offeror's electronic monitoring software. These documents must be captured as photographs that can be easily reviewed by agency staff.

c) Client Tools

- i) The mobile application should list agency-approved service providers for housing, medical, employment, and other essential services.
- ii) Listed resources within the application should contain contact information of service providers.
- iii) Clients must be able to directly call service providers from within the mobile application.
- iv) The mobile application must include access to an offeror's dedicated 24/7/365 call center.
- v) Clients must be able to retrieve and review conditions of supervision at any time from within the mobile application.

## 8) DATA ANALYTICS SOFTWARE

- a) Offerors must provide advanced data analytics software that is fully integrated with proposed electronic monitoring software. This analytical analysis feature should be designed to evaluate trends in client behavior and calculate potential risk.
- b) The offeror must provide analysis tools that promote officer work efficiency by providing agency supervisors and leadership with performance metrics. The analysis should provide key metrics correlated with officer productivity based on alert actions.
  - i) Analyzing Alert Actions
    - (1) The agency requires analysis that supports supervisors with monitoring officer efficiencies in managing and responding to alerts.
    - (2) The offeror's software must provide consolidated alert closure information, including: the number of alerts by officer within a specific period; categories of alerts and associated resolution times; and average time of alert resolution.
    - (3) The offeror's software must provide a graphical display that details outliers of alert trends.
    - (4) The offeror's software must be capable of providing consolidated alert closure information that includes: the number of alerts closed by type; the average alert closure time; and an analysis of the five most frequently generated alerts.
- c) The offeror must provide analysis tools that support officer efficiencies in managing electronic monitoring data and large caseloads. The software should analyze historical and recent data to provide officers with information about client risk patterns, identify high-risk clients, and prioritize alert management.
- d) The software should display the results of client data analysis in a visual format. This visual representation should enable officers to manage higher risk clients at-a-glance.
- e) The software should display a list of clients by officer caseload that are ranked by priority of risk level.

- i) Comparing and Analyzing Alerts
  - (1) The software should display monitored clients for a specific officer and be able to categorize alert information based on established time periods.
  - (2) The software should easily identify clients that generate a high number of alerts.
- ii) Analyzing Frequently Visited Locations
  - (1) The offeror's software should provide information on the areas and timeframes that clients frequently visit or "stop." This information is critical to determining potential hotspots of undesired activity.
  - (2) The offeror's software should automatically aggregate data to provide trends in offender behavior and determine high risk locations.
- iii) Analyzing Areas of Interest
  - (1) The offeror's software should provide the ability for officers to search for clients that were in proximity of a specific address at a certain time. This feature is critical to assisting officers with determining which clients were in close proximity to a crime scene, victim, or exclusion zone.
  - (2) The offeror's software should display all monitored clients that were in a certain area at a predetermined time on a map.
- iv) Creating Zones Based on Risk Data
  - (1) The offeror's software should contain addresses of locations that are considered high-risk. This information should be updated at least quarterly.
  - (2) The offeror's software should leverage these known risk locations to increase efficiency with exclusion zone creation.
- v) Identifying Absconder Behavior
  - (1) The offeror's software must generate a historical report that details areas where clients frequently stop for a specified timeframe. The offeror's software must analyze this historical information to identify where the client frequently visits—enabling officers to prioritize enforcement activities when clients have absconded.
  - (2) The analysis should detail the locations of family, friends, employers, and other locations and the amount of time spent at each location.

## 9) ONLINE MONITORING SOFTWARE

Software should be provided as one interface from which to manage an entire caseload, and support all products within this solicitation, to include all variations of radio frequency, GPS, and alcohol monitoring equipment. Software should be available 24x7x365 from any web-enabled computer, smartphone, or tablet. Software, and the associated server/hardware system should be geographically redundant, and both the primary and backup servers located within the United States of America.

- a) Accessibility
  - i) Offeror should provide software that can be accessed 24/7/365 from any device.
  - ii) Offeror should not use third-party software or make plug-ins required.
  - iii) Offeror should be required to have software web interface on one platform, be user friendly and easy to use.
- b) Reporting
  - i) Offeror should be able to enroll and inactivate clients from software in an efficient manner, with ease.
  - ii) Agency should require software that can view and process alerts, view, enter and modify data including zones, schedules, and client demographics, enter violation procedures, customize violation notifications and pair alerts.
  - iii) Agency should require software that is capable of assigning multiple equipment and application types to a single individual.

- iv) Agency should, at a minimum, require software to have functionality to create Standard and custom reports, have the ability to export to Word, Excel or PDF, and schedule one-time or recurring reports.
  - v) Offeror's software should automatically dispatch a notification of a violation to one or more designated personnel. Notifications shall be sent via phone, fax, email, page, text message, as designated by the agency with options for immediate, business hours, after hours or agency recognized holidays, next day, or next business day notification.
  - vi) The software shall differentiate GPS points when a violation has occurred.
  - vii) Agency should require that software allow officers with GPS caseloads to create circular, rectangular, and polygon shaped zones, that can be easily modified as necessary.
  - viii) Agency should require that the software allow officers to find a GPS client's location in near real time.
  - ix) Offeror's software should have the capability to actively, in near real time, pursue a GPS client as necessary by the Agency.
  - x) Offeror's software should have the capability to modify a device's setup and configurations by individual client, officer caseload, and for the entire agency.
  - xi) Offeror's software should be able to have the ability to send messages on command.
- c) Advanced Mapping Capabilities
- i) Agency should require that software allow officers with GPS caseloads to have access to sophisticated mapping technologies that are integrated with the software.
  - ii) Offeror's should be required to use Google Maps™ mapping service to build zones and review client information from software.
  - iii) Offeror's software should utilize Google Maps in order to can be viewed in 2-D or 3-D and provide road, aerial, and bird's eye views of GPS points.
- d) Agency Level Access
- i) Offeror should incorporate several features that support agency level efficiency.
  - ii) Offeror's software should be required to incorporate inventory management and allow agency to view inventory data across multiple sub agencies and easily transfer equipment between them.
  - iii) Offeror's software should allow agencies to create zones and permissions at the agency level, rather than building them individually for each client.