

**ATTACHMENT A – COVER PAGE**

**PROPOSER'S NAME** (*name of firm, entity, or organization*):

Sentinel Offender Services, LLC

**FEDERAL EMPLOYER IDENTIFICATION NUMBER:**

33-0929945

**NAME AND TITLE OF PROPOSER'S CONTACT PERSON:**

Alan Velasquez, Vice President

**MAILING ADDRESS:** 220 Technology Drive, Suite 200  
**Street Address:**

**City, State, Zip:** Irvine, California 92618

**TELEPHONE NUMBER:** O: 800.929.8201 ext. 2236 / C: 949.678.0813

**FAX NUMBER:** 949.453.1554

**EMAIL ADDRESS:** Authorized Representative: avelasquez@sentrak.com / Proposal Process: bids@sentrak.com

**PROPOSER'S ORGANIZATIONAL STRUCTURE**

Corporation     Partnership     Proprietorship     Joint Venture  
 Other (explain): Limited Liability Company

If Corporation,    Date Incorporated: Nov. 1, 2000    State Incorporated: Delaware  
States Registered in as foreign corporation:

**PROPOSERS SERVICES OR BUSINESS ACTIVITIES OTHER THAN WHAT THIS RFP REQUESTS:**

Radio Frequency Curfew Monitoring, Remote Breath Alcohol Testing, Transdermal Continuous Alcohol Monitoring,  
Kiosks (for collections / check-in), Case Management Software, Drug Testing, and Technician Services\*.

\* = only Sentinel has additional service staff immediately available due to the proximity of our Corporate Headquarters and six (6) other local field offices - all staffed by full-time Sentinel personnel.

**PROPOSER'S AUTHORIZED SIGNATURE:**

The undersigned hereby certifies that this proposal is submitted in response to this solicitation.

SIGNED: 

DATE: 25 April 2012

PRINT NAME: Alan Velasquez

TITLE: Vice President



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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7 May 2012

County of San Bernardino  
Probation Department  
Attn: Jeffrey Young  
175 W. 5th Street  
San Bernardino, CA 92415-0460  
Tel: 909.387.5917  
[jyoung@prob.sbcounty.gov](mailto:jyoung@prob.sbcounty.gov)

Re: Sentinel Offender Services Proposal Response to the RFP No. PRB 12-01

Dear Mr. Young:

Sentinel Offender Services respectfully submits the following proposal in response to the County of San Bernardino Probation Department Request for Proposal (RFP) for "GPS Tracking Services".

Sentinel has been providing offender supervision equipment and services to correctional agencies for nearly twenty (20) years, **maintaining the same ownership since inception** – an achievement no other bidding vendor can claim. Since starting operations in 1992, we have been entirely focused on providing correctional agencies with the utmost in service and equipment, along with the personnel to assist corrections staff with the operation of the program. As offender supervision needs have changed over the past years and additional monitoring tools were required, Sentinel has expanded its service options to include a wider spectrum of Offender Supervision Services. This year, Sentinel has continued its product line growth and expanded its market share in this industry through the acquisition of G4S Justice Services, LLC, as well as the manufacturing operations of G4S Justice Services, Canada. This transaction provides Sentinel customers with a compelling combination of industry leaders and confirms Sentinel's position at the forefront of the offender management arena.

Sentinel now services more than 600 agencies across the United States incorporating Probation and Parole Departments, Sheriff's Departments, Courts, and Community Supervision programs through its complete **Suite of Offender Supervision Services**. As the current service provider for the San Bernardino Probation Department's GPS Tracking Program, we are proud to provide this response to your bid and look forward to meeting the needs of the Department for its upcoming contract cycle. This program consists of local Sentinel staff providing daily services with no lapse in monitoring or performance.

Unlike other providers, we can assure the Probation Department that we will **continue** to provide the highest level of service possible along with the leading equipment and software in the industry – **all serviced by Sentinel personnel. This level of service is not matched by other vendors** who must utilize sub-contractors to provide equipment and/or monitoring services from third-party sources.

Our Operations staff is *immediately* available to continue providing global positioning satellite (GPS) tracking supervision services and on-site technician services. We have proposed to continue providing the County's offender population with our GPS tracking equipment solution with the continued support of our National Monitoring Center, National Warehouse, and management personnel. In addition, if we were to be selected once again as the Probation Department's program provider, we have provided information on additional offender monitoring and tracking equipment that would exceed the expectations of the Department. Any new equipment and services would be provided and available to the County, if so requested, *at any time*. Our services include radio frequency (RF) monitoring, drug and alcohol testing, voice-based monitoring, and an interactive kiosk platform for check-in programs. As an *additional benefit*, should the program grow and require additional support, Sentinel would open a local branch office at **no cost** to the County.

We can assure the Probation Department that we will continue to provide the utmost in service and leading-edge equipment to meet the needs of the County, Court, and offenders, upon selection for this new contract. As a service provider to the County of San Bernardino, we view our current contract as a partnership with the County and Department; we look forward to the opportunity to continue being of service to help ensure the safety of the community by providing the latest in equipment, services, and support to exceed the goals of the program.

Please note, on the following page we have provided a copy of the cover of the "thirty percent (30%) post consumer content" ream of paper we have used for production of our submission to the Probation Department.

We appreciate the opportunity to provide a bid for the County of San Bernardino Probation Department's "GPS Tracking Services" Program. Should the Probation Department have further questions regarding our offering, please contact our Authorized Representative, Mr. Alan Velasquez, Vice President, via office telephone at 800.929.8201 extension 2236, via cellular phone at 949.678.0813, or via email at [avelasquez@sentrak.com](mailto:avelasquez@sentrak.com).

We look forward to continue meeting the needs of the Probation Department through this comprehensive and competitive response.

Sincerely,



Mark Contestabile  
Chief Business Development Officer



## Table of Contents

1.	Statement of Experience .....	9
1.1.	Company Experience .....	10
1.2.	Experience with County.....	11
1.3.	Industry Experience with OFEM Programs.....	12
2.	Minimum Vendor Requirements (Attachment B) .....	15
3.	Exceptions to RFP (Attachment C).....	17
4.	Statement of Certification (Attachment D).....	19
5.	References (Attachment E).....	21
6.	Proposal Description.....	23
6.a.	Scope of Work (RFP Section IV) .....	25
A.	Background.....	25
B.	Objective.....	26
C.	General Requirements.....	26
D.	Locations.....	34
E.	Monitoring Center.....	34
F.	Software System .....	43
G.	Home Monitoring Unit .....	50
H.	Transmitter.....	55
I.	GPS Levels.....	59
J.	GPS Two-Piece System .....	63
K.	GPS One-Piece System.....	68
L.	GPS Funding.....	75
M.	Additional Requirements .....	76
N.	Training.....	82
O.	County Contract Representative .....	84
P.	Proposer Contract Liaison.....	85
Q.	County Responsibilities .....	87
R.	Confidentiality .....	88
S.	Quality Control .....	95
T.	Special Requirements for Penal Code Section 1203.016 Agreement.....	100
6.b.	Proposer’s Understanding.....	119
6.b.1.	Offering to the Probation Department .....	119
6.b.2.	Daily Monitoring of Program Participants to Ensure Compliance with Sentence Requirements .....	119
6.b.2.1.	Local Based Technician.....	119
6.b.2.2.	National Monitoring Center.....	120
6.b.2.3.	Warehouse .....	120
6.b.2.4.	Corporate Office .....	121
6.b.3.	Daily Program Compliance.....	121
6.b.4.	Provision of Equipment and Supplies.....	122
6.b.5.	Proposed Equipment and Accompanying Services .....	122
6.b.5.1.	Global Positioning Satellite Tracking .....	122



- 6.b.5.2. Drug Screening (Optional)..... 123
- 6.b.5.3. Stand-Alone Kiosk for Check-In and Collections..... 123
- 7. Statement of Qualifications..... 125
- 8. Financials ..... 129
- 9. Licenses, Permits, and/or Certifications ..... 131
- 10. Cost ..... 151
- 11. Employment of Former County Officials ..... 161
- 12. Insurance ..... 163
- 13. Descriptions of Equipment and Services ..... 167
- 13.1. Global Positioning Satellite Tracking Equipment and Services ..... 167
- 13.1.1. UniTrak 1-Piece Global Positioning Satellite (GPS) Unit Description ..... 167
- 13.1.2. Platinum Home Monitoring Unit (RF-enabled)..... 169
- 13.1.3. TrakMate 2-Piece Global Positioning Satellite Unit Description..... 172
- 13.1.4. DualTrak II Radio Frequency Ankle-Worn Transmitter for Redundant RF Over GPS Coverage with the TrakMate ..... 173
- 13.1.5. Tracking Control Unit (Global Positioning Satellite Home Receiver) Description ..... 174
- 13.1.6. Three (3) GPS Tracking Supervision Levels from One (1) Piece of Equipment ..... 175
- 13.1.7. Setting GPS Inclusion and Exclusion Zones ..... 176
- 13.1.8. Built-In GPS “Event Detection” Software..... 177
- 13.2. Centurion Kiosk Unit for Check-In and Collections ..... 178
- 13.3. Drug Screening Services..... 178
- 13.4. Monitoring Center..... 179
- 13.4.1. National Monitoring Center Operations ..... 180
- 13.4.2. Uninterrupted Operations at Sentinel’s National Monitoring Center ..... 183
- 13.4.3. Monitoring Center Operators..... 185
- 14. Sample Reports ..... 187
- 15. Quality Control Plan ..... 195

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## 1. Statement of Experience

*Include the following in this section of the proposal”*

- a. Business name of the Proposer and legal entity such as corporation, partnership, etc.**

<b>Full Company Name</b>	Sentinel Offender Services, LLC
<b>Company Address</b>	220 Technology Drive Suite 200 Irvine, CA 92618
<b>Telephone &amp; Fax Numbers</b>	T: 800.929.8201 F: 949.453.1554
<b>Entity Type</b>	Limited Liability Company
<b>State &amp; Date of Incorporation</b>	Delaware, November 1, 2000
<b>Federal Employer Identification Number</b>	330929945

Sentinel’s Corporate Headquarters are located in Irvine, California, within the County of Orange – a mere one-hour drive from San Bernardino County.

- b. Number of years the Proposer has been in business under the present business name, as well as related prior business names.**

Sentinel has been providing offender supervision services for nineteen (19) years. Unlike other vendors, we focus 100% on the monitoring and tracking of offenders. We are not a burglar alarm company or a non-corrections related firm. *All of our services, products, and technologies are specifically designed for corrections supervision.*

Sentinel was originally established, in 1992, as Sentinel Monitoring Corporation. However, as we added a wider range of offender-related services and monitoring tools, we changed our name to Sentinel Offender Services in 2000, providing a broader description of our Company’s services. The ownership of the Company has never changed as Mr. Robert Contestabile, founder of Sentinel Monitoring Corporation, remains as President/CEO of Sentinel Offender Services, LLC.

- c. A statement that the Proposer has a demonstrated capacity to perform the required services.**

Sentinel has been providing services to the Probation Department since 2008.

In this current GPS Tracking Services Program, we provide more than 256 case management appointments with participants per month. Our staff is responsible for processing 6,500,000 GPS points during an average month, further establishing our industry leading status in providing full-service, case management home detention programs.



**Below we have provided descriptions of our industry experience, our specific experience with the County of San Bernardino, and our experience with operating offender-funded program models.**

## **1.1. Company Experience**

Sentinel Offender Services, a Limited Liability Company, has been providing offender monitoring and case management services since 1992. Unlike other vendors, we focus 100% on the monitoring and tracking of offenders. We are not a burglar alarm company or a non-corrections related firm. *All of our services, products, and technologies are specifically designed for corrections supervision.* As offender supervision needs have changed over the past years and additional monitoring tools were required, we expanded our service options in response to these needs to include a wider spectrum of Offender Supervision Services.

This year, Sentinel has continued its product line growth and expanded its market share in this industry through the acquisition of G4S Justice Services, LLC, as well as the manufacturing operations of G4S Justice Service, Canada. This transaction provides Sentinel customers with a compelling combination of industry leaders and confirms Sentinel's position at the forefront of the offender management arena. Sentinel now services more than 600 agencies across the United States incorporating Probation and Parole Departments, Sheriff's Departments, Courts, and Community Supervision programs through its complete **Suite of Offender Supervision Services**.

Today, Sentinel provides law enforcement and corrections agencies across this country with **more electronic monitoring and offender solutions than any other service provider in the arena**. We offer a complete platform of supervision solutions, including:

- ❖ Radio Frequency (RF) Monitoring and GPS Tracking
- ❖ Drug and Alcohol Testing Services
- ❖ Voice Verification Programs
- ❖ Court Programs
- ❖ Case Management Services
- ❖ Offender-Funded Programs
- ❖ Fines and Fees Collection Programs
- ❖ Kiosks for Check-in and Collection Programs
- ❖ Sentinel Success Center (Day Reporting Center) Programs

Our current service spectrum provides service options to distinct offender populations. Through our court services programs, we provide full-service case management and electronic monitoring services through our Sentinel-owned and -operated National Monitoring Center. Our staff ensures that these individuals meet all terms of their sentence, including counseling or treatment, payment of fees, fines, and restitution, and electronic supervision, when needed. By adding a layer of service with the development of our full-service case management model, we were able to assist in the growth of the size of these programs as our case management staff enable correctional officers to focus on enforcement of the offender without the hindrance of routine monitoring duties.



As an additional benefit to our customers, Sentinel **developed an Offender-Funded Program Model** that allows us to provide all of our monitoring services at little or no cost to the agencies, thereby saving correctional agencies tens-of-millions-of-dollars in jail cost and monitoring fee avoidance. With no impact on their operational budget to fund these monitoring programs, agencies were able to further expand the programs without requiring additional funds to pay for monitoring services. All of our products and services are offered through an agency-funded, offender-funded, or an offender-paid with agency-subsidy program that allows for the program to be utilized with only minimal costs to the agency as subsidy would only be required at a lower rate than if the agency would be responsible for all program costs. Sentinel's offender-paid program model has been utilized with great success since 1992, and *we have placed more offenders through offender-funded programs than the rest of the monitoring industry combined.*

Sentinel continues to exhibit extraordinary depth in qualifications and experience. Since our inception in 1992, more than 1,000,000 offenders have successfully completed their sentences through our extensive program of community-based monitoring services. Sentinel administers all aspects of these solutions-based programs in partnership, and in complete compliance, with agency-specific directions. Where other companies are small departments or divisions of foreign-owned firms or parent companies in unrelated fields, we remain focused on offender supervision. This focus allows Sentinel to offer different services and programs to meet all needs of the offender population, from the lowest-risk electronic monitoring offenders to the highest-risk global positioning satellite (GPS) tracking offenders.

## 1.2. Experience with County

We have been providing offender supervision services to the County of San Bernardino Probation Department program since 2008. Our services to the County include the provision of on-site Technicians that handle all equipment related duties. With daily offender populations that have exceeded 150 offenders at any one time, we have always met the Department's goals without any lapses in service. During program operations, we have ensured that Department staff received all of the necessary training and on-going support so that they can easily review daily activity and alert reports generated by our Monitoring System.

Probation Department personnel are responsible for all program application screenings and violation enforcement. Over the years of operation, **this program has been successful in assisting the Probation Department to significantly reduce its in-house jailed population.**

### On-Site Personnel and Local Support

As previously stated, we provide equipment Technicians for this program who are responsible for all installations and removals. They handle all of the necessary maintenance, cleaning, and inventory control. We provide **bilingual personnel** so that providing the defendants with equipment instructions is easily handled by our staff. Most importantly, with the extent of local services we provide in Southern California to the neighboring Counties of Los Angeles, Riverside, Orange, and with our National Warehouse in Irvine, California, we have additional staff that can be made *immediately* available for duty at the San Bernardino Probation Department's facility at anytime. In addition, with our local management personnel located in Orange County, we can provide refresher training to County and our own local San Bernardino staff at anytime. Our personnel are also available if ever needed for court proceedings.



## Immediate Equipment Provision

Along with the large amount of local staffing and personnel support for this program, we can also deliver equipment at anytime. Unlike other vendors whose warehouses are in different parts of the Country, our National Warehouse is located in neighboring Orange County, only one hour from the County’s GPS Tracking Services Program site. This allows us to have equipment delivered to the Department’s facility literally on a same day basis, if so required.

The same convenience applies to the provision of equipment since our Warehouse is located a mere one (1) hour drive from the current Central Area facility. ***No other vendor has the local resources, staffing base, and equipment that Sentinel brings to the San Bernardino County Probation Department’s program.***

## Low Cost Program

As a partner to the County, we will be providing an economical pricing proposal with *no hidden fees or random costs*. The costs we will provide will cover the service, monitoring, and support of the program. Every task we must perform for the program will be covered under the proposed price rates, including the on-site technicians, management support, and any future development of reports or other County-requested notifications.

## 1.3. Industry Experience with OFEM Programs

Sentinel developed and pioneered the offender-paid Home Detention and Electronic Services program in 1992. Nearly two (2) decades later, **we are still the leader** in providing these ***full-service programs*** to courts, probation, and law enforcement departments nationwide. We have operated programs of all sizes, including the largest offender-funded electronic monitoring program of its kind in the nation that monitored more than 2,000 offenders daily, and provide the same level of exceptional service regardless of the size of the program.

Of our nearly one hundred (100) accounts – agency- and offender-funded – across the nation we currently have ***fourteen (14) accounts within the State of California***. No other vendor has the experience throughout California that we possess. Some of our California accounts are in the third or fourth contract cycle; this continuous selection process can attest to our level of dedication in service to all of our accounts. In the majority of our California accounts, we service both the County Probation and Sheriff Departments while meeting each Department’s individual needs. Our California customers – both agency- and offender-funded, include:

- ❖ Butte County Sheriff’s Dept.
- ❖ Lake County Sheriff’s Office
- ❖ Los Angeles County Probation Dept.
- ❖ Los Angeles County Sheriff’s Dept.
- ❖ Orange County Probation Dept.
- ❖ Riverside County Probation Dept.
- ❖ Riverside County Sheriff’s Dept.
- ❖ Sacramento County Sheriff’s Office
- ❖ San Bernardino County Sheriff’s Dept.
- ❖ San Bernardino County Probation Dept.
- ❖ San Bernardino Juvenile Probation Dept.
- ❖ San Mateo Juvenile Probation Dept.
- ❖ San Mateo Adult Probation Dept.
- ❖ San Mateo Sheriff’s Dept.



Many of these contracts are full-service programs where Sentinel provides case management services at our local facilities. These offender-funded programs operate at *no cost* to the agency through the Sentinel-developed Offender-Funded Program Model, allowing Sentinel to provide all of our monitoring services at little or no cost to the agencies. This saves correctional agencies tens-of-millions-of-dollars in jail cost and monitoring fee avoidance. With no impact on their operational budget to fund these monitoring programs, agencies were able to further expand the programs without requiring additional funds to pay for monitoring services.

Using geographically-based economic data we create a sliding scale format that is equitable for both the program participant and Sentinel. This scale allows our staff to assess an appropriate daily fee for service based on the individual offender's financial capabilities. Similar to what is we provide to the County, we operate offender-funded programs across the country at such agencies as:

- ❖ Arizona – City of Phoenix Prosecutor's Office
- ❖ California – Los Angeles County Probation Department, Orange County Probation Department, San Bernardino County Probation Department
- ❖ Michigan - Lansing 30th Judicial Circuit Court
- ❖ South Carolina – Greenville County Detention Center Program
- ❖ Texas –Dallas County Criminal Justice Department
- ❖ Washington – City of Seattle Home Detention Program

For this program, Sentinel will continue to directly collect payments from the offenders at our local office, thereby eliminating the need for County personnel to be involved with the collections portion of the operation.

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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**ATTACHMENT B – MINIMUM PROPOSER REQUIREMENTS**

The following requirements apply to all prospective Proposers.

	Requirement	Agree (Initial)	Agree with qualification (initial and attach explanation)
1.	Have no record of unsatisfactory performance. Proposers who are or have been seriously deficient in current or recent contract performance, in the absence of circumstances properly beyond the control of the Proposer, shall be presumed to be unable to meet this requirement.	(AV)	
2.	Have the ability to maintain adequate files and records and meet statistical reporting requirements.	(AV)	
3.	Have the administrative and fiscal capability to provide and manage the proposed services and to ensure an adequate audit trail.	(AV)	
4.	Have at least three (3) years experience providing this type of service.	(AV)	
5.	Provide references of a minimum of three (3) other customers, one (1) of which should be a government agency, involving the Proposer's delivery of services that demonstrate the ability of the Proposer to provide GPS Tracking Services as outlined in this RFP. All references shall have names, titles and phone numbers.	(AV)	
6.	Meet other presentation and participation requirements listed in this RFP.	(AV)	

SIGNED Alan Velasquez

PRINT NAME Alan Velasquez

TITLE Vice President

DATE 25 April 2012



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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**ATTACHMENT C – EXCEPTIONS TO RFP**

**CONTRACTOR NAME** Sentinel Offender Services, LLC


**ADDRESS** 220 Technology Drive, Suite 200, Irvine, California 92618

**TELEPHONE#** (800 ) 929.8201 **FAX # ( )** 949.453.1554

I have reviewed the RFP and General Contract Terms in their entirety and have the following exceptions:  
(Please identify and list your exceptions by indicating RFP, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.)

We have reviewed the RFP document provided by the County of San Bernardino Probation Department and take no exceptions to the language contained therein.

**Name of Authorized Representative** Mark Contestabile, Chief Business Development Officer

**Signature of Authorized Representative** 

**Date** 9 May 2012



# SENTINEL







RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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**ATTACHMENT D – STATEMENT OF CERTIFICATION**

The following statements are incorporated in our response to the County of San Bernardino.

	<b>Statement</b>	<b>Agree (initial)</b>	<b>Agree with qualification (initial and attach explanation)</b>
1.	The offer made in the proposal is firm and binding for 180 days from the date the proposal is opened and recorded.		
2.	All aspects of the proposal, including cost, have been determined independently, without consultation with any other Proposer or competitor for the purpose of restricting competition.		
3.	All declarations in the proposal and attachments are true and that this shall constitute a warranty, the falsity of which will entitle the County to pursue any remedy by law.		
4.	Proposer agrees that all aspects of the RFP and the proposal submitted shall be binding if the proposal is selected and a Contract awarded.		
5.	Proposer agrees to provide the County with any other information the County determines is necessary for an accurate determination of the Proposer's ability to perform the services as proposed; and		
6.	Proposer, if selected will comply with all applicable rules, laws and regulations.		

Signed: 

Print Name: Alan Velasquez

Title: Vice President

Date: 25 April 2012



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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**ATTACHMENT E – REFERENCES**

<b>Name of Agency</b>	<b>Contact Name/Address</b>	<b>Phone Number</b>	<b>Dates services provided (from/through*)</b>

Provide a minimum of three (3) customer references you have contracted with, providing the same service as requested in this RFP.

\*Enter "**Present**" if still providing the services (Example: 10/08/03/present).



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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## 6. Proposal Description

*Provide a detailed description of the proposal being made.*

- a. The proposal should address, but is not limited to, all terms in Section IV-Scope of Work.*

We have provided our response to the County’s point-by-point requirements under proposal Section 6.a: Scope of Work (RFP Section IV) beginning on proposal page 25.

- b. The proposal should include the following:*

- i. A brief synopsis of the Proposer’s understanding of the County’s needs and how the Proposer plans to meet these.*

We have provided a narrative response describing our understanding of the County’s needs and our proposed solution under proposal Section 6.b: Proposer’s Understanding (page 119). This narrative includes an overview of our continuous (24/7) monitoring operations, on-site support, notification procedures, and equipment offering.

- ii. A concise statement of the services (and product, if applicable) proposed.*

Sentinel takes a unique approach to providing a global positioning satellite (GPS) tracking solution to criminal justice agencies. We designed our GPS system to provide redundant coverage of an offender by utilizing our (1) TrakMate II GPS portable tracking device along with our DualTrak II Radio Frequency (ankle-worn) Transmitter and the MultiTrak Tracking Control Unit (home-based receiver) or our (2) UniTrak 1-Piece GPS tracking device (ankle-worn) with the use of our optional redundant home monitoring unit. These designs allows for the use of our “Redundant GPS over RF” tracking and monitoring model which eliminates the issue of GPS drift. This functional design format allows the GPS tracking device to track the offender’s movements while away from the residence, while the home monitoring unit ensures compliance with residential curfew requirements by using standard radio frequency communication.



Regardless of the unit selected by the Probation Department for use on a specific program client, Sentinel will **continue** to provide the personnel and equipment necessary for monitoring and tracking program participants to ensure compliance with program requirements / sanctions. **We have provided a synopsis of our proposed offering under proposal Section 6.b: Proposer’s Understanding (page 119).**

Our GPS tracking units communicate with the Global Positioning System satellite constellation operated by the United States Federal Government. They use a twelve (12) channel GPS receiver to continuously track satellites twenty-four hours a day, seven days a week (24/7) – the best acquisition capability in the GPS industry.



Sentinel's GPS units are capable of gathering GPS points at whatever frequency required by the Department. Our standard Active package allows Sentinel to collect a point (or location) every minute and report that information to the monitoring system every five (5) minutes or ten (10) minutes. Our standard Passive tracks the participant while away from the residence and stores all participant movements (GPS points); since real-time reporting is not available at this tracking level, information that is polled is usually the prior day's information. However, if there is an "alert" the GPS device immediately reports that information through the cellular network to our online monitoring software. The officer is able to see updated "points" by simply logging into our proprietary online monitoring software, SenTrak.

The 1-piece and 2-piece GPS units receive information about their own position from orbiting satellites. The 2-piece GPS unit receives information about the associated ankle-worn transmitter via radio frequencies. Both GPS units transmit information using either landlines or cellular networks, depending on customer requirements. The components work in unison to gather and report all activity to our Monitoring Center systems. When in use, the GPS units relay the data via local cell towers that report into our Monitoring Center. This information is then deciphered and alerts are then sent to the designated personnel. These notification procedures will continue to be set on the protocols established by the Department based upon the requirements for each level of service and can be modified as needed.

Sentinel's Monitoring Center software, SenTrak, has the ability to notify the designated person immediately upon the signal reaching our Monitoring Center. Simultaneously, SenTrak can distribute alerts to multiple locations. The ability to parse data and customize the automated process makes the minimum processing time mere seconds.

**We have provided detailed descriptions of our proposed equipment and services under proposal Section 13.**

*iii. An explanation of any assumptions and/or constraints.*

As we have successfully provided all required services to this program, we have no constraints that would impede our continued provision of the services for this project. In addition, we are not making any assumptions as to the details of the program such as offender population changes or additional service sites that we may have to staff as part of this program.



## 6.a. Scope of Work (RFP Section IV)

### A. Background

*The County has provided GPS Tracking Services to adult probationers for nearly ten (10) years who, for the majority, have been at high risk of offending due to gang, sex offender and/or domestic violence-related criminal history; and to juveniles for approximately three (3) years, mainly as an option for reducing the population detained in the county's juvenile detention facilities.*

*With the recent increase of state parolees now being supervised by the County via AB 109 legislation, the use of GPS Tracking Services is anticipated to increase significantly over the next couple of years. The County is currently supervising approximately 2,000 members of this population now referred to as the post release community supervision (PRCS) program. The County is required pursuant to Penal Code Section 1202.8 to track those that are determined to be high risk sex offenders. Approximately 3.5% of the PRCS population currently appears to meet this criterion.*

*Further analysis of the current County PRCS population reveals that approximately 10% are initially reporting they are "homeless." While this figure may drop as reports are confirmed, the County will also consider this PRCS population as "high risk" and intends to track a portion of these individuals until they are no longer considered "high risk" or complete supervision.*

*With the exception of all non-AB 109 high risk sex offenders, all other gang, domestic violence, or other juvenile and adult probationers may require GPS Tracking Services at the discretion of the County.*

*The estimated total County PRCS population may top out at about 6,000 offenders over the next two years. Based on an estimated volume of targeted groups above during the coming contract period, the County may require GPS Tracking Services for approximately 250 sex offenders, 300 homeless, and about 30 others throughout the County.*

*Due to the larger number of anticipated referrals for PRCS members, the County anticipates GPS Tracking Services will predominantly operate as a County-paid program, with a smaller portion of other referred Participants that will be required to fund their own monitoring/tracking services. Proposers shall include details in their proposals addressing two separately funded contract scenarios based on 1) County-paid services and 2) Participant-paid services.*

*As of March 2012, the County provides GPS Tracking Services, utilizing equipment provided by Sentinel Offender Services, LLC, of Irvine, California, to approximately 40 adults and 30 juveniles. Current contract services expire June 30, 2012, but may be extended at the discretion of the County, until the current procurement process has been completed.*

Sentinel understands and acknowledges the historical background knowledge regarding the Probation Department's global positioning satellite tracking system program.

As the current provider to the Probation Department's GPS Tracking Services Program, we are well aware of the requirements from the County as to what is required by the Probation Department. We understand that we must **continue** to provide the necessary equipment and on-site support needed to operate the program. We describe in detail our equipment provision capability, local staff and support, continuous (24/7) monitoring capability, and program management. We understand that all alarms must be reported based on County protocols at all



times. We will also address how all of these items will be applied to the program to ensure all program goals are met at all times. Please refer to proposal Section 6.b for our narrative description of the “Proposer’s Understanding”.

## B. Objective

*The County is seeking three-year contract services to provide GPS Tracking Services in each of three (3) regional locations in San Bernardino County, pursuant to the provisions of Sections 1202.8, 1203.016, 1208.2, 1208.3, 1208.5, 2900.5, and 4018.6 of the California Penal Code. Services require utilizing state of the art technology and shall be funded by County- or Participant-paid fees.*

Sentinel understands and acknowledges the County’s desire to establish a three-year contract for GPS Tracking Services in three (3) regional locations within San Bernardino County.

Under the current contract, Sentinel has provided on-site Technician personnel, field equipment, and continuous monitoring of program participants in support of the three (3) regional locations within San Bernardino County. If selected for the current contract, Sentinel will **continue** to provide these services under a County-paid and Offender-paid program model.

## C. General Requirements

- 1. The Proposer shall provide and maintain professional GPS Tracking Services (consultation; training; 24-hour monitoring; available surplus equipment inventory; and, maintenance of equipment) to County-referred Participants. The services and equipment provided shall meet performance specifications outlined in this RFP. The equipment shall remain the property of the Proposer.***

As the Department’s current provider of GPS Tracking Services, we have in place the personnel and equipment to continue to provide the required global positioning satellite tracking equipment and services that will continuously monitor the County’s offender population. The program will **continue** to be serviced by our on-site Technician personnel who handle all equipment duties.

As part of our current services, we provide the program with our Sentinel GPS tracking equipment, and based on the Department’s protocols, we will process these alerts as they occur to confirm there are no curfew violations or equipment tamper issues. The units operate at all times (24/7) and relay information as the events occur.

Exact product details are provided in proposal Section 13: Descriptions of Equipment and Services.

Our local staff will continue to provide equipment installation / removal duties and accompanying instructions to program participants, maintain the equipment on-site as well as the amount of stock in inventory, and any training necessary for Department personnel. By having Agency staff know the equipment and services, the overall success of the program increases.

The Technician is responsible for all equipment-related duties and ensuring that the office is continuously stocked with sufficient hardware and supplies to handle new enrollments, maintenance, and any necessary switch-outs. A thorough training is conducted with all field technicians. By having staff undergo these detailed training sessions, it assures us that we have the appropriate personnel on-site to handle the responsibilities of the GPS Tracking Services Program.



- 2. Proposer shall be responsible for Participant orientation, financial assessment, device application, removal, service, and inventory of all monitoring and tracking equipment. The Proposer shall be required to provide these services in San Bernardino County, on a countywide basis.***

Our on-site, full-time Technicians will **continue** to be responsible for the accurate data-entry of client information, for client orientation on equipment, inventory control and equipment tracking, financial assessments and collections, and assisting Probation Department personnel with basic program needs. For situations where our Technician staff is out due to vacation or illness, we simply refer another Technician from our local pool of staff. With projects around the Southern California area, we have ample personnel available at all times to support the Probation Department program.

- 3. The Proposer shall have a contingency plan for communication with County in the event normal communication fails. This plan shall be submitted for approval to the County within 45 days after a contract is confirmed.***

We have taken all precautions to avoid a disaster that would cause an interruption in the supervision services provided by our Monitoring Center. In the unlikely event of a disaster, we have in place a Disaster Recovery Plan for our Call Center. This document describes the procedures taken by Sentinel staff in the event of an emergency or disaster. We have listed below some of the steps taken to ensure continuous operations.

1. Electrical service for our entire Monitoring Center and phone systems is backed up by a 264-Gallon diesel Generator that will operate the Monitoring Center for at least ten (10) days without being refueled. It will indefinitely operate the Monitoring Center by simply refueling. This generator is started and tested once a week by Sentinel staff to ensure it remains in operational order at all times.
2. All of our data is backed up daily allowing us to restore systems in a remote location should the need arise. The data is stored off-site at an accredited data retention facility.
3. We have four (4) locations in Southern California where we could move in the event the current Center was deemed useless.
4. If we had to move outside of California we would use our location in Atlanta, Georgia, where we already have an existing Call Center environment. This location would also be utilized for "Random Calls" to the County's clients in the event of a lengthy outage.
5. Our facility itself (the building) was designed and built to the most rigid earthquake standards required at the time (1997).
6. We operated through the Northridge and Whittier Narrows earthquakes without interruption; Northridge is considered one of the biggest quakes in recent history in the United States.
7. With the acquisition of G4S Justice Services, Sentinel now has three (3) fully redundant, fully staffed National Monitoring Centers; Sentinel can now submit data for back up to



Atlanta, Georgia. *We are now the only vendor in the industry to provide three (3) fully redundant, fully staffed National Monitoring Centers.*

As soon as an emergency situation occurs, our on-site personnel would contact the appropriate emergency authorities and then take the necessary steps to minimize property damage and injury to people in the vicinity. Following these procedures, they will then contact Sentinel's Emergency Management Team so that the team can personally make an on-site evaluation of the disaster. The members will meet at or near the disaster to make a firsthand assessment of the damage. They will determine the action to take and will notify senior management. The Emergency Management Team will phone the other teams using a predefined contact system if a determination is made to notify all other teams (e.g., field personnel, customer agencies, case managers) due to the severity of the disaster. A brief message will be dictated over the phone to ensure that all contacts have the same information. If necessary, we would immediately begin preparations for a location move or to activate our "Call Center" in Atlanta, Georgia, for supervision services. This information would also be conveyed to field teams, personnel, etc.

At the customer field level, all of our Account Managers and related personnel would be notified of the situation and all attempts would be made to contact the County's designated contact personnel immediately.

**4. The Proposer's administrative staff shall be on call 24 hours per day to ensure system integrity and respond to and correct any system malfunction within 4 hours of occurrence.**

As we staff our National Monitoring Center twenty-four hours a day, seven days a week (24/7) with live operators, we always have Operators available to respond to questions or issues. Each shift has at least one (1) supervisor on duty as well to ensure that all required procedures are followed and to provide leadership and direction. In addition, as we employ our own IT staff, we have personnel available at all times to assist in the event of a monitoring issue or problem.

For field services, all Account Managers and Regional Directors are available via cellular telephone for any after-hours emergency. During regular business hours, this staff remains available as that is part of their daily business duties.

**5. The Proposer shall be able to notify the County of a Participant's compliance or lack thereof immediately and also in a daily progress report.**

Depending on the exact notification procedures and priority timelines set by Department personnel, our system and our National Monitoring Center staff will **continue** to notify Department personnel exactly as required. In addition, since we staff our center twenty-four (24) hours a day, seven (7) days a week, agency personnel can call our Center at anytime for assistance in determining the nature of the alarm or to seek additional support steps to be implemented by our operators. Often, agency personnel will ask our Monitoring Center staff to place calls to other offender contact points in order to assist with the localization of the offender. Based on Department preferences, notifications can be provided via any of the following tools: email, text messaging, direct phone contact, facsimile, or alpha pager.



In addition to these Monitoring Center options, our on-site Technician can also access our monitoring system and view or retrieve any offender monitoring data. Offender activity can be printed for review or simply viewed on-line.

- 6. The Proposer shall ensure confirmation of all reported violations prior to notifying the County. For confirmed violations, the Proposer shall notify the County via telephone or email. If indicated by County, violation notices may be faxed or emailed; however, until there is verbal confirmation via telephone that the information was received and fully understood, notification shall not be complete. "Auto facsimile" is not acceptable.***

As the current provider, we already follow all County requirements for alarm notifications and officer notices. Any alert that is received is immediately processed and researched by our staff as per County procedures. Upon confirmation, we follow County procedures and notify the designated personnel.

We do not auto fax alert notification as requested by the Department. For report purposes, any actions taken by our Monitoring Center operators are automatically “logged” into the offender’s individual monitoring reports for future reference. In addition, all telephone conversations between our Monitoring Center personnel and all offenders are recorded for future review.

- 7. The Proposer shall have the ability to provide computer-generated reports to County as requested. A daily report on each Participant shall include the date and time of the report and all monitoring information generated since the last report. The Proposer shall also provide any additional information and reports as needed by County.***

Using our proprietary monitoring system, SenTrak, we will **continue** to provide the required reports based on the equipment being used and the needs of the Probation Department. These reports are derived from the data-reporting capabilities of equipment placed into active use by the Department and reflect data transmitted by the assigned global positioning satellite (GPS) tracking equipment. Reports can be grouped by participants, type of alarms, frequency of alarms, etc. As we developed our SenTrak software, we ensured that we retained the flexibility to generate a variety of detailed reports. **Samples of these reports are provided in Section 14: Sample Reports.**

Reports are provided with the basic information needed such as the offender’s name, address, telephone number, and equipment identification numbers. SenTrak reports can also include the offender’s weekly curfew schedules and any activity comments that have been entered by Monitoring Center operators, if applicable. For GPS Tracking units, SenTrak is designed to provide alerts for offender zone violations, tamper alarms and other key events. The following information is included in an “*Individual All Activity*” report:

- ❖ Absconds
- ❖ GPS Zone Violations
- ❖ Equipment Tamperers
- ❖ Authorized Leaves and Enters



- ❖ All normal monitoring events

The information available in SenTrak remains consistent at every level of GPS tracking (Active, Passive or On-Demand). Sentinel will incorporate the County's operational procedures and rules regarding generation and handling of alarms. Similar to Sentinel's Radio Frequency equipment alert reports, our GPS alarm and non-alarm reports include the following:

- ❖ Individual
  - All activity
  - Violations only
- ❖ Group
  - All activity
  - Violations by Individual
  - Violations by Category

For *Automatic* (daily submission) reports, our Monitoring Center will automatically send via email or fax all of the Activity Reports received since the end of the last business day. These are commonly referred to as "*Exception*" reports, as they only provide violation information about offenders who have violated program regulations since the prior report period. These reports enable the authorized personnel to focus on those offenders who require immediate attention, and do not burden County officials with reviewing sometimes voluminous reports containing information about offenders who have complied with program conditions.

After reviewing these daily exception reports, authorized personnel can then request specific or print additional activity reports. For example, "*All Activity*" reports provide all activity information, including violations and non-alarm events, about a single offender. In addition to being used to research possible violations, these comprehensive "*All Activity*" reports are also used when conducting compliance appointments with offenders, as they illustrate all activities that have been conducted by an offender since his/her last compliance visit.

The "*Enrollment Summary*" report is a two-page report designed to provide a daily recap of program participants who enrolled during a specific period. The first page contains information about all new clients added that day, and all clients deleted due to program completion or program revocation. We will distinguish in this report between completions and revocations to ensure a statistical basis for measuring the overall effectiveness of the electronic monitoring program may be maintained. This will assist in the preparation of statistics that may be used by County personnel for other reports or studies.

The second page of this report contains the name, unit number, and enrollment date of every client being monitored on that day. This report will allow the Department to review the actual participant count on a daily basis and will track "year-to-date" total participant count information for statistical purposes.

The "*Incident Summary*" reports are designed to focus the attention of Officers specifically on those offenders who had activities on the previous day that were not within program guidelines. The Department will choose the incidents to report, but characteristically such incidents as



failure to return for curfew hours, leaving during curfew, and transceiver or receiver tampers might be considered as the types of violations that require immediate attention. This report will separate these violations by offender, and show officers at a glance which offenders have failed to comply. This will eliminate the need to review every offender, every day, in an attempt to locate violations.

The “*Client Activity*” report can be personalized and designed in accordance with the Department’s requirements. Activity Reports are sorted by client ID number, equipment number, officer, agency, or client name, and can be prepared using all activity or selected data. These reports are grouped and printed by offender, or by officer, and are divided into two types: 1) *All Activity*, and; 2) *Exception Only*, as described above.

### **Case Load Reporting**

SenTrak’s “*Group Reports/Alert*” function allows authorized personnel to display their active caseload by alert status. The “*Group Status by Alert Report*” function shows all offenders whose alerts are unresolved. The “*Group Violation Reports by Category*” function provides all violation activity ordered by category for a selected time period.

### **Custom Reports to the County**

If the County requires additional reports that are not listed above, by simply informing our Account Manager of the request, we can prepare the necessary queries to gather the data requested.

Our monitoring system can also provide statistical reports that can be used by staff to prepare statistics on program progression. These reports can be provided at any calendar frequency, although the preferred delivery timeline is on a monthly basis. By using these reports, County management can track how the program expands as well as what types of activities are being performed by the offender population. These reports are:

- ❖ Enrollment Summary Report
- ❖ Incident Summary Report
- ❖ Client Activity Report

### **Notification Methods**

All event notifications can be sent to various parties, including case workers, field agents, local law enforcement personnel, and third-party systems. Depending on the Department’s notification requirements we can provide notifications to responsible parties according notification type, offender type and agency-specific rules. We offer notification through various methods based on levels of urgency. The tools we use include the following:

- ❖ Two-way cell phones with text-messaging capabilities
- ❖ Facsimile reports
- ❖ Alpha Pagers
- ❖ Email notifications
- ❖ Direct phone calls to designated agency staff



8. ***The Proposer shall prepare and forward to County, notices concerning any interruption of service, including the date and time that the interruption began, the date and time that services were restored, and proposals to rectify problems and prevent recurrence. Such notices shall be provided no later than the next business day following the interruption.***

In the event that any system interruption was to occur, the Sentinel Contract Liaison would contact the designated County contact and inform said person of the situation. As soon as all details of the interruption were known, the Contract Liaison would draft a notice detailing the cause of the interruption, our intended resolution of the interruption and the required time involved, and our plans on how to prevent the interruption or incident from occurring again. This would be provided according to the County guideline of no later than the next business day. ***We are proud to state that Sentinel has never experienced any such service failure where the system failed to operate as designed.*** Our Monitoring Center is designed to handle any loss of primary telephone service or electrical power, along with any computer hardware issue that may arise. All details of our Center's capabilities are included in the proposal Section 13.4: Monitoring Center.

9. ***The Proposer shall prevent unauthorized access to the data contained in the computer system by unauthorized staff or other parties.***

In our experience with offender populations nationwide, we understand the importance of data integrity both in its actual data entry as well as its subsequent data retention. To ensure that the proper information is entered at all times, our personnel are thoroughly trained on data entry procedures with supervisory support for any adjustments or corrections. Each user is given their own login and once they set their confidential password **we can ensure the integrity of each user's entry**. This unique user access allows our Information Technology personnel to follow electronic audit trails that allow supervisors and management to verify the source of all data entry. ***We know who touched it, when they touched it, and how they touched it.***

All data is actually stored on our central servers located in our secure corporate facility. The workstations that our staff and County personnel use at local facilities are technically only used to connect to our central server. **Note:** No offender data is stored on-board any office workstation so that in the event, however unlikely, of component theft, confidential offender data and records will not be compromised.

In addition, our Monitoring Center and secure web-based monitoring system, SenTrak, incorporates the latest in security measures. Due to the sensitive nature of the records that we handle daily, we have taken all possible precautions to ensure the integrity and security of our system. Protection of our records and their confidentiality are our main concern. We manage this through our System Performance Monitoring and Security against Unauthorized Personnel.

A System Performance Monitor continuously scans the Monitoring Center platforms and displays live diagnostics of all routers, servers, modems and Internet connections into the corporate center. Within thirty (30) seconds of any failure, the system monitors mounted at supervisor's workstations audibly and visually indicate a malfunction. Monitoring Center staff are trained in recovery procedures and restart systems according to procedure. Our Engineering



Department, in conjunction with our IT staff, is on-call at all times (24/7) to support operations, resolve any system malfunction, and ensure continued operations. Any instance of failure resulting in a loss of monitoring capability will be reported to the Department. Our redundant server and communications platforms have allowed our company to deliver continuous service without an interruption to our monitoring services. All of our security systems are monitored continuously.

For security purposes, this office site does not conduct any business with the general public as it contains the corporate office and the Monitoring Center. Program participant or monitored offenders have no access to this facility.

**10. Proposer's employees monitoring the computer system shall not be able to modify monitoring data or programming, except by the request of County, and/or as authorized by management staff.**

**Our Monitoring Center personnel are not allowed to modify any monitoring data.** The extent of their access involves the ability to enter comments made by offenders if the program requires them to contact the offender's residence for any reason such as previously described when investigating alarms. If ever needed, the County would dictate what changes are required with the County's population.

As a back-up to the entry of comments obtained from the offenders when calling the residence, all telephone calls made to or from our Monitoring Center are recorded on a Dictaphone unit that operates twenty-four (24) hours a day. These recordings are made available to the County if needed to dispute allegations made by offenders discounting the nature of Sentinel's operator staff contact or communication with them.

**11. The Proposer shall provide a means of storage/retention of each Participant's monitoring data for the length of the contract life. This information shall be stored on a readable medium (e.g. magnetic tape, disk) and shall be provided to County in a written and or electronic report upon request. Electronic copies of all data shall become the exclusive property of the County at the end of the contract life.**

Information that is electronically stored on our networks is secure; access is controlled and only available via authorized log-in (username and password). Sentinel employs a sophisticated system that protects all monitoring information when it is accessed over the Internet. By using SSL connections and 128-bit data encryption methods we provide secure data access and ensure that unauthorized users and hackers do not have access to our information technology infrastructure or applications. Our internal Information Technology personnel continuously research and implement the latest in security programs and measures; therefore, we can immediately provide the necessary case management system and/or upgrades without having to expend the resources in development of a new platform.

All offenders being monitored on our system remain active at all times. Sentinel and/or County personnel have access to view current offender monitoring and/or tracking data at any time. When the client is inactivated in the system, the data remains stored for thirty (30) days in the *live* system. After thirty (30) days, any activity pertaining to that client (e.g., tracking, history,



client information) will be available on the *archive* server. The archive server will be accessible to authorized County personnel from our live website and will store information for five (5) years. Any information beyond five (5) years will be backed-up on tape and stored off-site. If an agency requests records beyond the five (5) year period the information will be recalled from the off-site storage and restored on a separate server for access. Storage and retrieval are performed by Sentinel at no cost to our customers. All files are indefinitely maintained; we will not destroy any offender monitoring data after the termination of the County contract unless specifically directed by authorized County personnel.

**12. The Proposer shall continuously share with the County information relating to research findings and new developments in the GPS monitoring industry.**

As a partner to the County in providing GPS Tracking Services to the offender population, Sentinel will continuously share with the County information relating to any research findings, new developments, or updates in technology and software concerning GPS monitoring or the GPS monitoring industry.

## D. Locations

**Vendor shall be able to provide GPS Tracking services in the following regions:**

1. **High Desert: Adelanto, Apple Valley, Barstow, Hesperia, and Victorville.**
2. **Morongo Basin: Joshua Tree, Morongo Valley, Pioneertown, Twentynine Palms, Wonder Valley and Yucca Valley.**
3. **San Bernardino Valley: Colton, Highland, Mountain Areas (Big Bear, Crestline), Loma Linda, Redlands, San Bernardino, and Yucaipa/Mentone.**
4. **West End: Alta Loma, Chino, Fontana, Ontario, Rancho Cucamonga, Rialto, Montclair, and Upland.**

Under the current contract, Sentinel has provided on-site Technician personnel, field equipment, and continuous monitoring of program participants in support of the regional locations within San Bernardino County. If selected for the current contract, Sentinel will **continue** to provide these services to the County's probation population.

## E. Monitoring Center

**The Proposer shall maintain a central computer system at a secure location capable of receiving, storing and disseminating data generated by the monitoring equipment. The system shall meet the following requirements:**

The system we are providing the **current** Department GPS Tracking Services Program has worked successfully for the entire duration of the contract and is also in use on thousands of other offenders nationwide that we monitor. Our proposed services via our National Monitoring Center have and will **continue** to meet the Department's requirements for a "central computer system" capable of receiving, storing, and disseminating data generated by the monitoring equipment.



Our National Monitoring Center is the central location from which all monitoring and tracking activities are conducted and information is disseminated. The Sentinel Monitoring Center is the focal point of our 12,000 square foot state-of-the-art facility, located in Irvine, California, from which we handle over 50,000 calls on a daily basis. The Monitoring Center is approximately 3,000 square feet and designed to meet Underwriters Laboratory specifications.

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

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

CCTV equipment is also installed in and around the Monitoring Center. The cameras are monitored and recorded 24-hours per day and surveillance tapes are labeled and archived for a period of sixty (60) days. Every entrance to the Monitoring Center is under CCTV surveillance.

Access to the Monitoring Center is limited to authorized-personnel only. Any person entering the facility is required to complete the same background evaluation required by each Monitoring Center employee. The Monitoring Center is equipped with a state-of-the-art intercom system that allows 2-way conversations with personnel that do have access privileges.

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

**Below we have provided responses to the point-by-point requirements concerning our proposed solution for the "central computer system".**

- 1. The Proposer's central monitoring computer shall be internally redundant (RAID), locally redundant (fully backed up in real-time to local redundant servers), and geographically redundant (fully backed up in real-time to redundant servers at least 500 miles away)***

#### **1.a) Internally Redundant (RAID)**

The infrastructure that was designed, developed, and deployed to support our monitoring software is **fully redundant**. All servers that are part of the infrastructure possess a redundancy in server power supplies, Uninterruptible Power Supplies, and server hard drives. All servers, in addition to being configured with a RAID 5 Disk Array, have a "hot spare" hard drive. If, at any point, a hard drive were to fail, the "hot spare" hard drive is automatically selected and added to the existing disk array. This feature allows for fail-over hard drive system that is 100% transparent to the County staff if a failure were to occur.



In addition to the systems themselves being redundant, the main servers are interchangeable and are capable of becoming the backup system. In the unlikely event that a complete server failure were to occur, it would take a short time to configure one of the other servers to perform its original task in addition to the task of the server that just failed. For example, if the main Web server were to fail – it would take Sentinel staff approximately fifteen (15) minutes to reconfigure the Web services of that server onto the server that has been paired with it as its backup. This allows for all processes, services, and functions to be interchangeable between the servers that make up the entire server infrastructure.

### **1.b) Locally Redundant (full backed-up in real-time to local redundant servers)**

Each of Sentinel’s systems has a RAID data storage array with a mirrored server for redundancy and immediate on-line storage. The servers are backed up transactional to each other and one can be used by the other as a hot swap fail-over if necessary. In order to ensure that backups are performed in a consistent and timely manner Sentinel has established a backup schedule. The ultimate goal of the schedule is to prevent the loss of data by becoming able to restore our entire system quickly and efficiently. For this reason, Sentinel completes a full daily back up during “off-peak” hours, to ensure all databases are fully recoverable each and every day, as well as a multiple differential backups throughout the day. A differential backup is used to copy files that have been created or changed since the last full backup, regardless of whether any other backups have occurred since then. An incremental backup refers only to a backup that includes just the changes made since the most recent full back up.

### **1.c) Geographically Redundant (fully backed up in real-time to redundant servers at least 500 miles away)**

With the acquisition of G4S Justice Services, Sentinel now has three (3) fully redundant, fully staffed National Monitoring Centers; Sentinel can now submit data for back up to Atlanta, Georgia. We are now the only vendor in the industry to provide three (3) fully redundant, fully staffed National Monitoring Centers.

- 2. The Proposer shall provide battery backup and/or another mechanism that will minimize loss of data in event of power loss or shortage. At least a week's worth of backup power is preferable.***

Sentinel understands the importance of having reliable primary and supplementary power resources available at all times. With our Monitoring Center continuously online (24/7), we have taken all necessary precautions to ensure that our power access remains at 100% at all times and minimizes the loss of data. Our back-up operations allow the Sentinel National Monitoring Center to continue functioning for ten (10) days or longer if required.

### **Redundant Servers**

Each of Sentinel’s systems has a RAID data storage array with a mirrored server for redundancy and immediate on-line storage. The servers are backed up transactional to each other and one can be used by the other as a hot swap fail-over if necessary. In order to ensure that backups are performed in a consistent and timely manner Sentinel has established a backup schedule. The ultimate goal of the schedule is to prevent the loss of data by becoming able to restore our entire



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

In addition, Sentinel provides Redundant Workstations, an Uninterruptable Power Supply, Diesel Generator, and Redundant Telecommunications providers to ensure continuous operations and prevent data loss.

### Redundant Workstations

The workstations within our Monitoring Center are equipped with redundant features; all of the computer systems in our monitoring center are designed to perform the same monitoring functions. They are all “ghosted” or duplicate workstations that process the incoming signals similarly. If one of the computers is not functioning properly, all incoming signals are simply routed to one of the other available computers. In addition, we employ our own internal Information Technology personnel based here at the same facility. In the event that a computer, facsimile, or modem error occurs, our IT personnel quickly replace the computer component with no affect on the alarm processing capabilities of the entire system. Along with spare computer workstations, we have additional equipment available to replace facsimile machines, modems and all other Monitoring Center components thus allowing seamless operation of the Center at all times.



**Our system is equipped with an Uninterruptible Power Supply (UPS) as a backup to protect all computers and electronic equipment including SenTrak.**

### Uninterruptible Power Supply and Diesel Generator

Our Monitoring Center is equipped with an Uninterruptible Power Supply (UPS) that, during normal electrical power operation, provides filtered and regulated power to all of the Monitoring Center’s components. The UPS unit (pictured, right) serves to protect all computers and electronic equipment from unexpected power spikes or surges that can damage components. If a power outage does occur the UPS continues to power the entire Monitoring Center as normal and can do so for up to sixty (60) minutes. This is more than sufficient power capability as our on-site diesel generator automatically begins operation within thirty (30) seconds upon registering a power outage. There is no memory loss due to the fact that our on-site generator initiates service within one (1) minute of commercial power loss. We have never lost any data or performance capability due to power losses of any sort.



**We have an on-site diesel generator to provide a minimum of ten (10) days of backup power without refueling.**



As previously stated, our UPS would only be required for less than one (1) minute as our on-site diesel generator is designed to begin operation within thirty (30) seconds of a commercial power outage. Therefore, as soon as power is lost, the on-site diesel generator (pictured, right) will immediately begin operation. Once operating, our generator can provide power for the entire Monitoring Center for up to ten (10) days or longer if refueled. The diesel generator is regularly inspected to ensure that it remains in operational order at all times.

Through the use of our on-site UPS unit and diesel generator our Monitoring Center can operate through any loss of commercial power, even over an extended period of days.

### Redundant Telecommunications Providers

To handle the substantial responsibilities of Monitoring Center telephone service, we utilize two (2) major telephone communication providers to meet the needs of our facility. We employ Sprint Communications for our primary service carrier. Sprint provides continuous (24/7) telephone service to our Monitoring Center. As a safeguard, we retain and utilize AT&T as our secondary telecommunication service provider. Our system is configured so that if Sprint were to experience any major service failure all call services would be automatically routed over to AT&T for immediate assumption of duties.

- 3. ***The Proposer shall provide staff coverage 24 hours per day, 7 days per week to promptly detect unauthorized Participant absences/late arrivals, equipment malfunction, tampering, and to provide independent corroboration of any reported violation. All inquiries from County shall be responded to immediately.***

All monitoring duties will **continue** to be processed from our California-based National Monitoring Center. Unlike some other vendors, we operate our own Monitoring Center so that we do not have to utilize third-party providers to provide the services required by this contract. While other vendors have to arrange for operational agreements with subcontractors, we do not. Our Monitoring Center facility is designed to provide continuous, reliable monitoring at all times. **We are staffed twenty-four (24) hours a day, seven (7) days a week and have all of the necessary redundancy features to ensure continuous, uninterrupted operation** (Figure 1). Our Monitoring Center personnel typically answer ninety-six percent (96%) of all calls within eight (8) seconds and provide an on-hold wait time of merely four (4) seconds or less.



**Figure 1.** Sentinel’s National Monitoring Center is staffed 24/7 by Sentinel employees who average more than three (3) years of electronic monitoring experience.



Our proprietary monitoring platform is designed specifically for electronic monitoring applications. The reporting capability of the monitoring software includes but is not limited to:

- ❖ Unauthorized absences from the residence
- ❖ Authorized exits and enters from the residence
- ❖ Failure to return to residence from a scheduled absence
- ❖ Late arrivals, early departures from residence
- ❖ Tampering with equipment
- ❖ Loss of electrical power or telephone service
- ❖ Restoration of electrical power or telephone service
- ❖ Missed calls from receiver/dialer
- ❖ Low Battery alerts from any component

Our proprietary software provides an immediate up-to-date status for each participant being monitored. The flexible design allows the Department to specify which events are violations as well as the response taken by our operators.

### *Sentinel Advantage*

Since we operate our own Monitoring Center, **we have staff available at all times that can field any calls from Probation Department personnel.** Unlike other vendors that charge Agencies service fees for direct operator interaction and support, we do not. Agency officers are encouraged to call our Monitoring Center or Account Managers at any time whenever they need support.

4. ***The Proposer shall ensure that all phone lines used for monitoring program Participants shall be wired directly, do not go through a PBX or Key Service unit, and be terminated at a single jack to prevent monitoring interruption as a result of in-office switching system failures.***

Our Monitoring Center phone lines do not go through a PBX system. All phone lines used for monitoring are T-1 data/communications lines and terminate at a single demarcation point within our server room.

5. ***The Proposer shall be equipped with sufficient telephone line capacity to ensure prompt processing of calls received from the monitoring equipment or from County personnel.***

Our computer system is capable of continuously initiating, receiving and storing all calls and voice responses of the participant and data sent by the receiver dialer (home monitoring unit), with the date and time of each occurrence. Our National Monitoring Center is equipped with sufficient telephone line capacity to ensure the prompt processing of all calls received from the monitoring / tracking equipment or from County personnel.



Our system is comprised of a multi-server configuration that processes incoming data and alert calls from our monitoring and tracking units in service. All units report-in via either landline or cellular networks to our Monitoring Center. To handle all of these check-in or alert calls, our Monitoring Center is equipped with twenty-eight (28) incoming toll-free lines and underground telephone service with 850 line pairs and nine (9) T-1 data/communications lines, two (2) of which are dedicated solely for incoming voice calls, providing “192 Channels” dedicated circuits. This ensures an adequate number of telephone lines are always available for data transmission from the field equipment while maintaining a preparedness plan for rapid growth. Usage and line efficiency reports are reviewed on a regular basis to ensure proper line allocation.

A primary and backup telephone company services the Center. In case we were to experience a catastrophic network failure from our primary telephone service, calls will be automatically rerouted through our backup phone provider. We currently utilize the “Sprint Fiber Optic Sonet Technology” (Synchronous Optical Network). Sprint leads the industry in the least number of outages or call blockages. With this new Sonet ring architecture, Sprint is able to reroute traffic within a matter of seconds; thus eliminating exposure to outages due to fiber cuts. The backup telephone company, AT&T, has enabled Sentinel to maintain multiple points of telecommunications entry into the facility. The Monitoring Center’s computer receiver is equipped with backup message handlers that are configured to receive data transmissions for rerouted telephone calls should an outage occur. This redundant setup does not require any action by our personnel to be initiated.

**6. *The Proposer shall archive all electronic data by day employing a utility to compress and archive all backed up electronic data on disk or tape.***

Our Monitoring Center’s data files are entirely backed up in their entirety daily, every four (4) hours onto a high capacity storage media. The Monitoring Center systems administrator prepares on a daily basis a backup of all data and activity files, which are sent offsite. Each Monday a weekly backup tape (data and activity) is compressed and stored offsite using a tape rotation schedule. A backup tape (data and activity) is permanently archived offsite in a sealed and secure vault every month.

**7. *The continuous monitoring computer system shall receive data from each monitor in the field over the public telephone network. Data transmitted shall be date and time stamped in the field for time of event and the time that each event was processed by the central computer.***

Our computer system is capable of continuously initiating, receiving, and storing all calls and voice responses of the participant. All data sent by the receiver dialer, with the date and time of each occurrence, are stored during the processing of the alarm. In addition to the event date and time stamp, each time our system or Operator handles the event the system provides a date and time stamp for historical accuracy.

Our proprietary monitoring platform is designed specifically for electronic monitoring applications. The reporting capability of the monitoring software includes but is not limited to:



- ❖ Unauthorized absences from the residence
- ❖ Authorized exits and enters from the residence
- ❖ Failure to return to residence from a scheduled absence
- ❖ Late arrivals, early departures from residence
- ❖ Tampering with equipment
- ❖ Loss of electrical power or telephone service
- ❖ Restoration of electrical power or telephone service
- ❖ Missed calls from receiver/dialer
- ❖ Low Battery alerts from any component

Our proprietary software provides an immediate up-to-date status for each participant being monitored. The flexible design allows the department to specify which events are violations. In addition, our ability to customize the notification and reporting requirements allow the agency to design a notification matrix to meet their needs, which we have done for the current County program.

For curfew related purposes, our system utilizes a unique set of timers to provide continuous information for participants that have not returned or have departed after the curfew. A summary of the applicable timers are:

- ❖ No Return – 2 Hours
- ❖ No Return – 4 Hours
- ❖ No Return – 12 Hours
- ❖ No Return – 24 Hours

In addition, tampers are prioritized and require Monitoring Center operator intervention, regardless of the level of service specified.

All information reported by a field monitoring device is stored by serial number using the actual and posted times of each message. This information appears on activity reports in this format.

The following data fields are available.

- ❖ Offender Monitoring ID number
- ❖ Offender name
- ❖ Offender address
- ❖ Offender telephone number
- ❖ Supervising Officer
- ❖ Officer contact information
- ❖ Permanent Schedule
- ❖ Temporary Schedules
- ❖ Violation Type
- ❖ Violation Time



- 8. The Proposer shall provide a computer database system that would be programmable for all Participant information, including demographic data, employment and school information, curfew information, and relevant statistical data. This system should also be upgradeable to allow for additional information updates that the county might require.**

Authorized personnel use our SenTrak software to enroll new offenders and see the latest activity and violation information. SenTrak allows users to view and modify all offender curfew schedules and view and print monitoring activity reports for electronic monitoring and GPS tracking. All these features are available in real-time, any time, and anywhere via a completely web-based system.

SenTrak enrollment screens provide for entry of offender name, identification number, social security number, date of birth, language, gender, address, phone, monitoring level type, as well as court, case information, and officer information.

As an added service feature, we will also continue to provide the Department with access to our SenTrack case management software system. We developed this proprietary case management system to use in all of our Sentinel-operated case management programs. It is currently also used in the similar programs we provide to Riverside County Sheriff and Los Angeles County Probation and Sheriff Departments. Since we designed SenTrak exclusively for our case management requirements, it offers authorized users a vast amount of offender record processing options.

Since SenTrak is our own proprietary software and we operate our own Monitoring Center, we are able to customize our software and operational activities to meet the requirements set by the County, as well as individual agencies. Any upgrades or software improvements are performed at no additional cost to the County.

- 9. The computer system used by the Proposer shall allow for programming a minimum of eight pairs of arrival and departures each day. The Proposer shall provide means to modify this information 24 hours a day, 365 days a year including holidays.**

SenTrak schedules are designed to handle an offender's regular weekly schedule and allows for the input of multiple curfews for each day of the week. SenTrak supports permanent and temporary schedules, without having to delete any schedule information. In addition, SenTrak supports temporary schedules for up to one (1) year in advance. This eliminates staff having to maintain "reminder tabs" for temporary schedules that may not be in effect for weeks in advance. When temporary schedule information is present, it will automatically override the permanent schedule information for the day, or days, indicated. All schedule changes can be directly performed by authorized County personnel, Sentinel Technicians, or our Monitoring Center operators. There is **no additional cost** for the unlimited continuous (24/7) support available from our Monitoring Center and its personnel.



- 10. County staff in conjunction with the Proposer shall establish a security code to guarantee the security of data modification requests made by County over the telephone and or direct link via computer.**

As part of our *existing operational procedures*, a security code is required when any information or data change is requested by field personnel who call into our Monitoring Center. Authorized County personnel will be able to complete offender enrollments, request schedule changes and modify all clients' information via telephone with our Monitoring Center staff – any time, day or night.

## **F. Software System**

***The Proposer shall provide a state of the art software system to handle and process all calls and alerts generated by the monitoring and tracking equipment without lapse in service or performance. The tracking software shall provide the following:***

If selected for the Probation Department's next contractual cycle, Sentinel will **continue** to provide SenTrak, our on-line, proprietary monitoring system in order to handle and process all calls and alerts generated by the monitoring and tracking equipment assigned to each program participant. We ensure continuous (24/7) supervision of program participants through redundant servers, redundant workstations, an Uninterrupted Power Supply, a diesel generator, and redundant telecommunications. Additional, our monitoring and tracking equipment is also equipped with on-board back-up features to continue operation through a loss of power or communications with our monitoring system. As a ***Sentinel benefit***, with the acquisition of G4S Just Services, Sentinel is now able to offer three (3) fully redundant, fully staffed National Monitoring Centers – a service offering not found with other vendors.

- 1. Proposer shall provide access to a secure, Internet accessible Participant management database 24 hours a day. Proposer's system shall provide County the flexibility of choosing the level of supervision, setting Inclusion and Exclusion Zones, determining alarms and notification protocol, and updating any Participant information as needed.***

Sentinel will **continue** to support the Department's Program with our proprietary software monitoring system, SenTrak. SenTrak was internally developed specifically for the corrections industry to allow for flexible access to monitoring and supervision data that can be used for statistical reports, compliance reports, and collections / financial data. We provide all scheduled maintenance to ensure that the systems remain in optimal operational status at all times.

The software systems we use to monitor program participants are proprietary systems that do not require a dedicated server or specific hardware or software. Our database system is **internet-based (web-based)** and allows users with authorized access (username and password) to perform data entry (enrollment, updates to participant information / status, setting supervision levels, etc.) and generate, view, and print reports regarding specific caseloads / participants' histories **at any time from any internet-ready device** with Internet Explorer.

SenTrak also allows for authorized personnel to determine alarm and notification protocols. Prior to deployment, Sentinel's Operations team can meet with Department personnel to establish group level alarm and notification protocols. Once these groups, such as "high risk", are



established, the Department can place individuals within the specific group and receive alarms and notifications as dictated by the pre-determined protocols for that group.

In addition, SenTrak is enabled with Google Maps® for GPS tracking, including the creation of Inclusion and Exclusion Zones. All of our GPS maps are displayed using Google Maps, which are the latest and most frequently updated maps available. Any future mapping revisions or updates will automatically be updated in our SenTrak system, at no cost to the County.

The SQL Database structure utilized in our monitoring software is infinitely able to generate reports, elicit statistical data, and conduct queries for specific information as needed to meet literally any requirement or report objective. ***Every field of data in the entire software system can be queried as necessary for reporting purposes.*** Using our system, authorized personnel have real-time, on-line access to client information through this SQL database format. Sentinel is the ***only service provider of its kind*** with this “state of the art” database architecture.

- 2. On-line internet access for all authorized personnel to perform any required feature, such as enrollments, schedule setting, zone setting, and editing any other stored data.***

SenTrak is **internet-based (web-based)** and allows users with authorized access (username and password) to perform data entry (enrollment, updates to participant information / status, setting supervision levels, etc.) and generate, view, and print reports regarding specific caseloads / participants’ histories **at any time from any internet-ready device** with Internet Explorer. In addition, SenTrak is enabled with Google Maps® for GPS tracking, including the creation of Inclusion and Exclusion Zones. All of our GPS maps are displayed using Google Maps, which are the latest and most frequently updated maps available. Any future mapping revisions or updates will automatically be updated in our SenTrak system, at no cost to the County.

- 3. Proposer shall supply the County with the necessary on-line tools to access the software and communicate with the Proposer or authorized staff.***

SenTrak does not require a dedicated server or specific hardware or software. Authorized users with any internet-ready device (computer, laptop, smart phone, etc) will have access to our proprietary, internet-enabled monitoring system and Sentinel’s Monitoring Center operators.

- 4. Access into the software system should not require any special hardware or peripheral equipment to be obtained by the County.***

SenTrak does not require a dedicated server or specific hardware or software. Authorized users with any internet-ready device (computer, laptop, smart phone, etc) will have access to our proprietary, internet-enabled monitoring system and Sentinel’s Monitoring Center operators.



- 5. The tracking services shall be provided directly by the Proposer. Third parties and/or subcontractors shall not be allowed.**

Sentinel will **continue** to support the Department's Program with our proprietary software monitoring system, SenTrak. SenTrak was internally developed specifically for the corrections industry to allow for flexible access to monitoring and supervision data that can be used for statistical reports, compliance reports, and collections / financial data. We provide all scheduled maintenance to ensure that the systems remain in optimal operational status at all times; we **do not** utilize third parties or subcontractors in the provision of our supervision services.

- 6. Proposer shall provide the County with the necessary field support services and personnel to handle the daily tasks of the program including field installations and removals, modified case handling assistance including data entry and support, and court testimony if needed. Proposer shall also have sufficient local personnel to meet any unexpected program needs such as high volume or same day enrollments.**

Sentinel **currently** supports the Probation Department's Program with one (1) full-time and one (1) part-time on-site Technician. Additionally, the assigned Account Manager supports the Program as necessary. As a *Sentinel advantage*, we have the ability to support the Department's Program from any of our numerous Southern California locations should the need arise due to the absence of a dedicated Technician or in order to meet any unexpected program need (*e.g.*, high volume, same day enrollments).

If selected for the next contractual cycle, as a *benefit* to the Department, Sentinel will hire an additional part-time staff member to be stationed in the High Desert Area office in order to assist with same-day installations for the Adult AB109 population.

Sentinel's on-site Technicians are responsible for, but not limited to:

- ❖ Installations / removals (on-site and in the field)
- ❖ Maintenance and inventory management
- ❖ Orientations and modified case handling assistance (as needed)
  - Data entry
  - Support
  - Creation of reports
  - Troubleshooting
- ❖ Collections
- ❖ Court testimony



- 7. Proposer shall provide 24/7 support for the system and provide the County with direct contact points for immediate access to qualified personnel for troubleshooting and assistance.**

Sentinel's National Monitoring Center is staffed at all times (24/7) with live operators thoroughly trained in all of our equipment and our monitoring system in order to provide direct and immediate support to Department personnel. During training, County staff will be provided with additional points of contact in the event of an emergency.

- 8. County shall have the ability to extract data and transfer it to County software systems.**

If required, Sentinel will create an interface between SenTrak, our proprietary monitoring system, and the County's software systems to allow County personnel to extract data and transfer it to the County's software system. This is a service that we currently provide to several of our agency customers, including the Sacramento County Sheriff's Department.

- 9. The software system shall include, at a minimum but not limited to, the following additional features and/or capabilities:**

- a. Simultaneous alert notifications to multiple individuals.**

SenTrak can be configured to submit simultaneous alert notifications to multiple individuals. During program Implementation, Sentinel's Operations team will meet with Department staff to establish a Notification Matrix providing procedures for program operations.

- b. Automatically send a notification for successful/unsuccessful equipment installation.**

Sentinel's monitoring and tracking equipment automatically send notification to the monitoring system for a successful installation. If the installation is unsuccessful, the system would not have an "event" logged in the system therefore indicating to the National Monitoring Center operators and the on-site Technician personnel that the equipment must be re-installed.

- c. Customize alert notifications based on date and time.**

SenTrak can be configured to submit alert notifications based on a specified date and time. During program Implementation, Sentinel's Operations team will meet with Department staff to establish a Notification Matrix providing procedures for program operations.

- d. Handle temporary changes to alert notification procedures.**

Authorized Department personnel can call Sentinel's Monitoring Center in order to set the monitoring system to allow for temporary changes to alert notification procedures.



- e. ***Set grace periods for certain violations before the system generates a violation notification. Grace periods must be customizable at the Participant level.***

Authorized Department personnel can call Sentinel's Monitoring Center in order to set the monitoring system to allow, at the participant level, "grace period" for certain events / violations before the system will generate a violation alert / notification.

SenTrak schedules also allow for grace periods, which are usually 15, 30 or 60 minute increments of time that allow our system to sense an alarm condition but delay reporting the condition until the selected grace period expires. These grace periods eliminate unnecessary alarms that may occur if an offender leaves his residence a few minutes early or returns a few minutes late.

- f. ***Designate zones as areas where a Participant should be, should not be, or optional.***

SenTrak allows authorized personnel to create Inclusion and Exclusion zones, designating where a program participant should or should not be while enrolled in the GPS Tracking Services Program. Each exit to and entry to the residence or zone is reported by the GPS tracking unit and our SenTrak monitoring system *automatically* compares the activity's location with the set zones.

- g. ***Enter numerous zones and schedules per Participant.***

SenTrak allows for an *almost unlimited* amount of Exclusion and Inclusion Zones per program participant.

- h. ***Create zones of any shape.***

SenTrak allows for the creation of traditional circle, square, and rectangle Inclusion and Exclusion Zones; the system also supports the creation of polygon-shaped or non-traditional zones. SenTrak also allows for the creation of "*template zones*" that can be used across a certain population as needed. **This allows Department personnel to designate certain sites across an entire region that can be applied to restriction zones to an entire population.** For example, for a sex offender population, we can establish pre-determined Exclusion Zones around schools, playgrounds, or related areas to keep entire program populations away from these "hot zones" without having to re-create the same zones on a continual basis. These type of "template zone" set-ups can be used for any high-risk participant population.

- i. ***~~GPS exclusion zones must include a buffer zone.~~ [Struck per Addendum # 1, dated April 23, 2012]***



***j. Availability of a standard map view, a satellite view, or a hybrid view when creating GPS zones.***

SenTrak uses Google Maps to provide authorized users with three (3) levels of mapping options: **satellite images, street maps, and hybrid maps (satellite imagery overlaid with street maps)**. These interactive maps contain easily recognizable images at the global level, state level, and down to street level; in addition, authorized users can add places of interest or street names to the mapping system. SenTrak enables authorized users to easily zoom in and out when viewing tracking maps. With the click of the mouse button, SenTrak allows authorized users to “drill down” from a high level view of an offender’s location down to his/her tracking movements at a specific location.

***k. Availability of viewing standard reports and creating custom reports.***

Using SenTrak, authorized users are provided the ability to view standard reports and create custom reports. The SQL Database structure utilized in our monitoring software is infinitely able to generate reports, elicit statistical data, and conduct queries for specific information as needed to meet literally any requirement or report objective. ***Every field of data in the entire software system can be queried as necessary for reporting purposes.*** Using our system, authorized personnel have real-time, on-line access to client information through this SQL database format. Sentinel is the ***only service provider of its kind*** with this “state of the art” database architecture.

***l. Run reports on demand and schedule reports for automatic delivery by email at a specified time and date.***

Authorized Department personnel can call Sentinel’s Monitoring Center in order to configure SenTrak to run reports on demand as well as schedule reports for automatic delivery by email for a specified time and date. As a ***Sentinel benefit***, our Operations team will meet with Department staff during Implementation to create reporting schedules for the automatic delivery of required reports.

***m. View reports online, print them out, save them, and download them as PDFs, Excel files, or Word documents.***

SenTrak can provide various customizable report models including details of an offender’s history for a single day or a range of dates that can be viewed on screen and printed. These reports are automatically generated in a web browser with a direct-to-print feature. The web browser also permits directly emailing the report, which would embed the page in the email.

***n. Make schedules active or inactive without having to delete schedules.***

SenTrak allows authorized Department personnel the ability to temporarily activate and deactivate a program participant’s schedule without having to delete the schedule.

- o. View an active case load on one page, sort the caseload, and display it by alert status, risk level, location status, and equipment type.***

SenTrak allows authorized users to create specific groups (caseloads) for each officer allowing officers the ability to view and sort their assignments.

- p. Transfer Participant caseloads between officers.***

Authorized users will be able to transfer specific groups (caseloads) between members upon calling the Monitoring Center staff. For security purposes and ensure program accuracy, the Monitoring Center staff utilizes an internal software tool to transfer caseloads.

- q. Customization of violation notifications at officer and Participant levels.***

The Notification Matrix can be modified at any time only by authorized Sentinel and Department personnel (established during Implementation). This is performed on an as needed basis in order to ensure we maintain the integrity of the database and maintain compliance with Program operations at all times.

- r. Customization of violation notifications to be sent by email.***

SenTrak also allows for authorized personnel to determine alarm and notification protocols. Prior to deployment, Sentinel's Operations team will meet with Department personnel to establish a Notification Matrix detailing notification protocols. Once these procedures are established, the Department will receive alarms and notifications as dictated by the pre-determined protocols, including receiving the customized violation notices via email.

- s. Make notes about any alert that a Participant generates, with the note being attached to the alert.***

Authorized users can make notes in SenTrak regarding an alert or violation that will be included with the individual offender's case file.

- t. Close one or all alerts and track who closed an alert; and reopen closed alerts.***

For security purposes and historical accuracy, Sentinel's Monitoring Center operators can close one or all alerts. Closed alerts can be viewed by Monitoring Center staff.

For security purposes and historical accuracy, alerts cannot be reopened.



- u. **Ability to "ping" a cellular-based GPS unit and immediately send its current location information to the central monitoring computer, and provide a map to display the location.**

SenTrak allows authorized users to request on-demand, or “poll” (also known as “ping”), the current tracking information of a tracking unit to be sent to the monitoring system. Using Google Maps, our monitoring system will display the location of the tracking unit.

## G. Home Monitoring Unit

**The Proposer shall provide a home monitoring unit that meets the following requirements:**

The system we are providing the current Department Program has worked successfully for the entire duration of the contract and is also in use on thousands of other offenders nationwide that we monitor.

We have proposed the continued use of our monitoring and tracking equipment built on our proposed DualTrak II electronic monitoring platform. Our Platinum Home Monitoring Unit (HMU), for use with our UniTrak One-Piece GPS Unit, and our MultiTrak Tracking Control Unit (TCU), for use with our TrakMate Two-Piece GPS Unit, are radio frequency-enabled to provide redundant RF over GPS service for program participants enrolled in the Probation Department’s Program. Each unit is easily installed in the participant’s resident in less than five (5) minutes. While in operation, the HMU uses the residential telephone line (analog or digital) to relay all activity data.



We also offer an HMU that is **cellular-enabled** allowing the unit to operate through local cellular networks. This model is used when participants do not have residential telephone service and must be monitored on the program.

For detailed descriptions of each home-based receiver, please see proposal Section 13.1: Global Positioning Satellite Tracking Equipment and Services. Below we provide narrative responses to the County’s individual requirements.

### 1. **The home monitoring unit shall be easy to install.**

Installation of Sentinel’s home-based monitoring units is performing by following the six (6) basic steps listed below:

- 1.) Unplug your phone from the wall jack.
- 2.) Plug the phone line provided to you into your wall jack.
- 3.) Plug this line into the jack in back of the unit labeled as **LINE**
- 4.) Plug your telephone into the jack in back of the unit labeled as **PHONE**
- 5.) Connect the AC adapter to the back of the unit labeled **POWER**
- 6.) Plug the AC adapter into standard wall outlet.



During the offender's Orientation meeting, our Technician describes the operation of the unit to the offender including how to install it at their residence, as well as how to treat the devices. All written materials/instructions provided to the participant are fully explained, and for participants with reading impairments or language barriers, our Technician verbally explains materials to the participants. The Technician also describes the installation procedures for the monitoring unit's hook-up and provides the offender with a one-page photograph-based installation guide for the specific monitoring unit required for the participant based on his/her assigned GPS unit (1-piece or 2-piece).

- 2. The home monitoring unit may either be equipped with standard RJ-11 jacks to operate with traditional residential telephone connections or with cellular communication technology that would preclude the need for physical telephone connections.***

Sentinel's home monitoring units were designed so that offenders are able to complete installation of the home monitoring unit by themselves at their own residence. We designed our home monitoring units so that installation takes less than five (5) minutes and installation is similar to that of a home telephone answering machine. One end of the unit's electrical cord connects to a standard two-prong residential AC power outlet. The other end of the power cord plugs into the home monitoring unit with a threaded nut that securely holds the power cord in place, eliminating the possibility of being accidentally unplugged at that end. The landline connection uses a standard RJ-11 telephone jack. While in operation, the monitoring unit uses the residential telephone line (analog or digital) to relay all activity data. Although the home unit will function with features on the phone line, we do agree that a standard phone line with no features is optimal. Cordless phones should also be prevented from being used.

We also offer the Platinum HMU and MultiTrak TCU that are cellular-enabled allowing the unit to operate through local cellular networks. These models are used when participants do not have residential telephone service and must be monitored on the program. Provided the participant's residence is located in a cellular-friendly area, the Cellular Unit will identically function as the telephone-based unit with no shortcomings in service performance. This cellular model unit utilizes a cellular modem connection to relay activity information from the participant's residence to our National Monitoring Center. The cellular modem is also CDMA via Verizon – the largest cellular coverage system in the United States. The HMU or TCU, landline or cellular-enabled, utilizes a toll-free number so there is no cost to the participant.

- 3. The home monitoring unit shall be able to communicate with the Proposer's monitoring center on battery backup for at least 24 hours in the event of AC power loss.***

Our HMUs and TCUs operate from standard residential 110-volt outlets and provide several unique features that ensure continuous monitoring capability. First, to ensure continuation of service through power outages, the HMU and TCU are equipped with the longest-lasting backup battery in the industry ***providing more than fifty (50) hours of reserve power***. They are also equipped with a non-volatile 2,500-signal memory that can safely store any information in its proper reception sequence (date and time) in the event the unit becomes disconnected from telephone service. Also built in to the units is internal surge protection for power and phone lines.



**4. The home monitoring unit shall indicate that it is receiving the signal from the transmitter.**

When the program participant enters of the range of the home monitoring unit (HMU or TCU), the unit recognizes the partnered UniTrak or transmitter and automatically send this information to the monitoring system. The unit does not indicate to the program participant that it is receiving a signal. The unit will send an alert message to the monitoring system if the unit does not receive the associated UniTrak or transmitter signal within a specified range (pre-determined curfew schedule). Based on Department protocols, Sentinel's Monitoring Center operators can then directly contact the program participant, the Sentinel on-Site Technician, or a designated Department staff member to determine the nature of the alert.

**5. The home monitoring unit shall be equipped with anti tamper technology.**

The HMU and TCU are equipped with multiple anti-tamper features. All home unit cases are sealed to prevent unauthorized access by an offender. Any attempts to compromise the case will automatically generate and send a tamper alert that will be immediately processed by Monitoring Center personnel. To prevent unauthorized relocation of a home unit, each unit is equipped with a motion sensor that will generate a motion alert if the unit experiences any excessive movement such as what would be experienced during the moving of a home unit to another residence. Please note that minimal movements, such as those that may be experienced by close proximity cleaning around the unit, will not generate this alert.

**6. The home monitoring unit's ability to receive transmitter signals shall be adjustable up to a maximum distance of 150 feet from the unit in order to accommodate residences of various sizes.**

Our DualTrak transmitter and corresponding MultiTrak TCU and the UniTrak 1-Piece GPS unit and corresponding Platinum HMU have a default setting of 150 feet; the HMU / TCU receives the UniTrak's / transmitter's signal when the participant enters the range of the home monitoring unit. The monitoring unit's range is adjustable up to 400 feet or down to less than fifty (50) feet, depending on the size of the living arrangements. The officer or approved installer can choose any range he/she desires and is not required to choose a low, medium, or high selection as is the case with most vendors.

**7. The home monitoring unit shall be capable of being electronically matched to any transmitter through the software system.**

Using our web-based SenTrak software, we are able to match transmitters to home monitoring units at anytime. During the enrollment process, the officer or installer "partners" the ankle-worn transmitter with the receiving equipment by entering the receiving equipment with the corresponding transmitter serial number using our web-based system. The receiving equipment is then specifically programmed to receive the signals from only the associated ("partnered") transmitter; if necessary, the receiving equipment's memory can be cleared and the unit



reprogrammed to recognize a different transmitter in the event a transmitter needs to be changed. This process does not require the units to be sent back to the factory. Every Sentinel transmitter sends a distinct code that ensures each individual is uniquely identified by the “partnered” receiving unit.

### ***Sentinel Advantage***

Our unique HMU and TCU also allow for matching of units remotely, through the HMU or TCU itself. Upon entering the appropriate passcode on the front of the HMU or TCU, authorized staff can scroll through feature options and reach the “Transmitter” information prompt. At this time, the Technician can directly key in the new transmitter’s ID number. Once the feature is closed by the Technician, the unit will successfully begin monitoring the newly assigned transmitter.

- 8. The home monitoring unit shall have at least two internal antennas to increase reception and decrease false out-of-range alerts.***

Sentinel’s Platinum HMU and MultiTrak TCU home-based receives are equipped with two (2) internal antennas to increase reception and decrease false out-of-range alerts.

- 9. The home monitoring unit shall contain an internal clock and sufficient non-volatile memory to timestamp and store all events in the event that communication with the central computer system is disrupted.***

The HMU and TCU both contain an internal clock and memory to store and time/date stamp data events. The base station will detect and record the program participant events and report them as they occur. All events are stored and date/time stamped by the unit regardless of loss of power or communication. All information is recorded and relayed (*e.g.*, printed) in proper sequence of the date and time stamp regardless of loss of power or communication.

- 10. The home monitoring unit shall detect and time-stamp the following events at a minimum and promptly communicate them to the Proposer's monitoring center:***

The home-based monitoring units that we are currently using for this program, along with the Cellular monitoring units that we are also offering are able to detect and communicate a variety of messages to the central monitoring computer. These are described in each following points.

- a. The transmitter enters the home monitoring unit's range.***

The HMU / TCU records and reports with date/time stamp every entry (arrival) and leave (departure) of the “partnered” UniTrak / transmitter within or out of range of the HMU / TCU.



- b. The transmitter leaves the home monitoring unit's range after a preset time interval that is adjustable from 2 to 10 minutes.***

The standard setting for allowable time for a transmitter / UniTrak to report departures and arrivals can be set for between two to ten (2 – 10) minutes, as required.

Authorized users are able to enter offender schedules, which cover time-sensitive periods and/or late leaves and returns, using our SenTrak software system. SenTrak schedules are designed to handle an offender's regular weekly schedule. SenTrak allows input of multiple curfews for each day of the week and supports permanent and temporary schedules, without having to delete any schedule information. In addition, SenTrak supports temporary schedules for one-time or specific circumstances with a one year time frame. When temporary schedule information is present, it will automatically override the permanent schedule information for the day or days indicated.

SenTrak's scheduling feature also allow for grace periods, which are usually 15, 30 or 60 minute increments of time that allow our system to sense an alarm condition but delay reporting the condition until the selected grace period expires. These grace periods eliminate unnecessary alarms that may occur if an offender leaves his residence a few minutes early or returns a few minutes late.

- c. Tampering by cutting or by severing the transmitter strap (while in range of the home monitoring unit) or removal of the transmitter without severing the strap. If a tamper occurs while out of range of the home monitoring unit, then the tamper alert signal shall be reported when the Participant enters the range of the base station.***

The HMU and TCU will report tampering with the partnered UniTrak or transmitter while within range or when the participant re-enters the range of the base station. The units will report the severing of the strap or the removal of the unit without severing the strap.

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

The HMU and TCU will record and report (with date/time stamp) disconnections and restorations of telephone services. Our HMU and TCU are equipped with a non-volatile 2,500-signal memory that can safely store more than fifty (50) hours of information in its proper reception sequence (date and time) in the event the unit becomes disconnected from telephone or cellular service. As a security precaution, the units are programmed to call into our Monitoring Center computer and "Check In". Any failure to do so results in a "Late to Test" alarm and our Monitoring Center personnel call the offender's residence to inquire as to the reason for the failed check in. Any results they obtain are entered into the offender's personal monitoring report for quick and easy access by Probation Department personnel investigating the situation.



- e. **Loss and/or restoration of the home's telephone service, if applicable with the home monitoring unit's technology, (the phone service loss must be reported as soon as the telephone line is restored, including the actual time of service loss).**

The HMU and TCU record and report with date/time stamp disconnections and restorations of telephone services. Our HMU and TCU are equipped with a non-volatile 2,500-signal memory that can safely store more than fifty (50) hours of information in its proper reception sequence (date and time) in the event the unit becomes disconnected from telephone or cellular service. As a security precaution, the units are programmed to call into our Monitoring Center computer and "Check In". Any failure to do so results in a "Late to Test" alarm and our Monitoring Center personnel call the offender's residence to inquire as to the reason for the failed check in. Any results they obtain are entered into the offender's personal monitoring report for quick and easy access by Sheriff's personnel investigating the situation.

- f. **Low transmitter battery.**

Both the HMU and the TCU will report the low battery status of the partnered UniTrak and transmitter.

## H. Transmitter

**The Proposer shall provide a continuous radio-transmitting device, which shall meet the following requirements:**

The system we are providing the current Department Program has worked successfully for the entire duration of the contract and is also in use on thousands of other offenders nationwide that we monitor.



We have proposed the continued use of our monitoring and tracking equipment built on our proposed DualTrak II electronic monitoring platform – our DualTrak II ankle-worn radio frequency transmitter and our UniTrak 1-Piece GPS unit that functions with redundant RF over GPS.

For details of our proposed products, please see proposal Section 13.1: Global Positioning Satellite Tracking Equipment and Services. Below we provide narrative responses to the County's individual requirements.

1. **The transmitter shall be capable of being attached to a Participant in such a manner that efforts to tamper with or remove the transmitter strap are immediately detectable.**

Our DualTrak transmitter and UniTrak 1-Piece GPS unit have been designed for ease of installation and durability. The design also incorporates a secure locking mechanism that cannot be unlocked or removed without leaving "tell-tale" signs of the tamper efforts of the offender. Our transmitter's snap-and-lock installation requires no tools as the strap is secured between the backplate and transmitter and locked in place when the unit is snapped on the participant's ankle.

Our transmitter and UniTrak are designed to overcome tamper attempts in a variety of ways. Once the transmitter / UniTrak is properly installed on the participant's ankle, the transmitter /



UniTrak cannot be removed unless the strap is cut or severed, thereby compromising the strap and generating a tamper alert. If the offender attempts to remove the transmitter / UniTrak unit itself from the strap harness a tamper alarm will also be generated. Finally, if the offender is able to successfully remove the transmitter / UniTrak without cutting the ankle strap or damaging the transmitter case (a highly unlikely situation) and leave it behind, the transmitter will detect a lack of motion and generate a “No Motion” alert. This alert will be received by the corresponding Home Monitoring Unit / Tracking Control Unit, which will send an alert to our Monitoring Center for notification. It is then the responsibility of our local staff to research and rectify the situation.

- 2. The transmitter shall possess secondary proximity detection or an accurate and dependable method of detection that is proven to be free of false alarms.***

Our transmitter and UniTrak have a built-in motion sensor, and will send a tamper alert to our Monitoring Center if the unit remains motionless for a given length of time. Since it is virtually impossible for a person to remain absolutely motionless for several hours, even while sleeping, a “No-motion” alarm would indicate that an offender has somehow removed the ankle bracelet without triggering another type of tamper.

- 3. The transmitter shall include, but is not limited to, the following three (3) tamper notification features: 1) ankle strap sever notification, 2) transmitter casing tamper alert, and 3) loss of motion tamper alert. The transmitter shall allow for unattended resetting of any tamper alarm but may be manually reset to allow for inspection upon each occurrence.***

Our transmitter and UniTrak have been designed for ease of installation and durability. The design also incorporates a secure locking mechanism that cannot be unlocked or removed without leaving “tell-tale” signs of the tamper efforts of the offender. The snap-and-lock installation requires no tools as the strap is secured between the backplate and transmitter / UniTrak and locked in place when the unit is snapped on the participant’s ankle.

Our transmitter and UniTrak are designed to overcome tamper attempts in a variety of ways. Once the transmitter or UniTrak is properly installed on the participant’s ankle, the transmitter or UniTrak cannot be removed unless the strap is cut or severed, thereby compromising the strap and generating a tamper alert. If the offender attempts to pry open or remove the transmitter or UniTrak unit itself from the strap harness a tamper alarm will also be generated. Finally, if the offender is able to successfully remove the transmitter or UniTrak without cutting the ankle strap or damaging the transmitter case (a highly unlikely situation) and leave it behind, the transmitter will detect a lack of motion and generate a “No Motion” alert.

These alerts are received by the associated home-based receiver unit, the associated TrakMate tracking device, or the monitoring system itself. The TrakMate and receivers send the alert information to our Monitoring Center for notification. Our operators will call to determine the nature of the alert and our local Technician staff can assist Department staff, if necessary, to research and rectify the situation.



The transmitter and UniTrak incorporate an automatic tamper reset to eliminate unnecessary service calls. This feature allows the transmitter or UniTrak to reset itself in the event that the device registered a tamper due to an incidental contact or impact and although the impact was registered, a tamper did not occur. This eliminates the need to call the participant into the office or to have the authorized personnel perform a field-check. If the event was an actual tamper, the alert would remain “active” until the transmitter or UniTrak was inspected and the tamper cleared.

If the unit has been tampered and requires service, the unit remains in “tamper” until a Technician removes the unit for inspection and re-attaches the unit. The unit will then “re-set” and the tamper alert will be removed.

**4. The transmitter shall be shock resistant, water and moisture proof, hypo allergenic, and function reliably.**

Both our transmitter and UniTrak are sealed and designed to operate under normal atmospheric conditions and temperatures. They are hypoallergenic, 100% water-proof and shock-resistant, and allows a participant to conduct all normal daily activities, including showering, without affecting the transmitter’s / UniTrak’s operation.

The system we are currently providing for the Department GPS Tracking Services Program has worked successfully for the entire duration of the contract and is also in use on thousands of other offenders that we monitor nationwide.

**5. The transmitter shall be capable of being electronically matched to any home monitoring unit through the software system.**

As a *Sentinel advantage*, we designed our electronic monitoring and tracking system to be as flexible as possible by having multiple matching / assignment options. Upon entering the range of the partnered home monitoring unit, our transmitter’s and UniTrak’s encoded, secure radio frequency (RF) signals emitted during operation are received by the home monitoring unit and provide continuous home detention coverage. During the enrollment process, the installer/technician “partners” the transmitter or UniTrak with the receiver (tracking control unit or home monitoring unit, as appropriate for the GPS equipment being used) by programming the receiver/dialer with the corresponding transmitter / UniTrak serial number using our web-based system. The monitoring unit is specifically programmed to receive the signals from only the associated (“partnered”) transmitter / UniTrak. This process does not require the units to be sent back to the factory.

In addition to this, field staff can also partner a new transmitter or UniTrak to the monitoring unit through the direct access functionality found on the HMU or TCU itself. The direct access functionality requires a special tool so that the unit cannot be accessed by unauthorized individuals.

These multiple transmitter reassignment options provide field technicians with more options than any other monitoring system available.



- 6. *The signal range of the transmitter shall be great enough to prevent false alarms, yet not so great as to allow movement from the authorized site. The proposed transmitter should have approximate signal strength of 150 feet line of sight.*

Sentinel equipment offers increased range settings with our home-based receiver units and the associated monitoring or tracking equipment. Unlike some vendors who merely offer a low, medium, or high range setting, Sentinel’s home monitoring equipment offers range settings that are **adjustable for up to 400 feet or down to smaller than fifty (50) feet**, depending on the size of the offender’s living arrangements.

By having a radio frequency system that uses signal strength attenuation such as our DualTrak II system, we are able to accurately and precisely set the required reception range of the home monitoring unit and eliminate false exit alarms.

- 7. *The transmitter shall be battery powered. The battery shall power the transmitter a minimum of 12 months without need for recharging or replacement.*

A benefit of the Sentinel ankle-worn transmitter is that the extended battery lifespan allows our units to remain in service longer than other models without the need for concern about repeated battery replacement. The DualTrak ankle-worn transmitter battery is designed to last **for a minimum of twelve (12) months** before needing to be replaced.

UniTrak is equipped with a re-chargeable battery that will last for twelve (12) months.

- 8. *The transmitter must allow for easy replacement of battery by either County or Proposer personnel.*

Sentinel’s ankle-worn transceiver unit provides twelve months (12) of active use, and upon reaching a low threshold for battery life (approximately 7 to 8 days of remaining life), a low battery alert is sent directly to our Monitoring Center’s software system. Our Monitoring Center operators notify our on-site field Technicians and/or Case Managers of the low battery alert for prompt replacement. Our operators can also notify the program participant of the low battery alert and instruct them to report to a designated location (Sentinel office or Probation Site) to meet with the Sentinel Technician for replacement. As an **additional benefit**, Sentinel Technicians can also deploy to the field in order to directly service the unit. The unit is simply snapped back in to place to ensure it is securely attached to the ankle of the client and fully operational.



**Figure 2.** The rails of the unit simply slide onto the backplate and are secured by squeezing the backplate and unit together until they “click” with a secure lock.



**9. The transmitter shall not pose a safety or risk hazard to the Participant.**

Our transmitter and UniTrak are only three (3) pieces – the transmitter or tracking unit, backplate, and strap. Other vendors’ transmitters can have more than ten (10) individual pieces making a mere installation laborious due to the multiple steps required.

**Our transmitter does not pose a safety or risk hazards to offenders or any other persons.**

The transmitter and backplate are made of non-irritating, polycarbonate ABS plastic. The transmitter strap is made of a proprietary, hypoallergenic Elastomer material for greater comfort while wearing. The interior of strap contains a non-metal conductive material that will not cause injury to installer or wearer.

**10. The transmitter shall emit a minimum of one status signal every 30 seconds.**

After performing a self-diagnosis for tampers or low battery status at the time of original installation, our transmitter emits an encoded secure Radio Frequency (RF) signal containing its own serial number and status information, over multiple bandwidths **once every seventeen (17) seconds**. This check-in frequency continues for the duration the transmitter is in service.

**11. The transmitter shall be designed to discourage tracing and duplication of the signal.**

Sentinel’s products operate using a non-commercially available frequency range that is not interfered with by sheriff, police, correctional, or commercial communications equipment. In addition, the transmitter’s / UniTrak’s radio frequency signals are emitted over multiple bandwidths so that the signals can be received by the partnered home-based monitoring unit in the rare event that interference may impact one of the frequency modes.

The system we are currently providing for the Probation Department’s GPS Tracking Services Program has worked successfully for the entire duration of the contract and is also in use on thousands of other offenders that we monitor nationwide.

## **I. GPS Levels**

**Proposer shall provide eligible Participants with one set of monitoring equipment that includes the capability of each of two levels of GPS tracking: 1) Active, and 2) Passive.**

Both of Sentinel’s proposed GPS tracking units, the UniTrak 1-Piece and the TrakMate 2-Piece, provide Active and Passive levels of tracking service. These tracking levels can be easily adjusted by authorized personnel through SenTrak without requiring Sentinel or Department staff to “change out” or replace equipment in order to change the tracking level.



1. **The system shall be able to provide 24/7 tracking of a Participant using active tracking technology according to the following:**

a. **Minute by minute tracking of Participant(s), with near real-time alert notifications.**

Sentinel's tracking system will provide minute-by-minute tracking of program participants with near-real-time alert notifications.

Our proposed GPS tracking units, the TrakMate 2-Piece and UniTrak 1-Piece provide **Active, Passive, and Intermediate (or Hybrid) GPS monitoring** to easily adjust with the needs of any program. **The levels of service are built-in to the software and do not require Sentinel staff or Department staff to "change out" or replace equipment in order to change an offender's level of GPS supervision.**

b. **Use of geographic restriction zones to control a Participant's movement through the community.**

At the time of program enrollment, staff will enter daily curfew schedules and/or Inclusion and Exclusion zones for each offender, if needed. These are the time limits and locations within which the offender must comply to avoid non-compliance. Each exit from, and entry to, the residence or zone (Inclusion or Exclusion) is reported by the monitoring unit, and our SenTrak system **automatically** compares the activity's location with the set zones. **Any discrepancies of the event time or location with the permitted time or location will generate a violation that is processed by our system.** This activity verification is continuously performed by our SenTrak system, which thereby ensures the monitoring of the offender population at all times.

c. **The ability to display all Participants being tracked at anyone time on one cohesive display.**

SenTrak provides authorized users the ability to display all participants being tracked at any time on one (1) cohesive display. Each participant is displayed as a "push pin" with the participants' information displayed in a table format.

d. **Ability to contact a Participant through real-time notification.**

As a **Sentinel advantage**, authorized personnel (Sentinel or Department) can directly contact a participant and speak with them on the TrakMate II at any time by simply calling the TrakMate II via the **patented communication feature** pioneered by Sentinel with the original release of the TrakMate. The phone can be programmed to restrict use by the program participant; e.g., participant can only receive calls from a Department staff member or Sentinel personnel. This direct voice feature is more beneficial and reliable than other products that utilize text message-based communications with offenders.



**e. Ability to display if a Participant has been within any proximity to a known or suspected location of interest.**

A *Sentinel advantage* with our SenTrak web-based monitoring application is the built-in “**event detection**” platform. By incorporating this application into our main portal, we are able to offer the Department the ability to initiate such a query against the entire population of offenders on GPS tracking in just a matter of minutes.

**Authorized personnel can enter the date, time, and location of any incident and promptly receive a report of all offenders who were near the location.** The results of the query can also be graphically displayed on an individual map allowing the event and plotted offender information, relative to the query, to be viewed. Authorized personnel are able to perform these searches at any time from any internet-enabled computer. A “results” table is generated depicting all offenders who were within the proximity of the incident.

**This map distinguishes the incident location by placing a red star upon the location. Each offender within the specified radius of the incident is identified. This report can be viewed on screen or printed for later review.**

***Sentinel Advantage***

All offender geographic latitude and longitude data can be exported and provided to multiple law enforcement agencies for cross reference with their own internal / proprietary mapping software. This software option is provided at *no cost* to the Department.

**f. Ability to display multiple types of maps to provide different imagery.**

SenTrak uses Google Maps to provide authorized users with three (3) levels of mapping options: **satellite images, street maps, and hybrid maps (satellite imagery overlaid with street maps)**. These interactive maps contain easily recognizable images at the global level, state level, and down to street level; in addition, authorized users can add places of interest or street names to the mapping system. SenTrak enables authorized users to easily zoom in and out when viewing tracking maps. With the click of the mouse button, SenTrak allows authorized users to “drill down” from a high level view of an offender’s location down to his/her tracking movements at a specific location.

**g. Ability to create zone templates for easy application of zones for Participant groups.**

As a benefit for the programs we monitor, we can create *template zones* that can be used across a certain population as needed. **This allows Department personnel to designate certain sites across an entire region that can be applied as restriction zones to an entire population.** For example, for a sex offender population, we can establish pre-determined exclusion zones around schools, playgrounds, or related areas to keep entire program populations away from these “hot zones” without having to re-create the same zones on a continual basis. This type of template zone set-up can be used for sex offender and other high-risk participant populations.



***h. Ability to provide traditional oval and polygon shaped geographic zones.***

SenTrak provides the ability to provide traditional oval and polygon shaped geographic zones. For participants with challenging zones, SenTrak allows for the construction of non-traditional zones.

***i. System shall allow for use of the same equipment and software for all levels of tracking.***

Sentinel's UniTrak and TrakMate provide Active, Passive, and Intermediate (or Hybrid) GPS monitoring. The levels of service are *built-in* to the software and *do not* require Sentinel staff or Department staff to "change out" or replace equipment in order to change an offender's level of GPS supervision.

***j. System shall allow for use of daily curfew schedules in addition to GPS tracking.***

During Enrollment, authorized staff (Department and Sentinel) enters the daily curfew schedules, GPS tracking level, and Inclusion / Exclusion zones for each individual participant.

SenTrak allows for temporary and permanent schedules as well as the creation of tradition, polygon, and non-traditional shaped zones.

***2. The system shall be able to provide passive tracking of a Participant that will allow for historical or next day reporting according to the following:***

Sentinel's Passive tracking level allows only historical/next-day reporting. While away from the residence, our system will track and store all participant movements (GPS points), since real-time reporting is not available at this tracking level. Passive GPS tracking offers more than ordinary electronic monitoring and as such, it is the next level in progressive supervision of offenders. Geographic zones can still be used in this level similar to the Active or Intermediate tracking service. All reporting while in Passive mode is performed on a historical, end-of-day basis.

***a. Ability to track Participant movement points on minute intervals.***

The system provides the ability to track the participants' movements on minutes intervals; however in the Passive tracking level these would be reported the following day.

***b. Ability to display if a Participant has been within any proximity to a known or suspected location of interest.***

The "event detection" feature within SenTrak is available in all tracking levels provided.



**c. Ability to display multiple types of maps to provide different imagery and displays.**

The ability to display the various types of Google Maps available within SenTrak is available for all tracking levels.

**d. Ability to create zone templates for easy application of zones for Participant groups.**

The ability to create zone templates for various participant groups is available for all tracking levels within SenTrak.

**e. Ability to provide traditional oval and polygon shaped geographic zones.**

The ability to provide traditional oval, polygon, and non-traditional shaped Inclusion and Exclusion Zones is available in all tracking levels within SenTrak.

**f. System shall allow for use of the same equipment and software for all levels of tracking.**

Sentinel’s UniTrak and TrakMate provide Active, Passive, and Intermediate (or Hybrid) GPS monitoring. The levels of service are *built-in* to the software and *do not* require Sentinel staff or Department staff to “change out” or replace equipment in order to change an offender’s level of GPS supervision.

**g. System shall allow for use of daily curfew schedules in addition to GPS tracking.**

SenTrak allows authorized staff (Department and Sentinel) to enter the daily curfew schedules, GPS tracking level, and Inclusion / Exclusion zones for each individual participant.

SenTrak allows for temporary and permanent schedules as well as the creation of tradition, polygon, and non-traditional shaped zones.

## J. GPS Two-Piece System

**The Proposer shall be able to provide a two-piece GPS equipment system, which includes a GPS tracking unit ("Unit") and an ankle transmitter, and any other equipment necessary to monitor and provide case management of Participants, according to the following requirements:**

Our TrakMate II GPS 2-piece unit is coupled with the redundant radio frequency home monitoring through the use of our proprietary home base unit and ankle-worn transmitter. Upon the offender’s return to the residence, our home base unit will commence the residential monitoring of the offender and discontinue tracking instead of relying on the cellular driven unit.





- 1. The equipment shall include a base station to operate as a home monitoring unit in order to provide redundant RF and GPS coverage of the Participant at their residence.**

The MultiTrak II GPS Tracking Control Unit (TCU) is Sentinel's home monitoring unit providing redundant RF over GPS coverage of the participant in residence.

- 2. The base station may double as a recharging station for the Unit. The Unit shall also have portable recharging capability to allow for office, vehicle, and home use.**

The TCU is the docking station and charging base for the TrakMate tracking device in addition to performing as a traditional home curfew unit.

The TrakMate tracking device is a portable phone with restricted communication access that is carried by the participant while wearing the ankle-worn DualTrak transmitter. The unit is provided with a clip for attaching the unit, a wall-plug charging cord, and a vehicle charger to allow the participant to charge while away from the residence.

- 3. The Unit shall have a minimum 18-hour battery life and shall be fully charged in 6 hours or less.**

The TrakMate will last for eighteen to twenty (20) hours and is fully charged (from a dead battery) within four (4) hours; a program participant can perform a "quick charge" on the TrakMate by charging the unit for two (2) hours if the unit has not reached a critical battery level. The TrakMate battery is **not** hindered by "battery memory" if the participant regularly performs a "quick charge" in order to maintain a full battery.

- 4. The two-piece system shall operate through all levels of GPS tracking without requiring the exchange of equipment when modifying tracking level.**

Sentinel's UniTrak and TrakMate provide Active, Passive, and Intermediate (or Hybrid) GPS monitoring. The levels of service are *built-in* to the software and *do not* require Sentinel staff or Department staff to "change out" or replace equipment in order to change an offender's level of GPS supervision.

- 5. The two-piece system shall consist of the Unit that is electronically linked with a non-removable ankle transmitter. (Transmitter specifications are listed above).**

The TrakMate tracking unit is coupled with a non-removable ankle-worn transmitter, the DualTrak, both of which are partnered with the home monitoring unit, the MultiTrak Tracking Control Unit (TCU) to provide continuous (24/7) redundant RF over GPS tracking.



- 6. The Unit shall be carried by the Participant at all times while away from the designated residence and shall be a fully functional GPS-enabled tracking device.***

The TrakMate tracking device is a handheld cellular phone (includes carrying clip) with restricted access and enabled with GPS tracking capabilities to provide continuous tracking coverage of the program participant while he/she is away from residence. While in residence, the ankle-worn transmitter provides redundant RF over GPS coverage.

- 7. The Unit shall have sufficient memory to store any GPS tracking points that cannot be relayed for any reason.***

The UniTrak will store 100 zones and more than 2,880 GPS points within the unit's memory (approximately 2 days worth of points); however this is **not necessary** due to the **Sentinel advantage** of the ability for the unit to partner with the Platinum Home Monitoring Unit (HMU) as upon entering range of the HMU, the HMU will automatically download all of the collected information from the UniTrak to our National Monitoring Center over the participant's residential telephone line via the toll-free 800-number. Cellular coverage is not necessary for our UniTrak GPS unit; there is no need for the unit to have cellular reception in order to push data. Even program participants who live in poor or no cellular coverage areas will be continuously monitored via our UniTrak with redundant radio frequency unit.

The MultiTrak TCU is equipped with the longest-lasting backup battery in the industry providing **more than fifty (50+) hours of reserve power**. It is also equipped with a **non-volatile 2,500-signal memory** that can safely store any information in its proper reception sequence (date and time). The unit is equipped with a front-panel Liquid Crystal Display (LCD) screen that displays the current date and time.

- 8. The Unit shall provide for direct voice communication between the County or Monitoring Center and the Participant 24 hours a day 7 days a week. The Unit shall not display the caller's number or allow Participants to make outbound calls.***

As a **Sentinel advantage**, authorized personnel (Sentinel or Agency) can directly contact a participant and speak with them on the TrakMate II at any time by simply calling the TrakMate II via the **patented communication feature** pioneered by Sentinel with the original release of the TrakMate. The phone can be programmed to restrict use by the program participant; *e.g.*, participant can only receive calls from a Department staff member or Sentinel personnel. This direct voice feature is more beneficial and reliable than other products that utilize text message-based communications with offenders.

- 9. The Unit shall incorporate anti-tamper technology to prevent unauthorized access.***

The MultiTrak Tracking Control Unit (TCU) is equipped with **multiple anti-tamper features**. All home unit cases are sealed to prevent unauthorized access by an offender. Any attempts to compromise the case will automatically generate and send a tamper alert that will be immediately processed by Monitoring Center personnel. To prevent unauthorized relocation of a



home unit, each unit is equipped with a motion sensor that will generate a motion alert if the unit experiences any excessive movement such as what would be experienced during the moving of a home unit to another residence. Please note that minimal movements, such as those that may be experienced by close proximity cleaning around the unit, will not generate this alert.

In addition, tamper alerts from the DualTrak ankle-worn transmitter and the TrakMate GPS tracking device are received by the TCU, which sends the alert information to our Monitoring Center for notification. Our operators can then call to determine the nature of the alert, if required by program requirements, to research and rectify the situation.

**10. The Unit shall be discreet, lightweight and small enough to be hand-carried or clipped to a belt.**

The TrakMate weighs a mere 6.5 ounces and is 5.1” x 1.9” x 1.2”. It can be discreetly carried on the hip or in a purse.

**11. The Unit shall be sturdy and durable and be able to continue to function normally after a four-foot drop.**

The TrakMate tracking device is enclosed in a harden plastic that is sturdy and durable. It is capable of withstanding a small drop.

**12. The Unit shall be able to detect the presence/absence of the Participant's transmitter and acquire GPS signals to record its location as the Participant travels around.**

During the installation process, the Sentinel Technician or Department officer will assign a unique DualTrak ankle-worn transmitter to the TrakMate 2-Piece tracking unit and the associated MultiTrak Tracking Control Unit (home-based receiver). This allows both the TrakMate and the TCU to detect the absence or presence of the partnered transmitter and report this information to the monitoring system.

Another *Sentinel advantage* with our TrakMate GPS device is that through its built-in, 12-channel satellite receiver it is able to technically receive location data from up to twelve (12) individual satellites. This high-capacity reception allows for a *more accurate determination* of the participant’s location to within a 50-foot radius, under optimal conditions. Other GPS tracking devices have smaller receiver capabilities that may affect the accuracy of individual point identification due to the inability to connect with the required number of satellites to successfully configure a tracking point.

**13. The Unit shall include motion detection.**

Sentinel’s DualTrak ankle-worn unit, used in conjunction with the TrakMate II GPS tracking system, provides motion detection.



- 14. The Unit shall be able to record GPS data at preset intervals from 1 to 10 minutes. County or Proposer personnel shall be able to set and change this data collection rate through the software interface.**

Sentinel's UniTrak and TrakMate provide **Active, Passive, and Intermediate (or Hybrid) GPS monitoring** to easily adjust with the needs of any program. **The levels of service are built-in to the software and do not require Sentinel staff or Department staff to "change out" or replace equipment in order to change an offender's level of GPS supervision.** Our levels of GPS tracking are configurable within SenTrak and are as follows:

- ❖ **Active GPS:** Using our Active level of GPS tracking, authorized personnel can track participants twenty-four (24) hours a day, seven (7) days a week, acquiring position data once every minute. All alarms and violations are processed in near real-time format for near immediate notification. Active GPS tracking allows authorized staff (Sentinel and Agency) to set **inclusion and exclusion zones** to restrict offenders' movements around the community. Staff may modify the zones as needed at anytime through our SenTrak website. Similar to RF electronic monitoring, all alarms will be automatically processed by our monitoring software. Based on Agency requirements, all alarms will be processed within the required timeframes and notifications are sent as required to any electronic messaging enabled system (text, email, etc.) or direct officer contact.
- ❖ **Intermediate GPS:** Sentinel was the first company in this industry to create an Intermediate level of GPS tracking. As a *hybrid* between Active and Passive GPS tracking, our Intermediate level allows authorized personnel to locate a participant "On Demand". All violations are reported on a semi-historical basis with no real-time notification capability. Geographic zones are also available at this tracking level, but all notifications are historical. This tracking level allows authorized personnel to poll a GPS unit to obtain information that is no more than ten (10) minutes old.
- ❖ **Passive GPS:** This tracking level is traditionally used for the lower-risk participants. Passive GPS allows only historical/next-day reporting. While away from the residence, our system will track and store all participant movements (GPS points), since real-time reporting is not available at this tracking level. Passive GPS tracking offers more than ordinary electronic monitoring and as such, it is the next level in progressive supervision of offenders. Geographic zones can still be used in this level similar to the Active or Intermediate tracking service. All reporting while in Passive mode is performed on a historical, end-of-day basis.

- 15. The Unit shall be able to send collected data to the central monitoring computer at least once per minute. County or Proposer personnel should be able to set and change this data reporting rate through the software interface.**

Sentinel's GPS tracking units, TrakMate and UniTrak, are both capable of sending collected data to the our National Monitoring Center at least once per minute; however Sentinel does not recommend this rate of collection and submission due to the fact that it can become an extremely cumbersome amount of point data that must be processed by the monitoring system and staff.

The collection and submission rate is configurable in SenTrak.



**16. The Unit shall report a transmitter tamper and low transmitter battery promptly when detected, whether in active or passive mode.**

The partnered TrakMate and MultiTrak TCU will report tamper and low battery events promptly when detected in both Active and Passive tracking.

**17. The Unit shall include an indicator of the Unit's battery charge. The indicator should denote ample charge, re-charging needed, and battery shut-down imminent.**

The TrakMate tracking unit is equipped with a LCD screen that displays the battery level of the unit. The unit is equipped with a standard cell phone battery meter level denoting ample, low, and critical.

**18. The Unit shall include an indicator to denote when GPS is lost, the transmitter is out of range, or the cellular service is not available. County or Proposer personnel shall be able to enable or disable the indicator(s) through the software interface.**

The TrakMate tracking device is a cellular phone in design and equipped with a LCD screen that displays various alerts to the program participant; these include:

- ❖ Transmitter out of range
- ❖ Transmitter in tamper
- ❖ Transmitter cleared of tamper
- ❖ Lack of cellular service

Authorized Sentinel and Department personnel are able to enable or disable participant access directly from the TrakMate tracking unit.

## **K. GPS One-Piece System**

**The Proposer shall be able to provide one-piece GPS equipment (Device) and any other items necessary to monitor and provide case management to Participants, according to the following requirements:**

- 1. The Device shall combine GPS receiver and cellular communication in one unit worn on the Participant's ankle.**

UniTrak is Sentinel's latest 1-piece GPS tracking device providing a GPS receiver and cellular communication with redundant RF over GPS supervision in one, ankle-worn unit that is securely attached to the participant with our snap-and-lock design.



- 2. The Device shall have the compatibility with existing radio frequency electronic monitoring tracking equipment and allow for progressive stages of supervision.***

UniTrak utilizes Sentinel's proven radio frequency electronic monitoring platform, DualTrak. Perhaps the most important ***benefit*** of Sentinel's 1-Piece GPS device is with the incorporation of the DualTrak radio frequency electronic monitoring platform, the UniTrak one-piece GPS unit ***does not have to rely on cellular service at the residence for home supervision due to the use of our redundant home monitoring unit.*** This design allows for the use of our ***"Redundant GPS over RF"*** tracking and monitoring model, which ***eliminates GPS drift point issues and ensures real-time residential monitoring.***

Both of Sentinel's GPS tracking options, UniTrak and TrakMate, provide **Active, Passive, and Intermediate (or Hybrid) GPS monitoring** to easily adjust with the needs of any program. The levels of service are ***built-in*** to the software and ***do not*** require Sentinel staff or Department staff to ***"change out"*** or replace equipment in order to change an offender's level of GPS supervision.

- 3. The one-piece system shall provide redundant, residential RF monitoring through the use of a home monitoring unit.***

Sentinel is the only vendor who has tethered their one-piece GPS unit to a true Home Monitoring Unit. We do not rely on a "Beacon" or amplified cell service for our GPS device to communicate with our software from the residence. **Upon entering the residence, the Home Monitoring Unit assumes the monitoring of the offender through our proven radio frequency enabled design.** The UniTrak unit functions with our home-based receiver unit to perform standard house arrest radio frequency monitoring without relying on GPS to confirm the offender's residential curfew compliance. **By not utilizing the GPS tracking once the offender is at home, the issues of overnight drift are eliminated.**

Upon exiting the residence, the Home Monitoring Unit reports the exit by the offender and the UniTrak resumes automatically collecting and reporting GPS locations back to the Sentinel Monitoring Center via its built-in cellular capability. This advanced and combined RF and GPS design eliminates officers having to waste valuable time reviewing or investigating false exit alerts created by drift that might be created with other systems that do not have this feature.

- 4. The Device shall support full functionality for no less than 20 hours, shall be rechargeable for no less than 365 recharge cycles, and be fully recharged in less than three (3) hours.***

The UniTrak's battery can recharge in approximately sixty (60) minutes. On a full charge, the device can function in active mode for at least twenty (20) hours, which provides sufficient time between recharge periods for participants to leave the residence and conduct any required, authorized activities before required recharge. As an advantage, the device will vibrate once it reaches a twenty percent (20%) battery threshold which will notify the participant of the need to recharge.



- 5. The Device shall include a visual method to notify Participants of GPS status and battery level.**

UniTrak is equipped with LED lights that indicate the battery status of the unit (yellow for low, red for critical). The green LED indicates successful acquisition of GPS tracking during installation.

- 6. The Device shall have portable recharging capability to allow for office, vehicle, and home use.**

The UniTrak is equipped with a standard plug-charger for recharging the unit while in residence or at the office; the unit is also equipped with a car charger to allow the participant to charge the unit while away from the residence.

- 7. The Device shall be waterproof and shock proof.**

The UniTrak is sealed and waterproof to allow participants to conduct all normal activities such as showering without affecting the operation of the unit. The device is also shock-proof to allow the unit to function under vibrations that occur during normal daily activities.

- 8. The Device shall be attached using an adjustable hypoallergenic strap.**

The UniTrak tracking unit and backplate are made of non-irritating, polycarbonate ABS plastic. The strap is made of a proprietary, hypoallergenic Elastomer material for greater comfort while wearing. The interior of the strap contains a non-metal conductive material that will not cause injury to the installer or wearer. In addition, the ankle straps can be disposed of after every use, if desired by Department staff.

- 9. The Device shall be equipped with anti-tamper technology.**

Our transmitter and UniTrak have been designed for ease of installation and durability. The design also **incorporates a secure locking mechanism that cannot be unlocked or removed without leaving “tell-tale” signs of the tamper efforts of the offender.** Our snap-and-lock installation requires no tools as the strap is secured between the backplate and transmitter / UniTrak and locked in place when the unit is snapped on the participant’s ankle.

### **DualTrak RF Transmitter**

Our DualTrak transmitter is designed to overcome tamper attempts in a variety of ways. Once the transmitter is properly installed on the participant’s ankle, the transmitter cannot be removed unless the strap is cut or severed, thereby compromising the strap and generating a tamper alert. If the offender attempts to remove the transmitter itself from the strap harness, a tamper alarm will also be generated. Finally, if the offender is able to successfully remove the transmitter without cutting the ankle strap or damaging the transmitter case (a highly unlikely situation) and leave it behind, the transmitter will detect a lack of motion and generate a “No Motion” alert.



These alerts are received by the Home Monitoring Unit (HMU) or TrakMate 2-Piece GPS device, which sends the alert information to our Monitoring Center for notification. Our operators can then call to determine the nature of the alert, if required by program requirements, to research and rectify the situation.

### UniTrak 1-Piece GPS Unit

The UniTrak GPS device will report all tamper alerts. The unit, like our DualTrak ankle-worn transmitter, has been designed to overcome tamper attempts in a variety of ways. Once the unit is properly installed on the participant’s ankle, the device cannot be removed unless the strap is cut or severed, thereby compromising the strap and generating a tamper alert. If the offender attempts to remove the unit itself from the strap harness a tamper alarm will also be generated. ***Finally, if the offender is able to successfully remove the unit without cutting the ankle strap or damaging the case (a highly unlikely situation) and leave it behind, the device will detect a lack of motion and generate a “No Motion” alert.*** This alert will be sent to our Platinum Home Monitoring Unit (HMU), which sends the alert information to our Monitoring Center, or directly to our Monitoring Center for notification to County personnel.

**10. The Device shall have an individual serial number.**

Each of Sentinel’s products is coded with an individual serial number. These numbers are never duplicated.

**11. The Device shall include motion detection.**

Our transmitter and UniTrak have an internal accelerometer that will **report a “No Motion” alarm** if the transmitter does not move for several hours. This provides a redundant tamper feature with a purpose similar to that of the proximity tamper seen in other electronic monitoring transmitters. In the extremely unlikely event that a participant removes the transmitter without tampering the ankle strap the “No Motion” alarm will be triggered alerting authorized personnel.

**12. The system shall detect, record, and alert County staff for the following events:**

- |                              |                            |
|------------------------------|----------------------------|
| <b>a. Low battery</b>        | <b>e. Zone violation</b>   |
| <b>b. Battery charging</b>   | <b>f. Curfew violation</b> |
| <b>c. Lost location</b>      | <b>g. Equipment tamper</b> |
| <b>d. Lost cell coverage</b> | <b>h. No motion</b>        |

Sentinel’s proposed GPS tracking units will detect, record, and provide alerts for, but not limited to:

- ❖ Low battery
- ❖ Zone violation



- ❖ Battery charging
- ❖ Lost location
- ❖ Lost cell coverage
- ❖ Curfew violation
- ❖ Equipment tamper
- ❖ No motion

All events are reported to SenTrak with a date and time stamp. Based on County procedures, Sentinel staff can attempt to directly contact program participants to address the issue of the alert or our system can directly report the alert information to designed personnel through various methods (email, fax, phone, text).

**13. The Device shall possess sufficient non-volatile memory to store at least 7 days worth of data at a collection rate of once per minute.**

The UniTrak will store 100 zones and more than 2,880 GPS points within the unit’s memory (approximately 2 days worth of points); however this is **not necessary** due to the *Sentinel advantage* of the ability for the unit to partner with the Platinum Home Monitoring Unit (HMU) as upon entering range of the HMU, the HMU will automatically download all of the collected information from the UniTrak to our National Monitoring Center over the participant’s residential telephone line via the toll-free 800-number. Cellular coverage is not necessary for our UniTrak GPS unit; there is no need for the unit to have cellular reception in order to push data. Even program participants who live in poor or no cellular coverage areas will be continuously monitored via our UniTrak with redundant radio frequency unit.

The Platinum HMU is equipped with the longest-lasting backup battery in the industry providing **more than fifty (50+) hours of reserve power**. It is also equipped with a **non-volatile 2,500-signal memory** that can safely store any information in its proper reception sequence (date and time). The unit is equipped with a front-panel Liquid Crystal Display (LCD) screen that displays the current date and time.

**14. The Device shall be able to record GPS data at preset intervals from 1 to 10 minutes. County or Proposer personnel shall be able to set and change this data collection rate through the software interface.**

Sentinel’s UniTrak and TrakMate provide **Active, Passive, and Intermediate (or Hybrid) GPS monitoring** to easily adjust with the needs of any program. **The levels of service are built-in to the software and do not require Sentinel staff or Department staff to “change out” or replace equipment in order to change an offender’s level of GPS supervision.** Our levels of GPS tracking are configurable within SenTrak and are as follows:

- ❖ **Active GPS:** Using our Active level of GPS tracking, authorized personnel can track participants twenty-four (24) hours a day, seven (7) days a week, acquiring position data once every minute. All alarms and violations are processed in near real-time format for near immediate notification. Active GPS tracking allows authorized staff (Sentinel and Agency) to set **inclusion and exclusion zones** to restrict offenders’ movements around the community. Staff may modify the zones as needed at anytime through our SenTrak website. Similar to RF electronic monitoring, all alarms will be automatically processed



by our monitoring software. Based on Agency requirements, all alarms will be processed within the required timeframes and notifications are sent as required to any electronic messaging enabled system (text, email, etc.) or direct officer contact.

- ❖ **Intermediate GPS:** Sentinel was the first company in this industry to create an Intermediate level of GPS tracking. As a *hybrid* between Active and Passive GPS tracking, our Intermediate level allows authorized personnel to locate a participant “On Demand”. All violations are reported on a semi-historical basis with no real-time notification capability. Geographic zones are also available at this tracking level, but all notifications are historical. This tracking level allows authorized personnel to poll a GPS unit to obtain information that is no more than ten (10) minutes old.
- ❖ **Passive GPS:** This tracking level is traditionally used for the lower-risk participants. Passive GPS allows only historical/next-day reporting. While away from the residence, our system will track and store all participant movements (GPS points), since real-time reporting is not available at this tracking level. Passive GPS tracking offers more than ordinary electronic monitoring and as such, it is the next level in progressive supervision of offenders. Geographic zones can still be used in this level similar to the Active or Intermediate tracking service. All reporting while in Passive mode is performed on a historical, end-of-day basis.

**15. The Device shall be able to send collected data to the central monitoring computer at least once per minute. County or Proposer personnel should be able to set and change this data reporting rate through the software interface.**

Sentinel’s GPS tracking units, TrakMate and UniTrak, are both capable of sending collected data to the our National Monitoring Center at least once per minute; however Sentinel does not recommend this rate of collection and submission due to the fact that it can become an extremely cumbersome amount of point data that must be processed by the monitoring system and staff.

The collection and submission rate is configurable in SenTrak.

**16. The Device shall include one or more alternate methods of determining its location as a backup to GPS Tracking for better indoor and/or outdoor coverage, such as a location-based service (LBS) or advanced forward link trilateration (AFLT) capability.**

Sentinel’s UniTrak will be equipped with an alternative tracking solution from possible loss of GPS signal reception. The Location-Based Services or Advanced Forward Link Trilateration is the latest in tracking technology that uses cellular tower triangulation to determine a participant’s location. This is a key factor for ensuring continuous tracking of participants at all times.

**17. Optional equipment shall include a portable monitoring device, or officer control unit, allowing for independent monitoring of Participant's whereabouts. This equipment shall be a wireless web accessible device, providing the capability for County officers to call a Participant and/or monitor a Participant using reliable device-compatible mapping software.**



Sentinel's small, handheld Field Verification Unit (drive-by unit) allows officers to drive by a location and, using an internal high-range receiver, **receive the signals that are emitted by the ankle transmitter worn by the offender**. The Field Verification Unit captures, identifies, and interprets (*e.g.*, tamper, low battery status) the specific transmitters that are within reception range enabling an officer to safely verify the presence of an offender without having to enter a facility. The unit has both a roof antenna and an internal antenna that can boost the range of transmission to more than 400 feet.

Our Field Verification Units are actual PDAs (personal digital assistant units) that also have cellular capability and computing technology to facilitate the capture and transfer of offender transmitter data that is collected in the field. The device is capable of storing up to one hundred (100) events within its memory. The information is stored and downloaded in a report format that is accessible by the officer and printed from a computer. However, as a ***Sentinel advantage***, our device is connected to a network via Bluetooth with a "smart phone" that will automatically upload the data in real-time as soon as it is captured. This eliminates the need for local memory and the danger of losing data due to battery or memory loss. As the unit is an actual PDA (personal digital assistant unit), the unit is battery operated and can also operate from a 12-volt vehicle charger for extended battery life or can be easily recharged from a wall plug (power cords and car charger are included).

Our Field Verification Unit is also equipped with phone capabilities that provide two-way voice communication. In addition to providing phone capabilities, the Field Verification Unit PDA provides a web interface with internet access and alert notifications. This hand-held unit utilizes Verizon coverage with Sprint as the back-up carrier to ensure optimum coverage for our customers.

Through the use of the Field Verification Unit PDA, ***staff can remotely access the internet and our SenTrak system*** to view activity information for any offender enrolled in the agency's program. This allows staff to access information while away from their office without having to be limited to laptop or workstation access.

**18. Proposer shall supply extra batteries, charging units and tools necessary for the County to replace batteries on One-Piece GPS devices, minimizing the infrastructure necessary for County-designated participants to charge their own equipment. County and Proposer shall mutually agree upon an acceptable number of said peripherals to support this method based on patterns of actual usage and may adjust quantities as necessary. [Added per Addendum # 1, dated April 23, 2012]**

Sentinel's ankle-worn transceiver unit provides twelve months (12) of active use, and upon reaching a low threshold for battery life (approximately 7 to 8 days of remaining life), a low battery alert is sent directly to our Monitoring Center's software system. Our Monitoring Center operators notify our on-site field Technicians and/or Case Managers of the low battery alert for prompt replacement. Our operators can also notify the program participant of the low battery alert and instruct them to report to a designated location (Sentinel office or Probation Site) to meet with the Sentinel Technician for replacement. As an ***additional benefit***, Sentinel Technicians can also deploy to the field in order to directly service the unit. The unit is simply

snapped back in to place to ensure it is securely attached to the ankle of the client and fully operational.



**Figure 3.** The rails of the unit simply slide onto the backplate and are secured by squeezing the backplate and unit together until they “click” with a secure lock.

### L. GPS Funding

- 1. County-Paid Services - Proposer proposal shall contain a flat all-inclusive per Participant, per day rate to be charged to County for County's GPS program.**

We will provide the County a flat, all-inclusive per-participant-per-day rate to be charged to the County for the GPS Tracking Services Program.

Sentinel performs the following to determine flat-rate fees for County-Paid Program Services:

- ❖ **Program Overview:** We review the entire scope of work being requested by the County to determine the full range of services that will be needed.
- ❖ **Population Needs Assessment:** Based on the County’s estimates, we calculate the costs that we will incur in order to provide the services needed for each offender.
- ❖ **Compensation Level:** Based on the cost of all of the services we will be providing, we establish a flat rate, per offender, to the County that would allow us to cover the costs we will be incurring. Since the possible liability of non-paying clients, which we may encounter in the offender funded model, does not exist in a County-funded program, we can set a flat daily rate that will meet our costs and provide a reasonable operational margin. If the program parameters were to change due to County modification of services required, the flat fee can be reviewed and modified as needed so that the program can continue to operate at its optimal level.

For nearly twenty (20) years, we have been providing offender-funded, agency-funded, and hybrid offender-funded/agency subsidy program options with great success nationwide. We are confident that we can continue to successfully operate the San Bernardino County Probation Department’s program.

- 2. Participant-Paid Services - Proposer proposal shall contain a quantifiable methodology for establishing a sliding fee scale to determine program fees based upon County's GPS Participant's ability to pay. Proposer shall be fully responsible for setting up payment and collection of fees from Participants.**

Sentinel’s staff will determine the offender-funded fees based on a County-approved sliding scale and the participant’s ability to pay. Using our sliding scale model, our staff performs a



detailed financial assessment on each program participant during his/her program Orientation. At the time of Orientation, the offender is clearly instructed on the amount and schedule of payments that would be due at the subsequent, regularly scheduled compliance meetings. This scale allows our staff to assess an appropriate daily fee for service based on the individual offender's financial capabilities. To ensure we assess the proper rate, our staff is trained on reviewing all possible sources of income from an offender including paystubs, time cards, tax returns, or quarterly profit and loss statements. Supplemental income sources including state or county support may also be subject to consideration. We also review or modify the daily rate if the offender's situation changes including reduction of work hours or lay-offs, or inversely with obtaining employment or pay raises. An offender on the County-funded program can be transferred to the Offender Funded program if he/she obtains the financial ability to pay for his/her own fees, which would be a cost savings for the County.

## M. Additional Requirements

1. ***Proposer shall be able to provide periodic status reports to County on all respective County Participants. The Proposer shall be able to create, maintain, and deliver custom reports to the County upon request.***

Using our proprietary monitoring system, SenTrak, we will **continue** to provide the required reports based on the equipment being used and the needs of the Probation Department. These reports are derived from the data-reporting capabilities of equipment placed into active use by the Department and reflect data transmitted by the assigned global positioning satellite (GPS) tracking equipment. Reports can be grouped by participants, type of alarms, frequency of alarms, etc. As we developed our SenTrak software, we ensured that we retained the flexibility to generate a variety of detailed reports. **Samples of these reports are provided in Section 14: Sample Reports.**

Reports are provided with the basic information needed such as the offender's name, address, telephone number, and equipment identification numbers. SenTrak reports can also include the offender's weekly curfew schedules and any activity comments that have been entered by Monitoring Center operators, if applicable.

### Custom Reports to the County

If the County requires additional reports that are not listed above, by simply informing our Account Manager of the request, we can prepare the necessary queries to gather the data requested.

Our monitoring system can also provide statistical reports that can be used by staff to prepare statistics on program progression. These reports can be provided at any calendar frequency, although the preferred delivery timeline is on a monthly basis. By using these reports, County management can track how the program expands as well as what types of activities are being performed by the offender population. These reports are:

- ❖ Enrollment Summary Report
- ❖ Incident Summary Report
- ❖ Client Activity Report



## Notification Methods

All event notifications can be sent to various parties, including case workers, field agents, local law enforcement personnel, and third-party systems. Depending on the Department's notification requirements we can provide notifications to responsible parties according notification type, offender type and agency-specific rules. We offer notification through various methods based on levels of urgency. The tools we use include the following:

- ❖ Two-way cell phones with text-messaging capabilities
- ❖ Facsimile reports
- ❖ Alpha Pagers
- ❖ Email notifications
- ❖ Direct phone calls to designated agency staff

2. ***Proposer shall provide expert testimony on behalf of County, at no cost to the County, in the event of any legal process requiring such testimony, or through an agreeable process, which becomes part of the Contract. The equipment supplied in response to this RFP shall be able to withstand challenges by the Court and Proposer shall provide a history of successful court challenges. If the legal process only requires an affidavit, the Proposer is not required to appear.***

Sentinel understands the required testimony obligations, and we are fully prepared to describe the functionality, capabilities, and reliability of equipment and reports while under oath in a court of law. Sentinel will be able to submit the monitoring documentation as supporting evidence when describing the program participant's activities while on electronic monitoring.

All court testimony will be provided at **no cost** to the County, as in our current program.

3. ***Proposer shall be responsible for billing and collection of all fees from predetermined Participants. Fees include initial enrollment, installation, and equipment monitoring, equipment repair and replacement in the event equipment is lost.***

As a **no cost** program to the County, Sentinel will **continue** to provide the services of a full-time, on-site Technician who will perform installation / removal services in addition to the collection of payments from offenders. Sentinel pioneered the offender-funded program model and, as we have been providing this type of program model since 1992, *no other vendor* has the experience that we do in successfully administering this type of program on an on-going basis.

After the participant's fee is determined by the County-approved Sliding Scale, the offender will be instructed by the Sentinel Technician as to the total balance that will be due and the regularly scheduled payment amounts. Thereafter, Sentinel's case management software will be used to log all payments, print receipts, track outstanding balances, etc.

Additionally, Sentinel staff can send invoices to program participants via mail which would allow the participant to mail the payment, pay by phone with our Collections Center operators, or through the Sentinel Kiosk. If required, we can utilize the services of our Collections Center



and/or Automated Phone Reminder System in order to call to remind clients of their balances, impending payments, or late payments.

We have provided the proposed Pricing under proposal Section 10: Cost.

- 4. Proposer shall ensure that all staff providing services shall meet sufficient standards of integrity to ensure the confidentiality of Participant records, to prevent unauthorized access to the system, and prevent alteration of monitoring data.**

All Sentinel employees are informed immediately upon hire and understand as a condition of continued employment the need to maintain complete confidentiality when dealing with any offender and agency records. Upon hire, **all** Sentinel employees must sign a confidentiality agreement. **Under no circumstances will any confidential data be disclosed to any unauthorized personnel.**

**Information that is electronically stored on our networks is secure;** access is controlled and only available via authorized log-in (username and password). Sentinel employs a sophisticated system that protects all monitoring information when it is accessed over the Internet. By using SSL connections and 128-bit data encryption methods we provide secure data access and ensure that unauthorized users and hackers do not have access to our information technology infrastructure or applications. Our internal Information Technology personnel continuously research and implement the latest in security programs and measures; therefore, we can immediately provide the necessary case management system and/or upgrades without having to expend the resources in development of a new platform. Again, since we employ our own Engineering and IT staff, the County of San Bernardino Probation Department does not have to worry about unauthorized personnel working on the confidential databases.

In addition, we have taken all necessary steps for security and damage-protection to ensure continued operation of our Monitoring Center. The Sentinel National Monitoring Center is located on the second story of our building thereby eliminating access through any ground floor level window. There are only two (2) access ways into the Monitoring Center and each one of these doorways remains electronically locked at all times. For access through these doors, authorized employees are issued electronic key cards that are the sole method of entry into the Center. In addition, only Monitoring Center personnel who are on duty for their shift are allowed to enter the Center.

All offender monitoring data cannot be modified by any operator or field personnel. Our operators only have access to enter comments in narrative form into the offender's record, but **actual events and alerts cannot be modified.**

- 5. Proposer assumes full responsibility for protection of the confidentiality of Participant records and that all work shall be performed under the supervision of the Proposer or the Proposer's responsible employees. No work shall be subcontracted without the prior written consent of the County.**

Sentinel assumes full responsibility for the protection of the confidentiality of participant records. Furthermore, Sentinel **will not be utilizing a subcontractor** for any of the monitoring



services required for the GPS Tracking Services Program. All equipment being provided for the current program and into the new contract cycle are all Sentinel-owned products. We provide all of our monitoring, support, and service for the current program using our National Monitoring Center and our local San Bernardino County staff.

Information that is electronically stored on our networks is secure; access is controlled and only available via authorized log-in (username and password). Sentinel employs a sophisticated system that protects all monitoring information when it is accessed over the Internet. By using SSL connections and 128-bit data encryption methods we provide secure data access and ensure that unauthorized users and hackers do not have access to our information technology infrastructure or applications. Our internal Information Technology personnel continuously research and implement the latest in security programs and measures; therefore, we can immediately provide the necessary case management system and/or upgrades without having to expend the resources in development of a new platform. Again, since we employ our own Engineering and IT staff, the County of San Bernardino Probation Department does not have to worry about unauthorized personnel working on the confidential databases.

- 6. Proposer shall notify County of any legal process requiring disclosure of information of program Participants, upon receipt of said legal processes. Disclosure cannot be made without the written permission of County.***

As the Department's **current** provider of the GPS Tracking Services program, we have and will continue to agree to notify the County of any legal process requiring disclosure of program offender information, upon receipt of legal process. We will not make any disclosure of program offender information without previous written permission from the County.

- 7. Proposer shall perform daily shift audits on Participants' violations. With three daily audits, the Proposer shall ensure problems are acted upon quickly. County reserves the right to review these audits at any time.***

Sentinel will perform shift audits on all client violations as required. The County is invited to review our records to ensure compliance with this requirement.

- 8. Proposer shall provide incoming toll-free service for the continuous monitoring system and shall absorb any costs associated with outbound calls.***

Our equipment, landline or cellular-enabled, and our National Monitoring Center utilize a toll-free number so there is no cost to the participant. We will continue to absorb any costs associated with outbound calls.



- 9. Proposer shall maintain and properly replenish spare monitoring equipment, at no cost to the County, to keep the inventory level stable and an inventory of at least 10% (at no cost to the County) of what exists in the field should be maintained.**

Sentinel will **continue** to maintain, and replenish as necessary, spare monitoring equipment for the Probation Department's GPS Tracking Services Program at no cost to the County or Department. We will continue to maintain at least a ten percent (10%) stock of spare inventory to ensure that there is no lapse, disruption, or compromise in service.

Our Technician is tasked with ensuring the appropriate amount of inventory is maintained, based on the number of units in active service at the time, in addition to servicing the equipment in use by providing routine maintenance / inspections and cleanings prior to re-issuing the equipment.

- 10. Proposer shall maintain the monitoring equipment, computer terminals, printers, and spare units in sound operating condition and arrange for prompt repair, replacement, and delivery of replacement parts/equipment within three (3) business days.**

All equipment we utilize in our **current** San Bernardino County Probation Department operation has been fully tested and inspected prior to being placed in use. Any equipment that is shipped to the County site is first thoroughly checked at our National Warehouse to ensure that it is functional and ready for immediate service upon receipt. In addition, all equipment that is returned from use by an offender is inspected and tested by our on-site technician to ensure operational status. The equipment is then completely sanitized and returned to shelf status.

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

As part of our current procedure, we maintain detailed records of all equipment in use in this program along with any that has been returned for service and/or removed from inventory. In addition, our National Warehouse also oversees program-wide audit inventories that we perform on all of our operations nationwide.

### ***Sentinel Advantage***

**With our Warehouse located only one (1) hour's drive from San Bernardino, we can provide equipment, spares, and supplies on an immediate basis, if needed.** In the event that a large volume of equipment was needed, we can have the necessary replenishments at the Central Area facility in the same day.

- 11. Proposer shall consult with County when requested on all aspects of the program.**

Sentinel will **continue** to consult with the County, when and as requested, on all aspects of the GPS Tracking Services program.



In addition, we would recommend regular Steering Committee meetings with Program staff to discuss any questions that may arise as well as to ensure that the County is satisfied with the program. We find these meetings to be very helpful in the on-going success of the program.

**12. Proposer shall not issue news releases, advertisements, articles, or any other information of any type or kind pertaining to the program without prior written approval of County.**

Sentinel will not issue news releases, advertisements, articles, or any other information of any type or kind pertaining to the GPS Tracking Services program without prior written approval from the County of San Bernardino.

**13. Proposer shall assume full responsibility for any lost, stolen or damaged equipment provided under a resulting agreement.**

Sentinel will **continue** to assume full responsibility for any lost, stolen, or damaged equipment.

**14. Proposer shall provide the County a monthly report on all fees collected on behalf of all GPS tracking Participants or paid by the County.**

Sentinel will **continue** to provide all reports in the required format and timeframe. This includes, but is not limited to, a monthly report on all fees collected on behalf of all GPS tracking participants or paid by the County.

**15. Proposer shall have the ability to provide geographic information system data through a secure Internet site and cooperate with efforts to support analytical projects relative to County Participants throughout San Bernardino County.**

SenTrak, our proprietary monitoring system, provides geographic information system data through secure, internet-enabled protocols. SenTrak can also create statistical reports that can be used to support the County's analytical projects relative to participant needs throughout the County.

**16. Proposer shall work with County to develop a mutually agreed upon referral form that identifies information appropriate for each Participant that is referred to Proposer for GPS Tracking Services.**

Sentinel will **continue** to work with the County to develop mutually agreed upon forms, including referral forms, for use in the GPS Tracking Services Program. The forms will contain all required program identifiers that will enable the system to track each individual referred to the Program.



- 17. Proposer shall have the ability to store in their system unique Participant identifier information included on the referral form accompanying each Participant when referred for service. Such information may include personal, state and/or federal identification numbers.**

SenTrak allows for the creation of an identification numbering system unique to the Department's program. Thereafter, each individual participant will retain the same unique identifier with all required information entered from the referral form accompanying the program participant during referral and enrollment. The system also allows for the entry of personal information and State and Federal identification numbers.

- 18. Proposer shall have the ability to collaborate on County projects or activities requiring integration of system technologies.**

As a partner with the County of San Bernardino, Sentinel will collaborate on County projects or activities requiring integration of system technologies.

- 19. Proposer shall make any necessary improvements to their software, system or equipment, required by a change in law or regulation not under the control of County. The cost for any such modifications shall be the responsibility of the Proposer.**

Sentinel will make any and all necessary improvements to our software, system, or equipment as required by a change in law or regulation not under the control of the County; furthermore, we will bear the cost of any such modifications.

- 20. Proposer shall, at their sole cost and expense, comply with all San Bernardino County, State and Federal ordinances and statutes now in force or which may hereafter be in force with regard to this Agreement. The judgment of any court of competent jurisdiction, or the admission of Proposer in any action or proceeding against Proposer, whether County is a party thereto or not, that Proposer has violated any such ordinance or statute, shall be conclusive of that fact as between Proposer and County.**

Sentinel understands and acknowledges that the selected vendor will, at its sole cost and expense, comply with all San Bernardino County, State, and Federal ordinances and statutes now in force or which may hereafter be in force with regard to this GPS Tracking Services agreement.

## **N. Training**

- 1. Proposer shall supply initial training to County staff, (number to be determined), to instruct them in the use of the system within 120 days after the contract has been awarded.**

Sentinel will provide training to County staff within the required timeframe. Our goal is to conduct training sessions in near-proximity to the intended program start date in order to ensure that Department personnel are completely comfortable and knowledgeable in using our equipment and system.



- 2. Due to the number of County personnel, initial training may be conducted over the course of multiple sessions.***

Sentinel has and will **continue** to provide training sessions at the convenience of Department personnel. Training session time, location, and size would be appropriately determined by the availability of the County's staff to attend; if required, Sentinel will conduct training sessions over multiple sessions in order to accommodate a large number of County personnel.

- 3. Training shall take place at a County facility determined by the County.***

Training sessions will **continue** to be scheduled at a time and location that is convenient to the County.

- 4. Training shall be pre-scheduled and held at the convenience of the County.***

Training sessions will **continue** to be scheduled at a time and location that is convenient to the County.

- 5. Training shall include instructing staff how to navigate the system to utilize the functionality to manage their caseload of enrolled Participants.***

Sentinel's training includes complete instruction on the use of our proprietary SenTrak monitoring software system. We will instruct the Department's staff in the use of our system including, but not limited to, navigating the system to manage caseloads, offender enrollment, reports, scheduling, and terminations.

- 6. Training shall include instructing staff about customer service procedures and any other issues affecting the supervision of Participants.***

During the training session, Sentinel staff will provide demonstration, discussion, and hands-on training for all equipment and software provided to the program; this training includes use, installation / removal, and troubleshooting. We also provide information on service / support available to Department personnel for the duration of the program. This includes the provision of name and contact information for Sentinel personnel who would be available to assist and troubleshoot with any situation that may arise.

- 7. Proposer shall provide training manuals or reference materials to County personnel at no additional cost, which shall become the property of the County.***

Sentinel provides at no cost copies of training manuals / user guides for Agency customers and we will **continue** to do so for the County's GPS Tracking Services Program.



- 8. Proposer shall be prepared to provide additional and remedial training, at the discretion of the County, if there are any system changes during the term of the contract.***

Ms. Margaret Duenas, the Account Manager assigned to support the County's program, and our on-site Technician staff has and will **continue** to provide additional and remedial training as needed for the duration of the contract. Sentinel's Technician personnel are available on-site at any time to perform additional training and support for Department staff.

- 9. It is preferable that Proposer provide online application training via the Internet.***

Sentinel will provide online training via the Internet for Probation Department personnel assigned to support the GPS Tracking Services Program.

## **O. County Contract Representative**

- 1. County's designee shall act as the Contract Representative with full authority to monitor Proposer's performance in the daily operation of any resulting contract.***

Sentinel understands that the County's designated personnel will **continue** to have full authority to monitor our daily operations in the performance of any contract resulting from this proposal. We invite the Probation Department to visit our National Monitoring Center, National Warehouse, and Corporate Headquarters at anytime to conduct their assessment on our local resources in Orange County, a mere one (1) hour from San Bernardino County.

We will gladly disclose any information to Department staff as part of our partnership with the County. In addition, we would again recommend Steering Committee meetings with Department Personnel to review program operations and to ensure that we are meeting and exceeding Program requirements.

- 2. The Contract Representative shall provide direction to Proposer in areas relating to policy, information and procedural requirements.***

Sentinel understands that a respective County designee (*i.e.*, Probation Department personnel) will **continue** to provide direction as regarding to program policy, information and procedural requirements. As a locally based company in nearby Irvine (Orange County), our management and executive personnel are available at anytime to meet with Department personnel without any delay. ***Upon receiving notice, our staff can meet with Department personnel the very same day.*** This immediate response time may not be offered by other vendors whose project directors or executive staff is located outside of Southern California.

- 3. The Contract Representative is not authorized to make any changes in the terms and conditions of the Contract and is not authorized to obligate the County in any way whatsoever beyond the terms of the Contract. If contract changes are warranted, such changes shall be referred to a Deputy Chief Probation Officer for further action and shall become effective only upon San Bernardino County Board of Supervisor approval.***



Sentinel understands that the County designee is not empowered by the County to make any changes to the terms and conditions of any agreement resulting from this proposal, except as discussed in the terms of the agreement.

## P. Proposer Contract Liaison

- 1. The Proposer shall provide its own full time employee as the Contract Liaison. Such designation shall be in writing and provided to the County Contract Representative. The Contract Liaison (or an identified alternate individual) shall be available for telephone contact 24 hours per day, including weekends and holidays. The Contract Liaison shall provide overall management and coordination of any resulting Contract's services, on behalf of the Proposer and shall act as the central point of contact with the County.***

Mr. Alan Velasquez, an 18-year Sentinel veteran, and Ms. Lupe Martinez, a 17-year veteran, will continue to function through the new contract cycle as our Contract Liaison and Alternate Contract Liaison, respectively. Mr. Velasquez and Ms. Martinez will continue to be available for telephone contact twenty-four (24) hours per day, including weekends and holidays. Both Mr. Velasquez and Ms. Martinez are thoroughly familiar with our current program as they established and trained Probation Department personnel, defined services and placed equipment in operation in the County. Ms. Margaret Duenas is the current daily contact for this project and would also continue to be of service to the Department's facility. Mr. Velasquez will continue to be the primary point of contact for the County for all contractual matters.

- 2. The Contract Liaison shall have full authority to act for the Proposer on all matters relating to the daily operation of the contract services.***

Our Contract Liaison, Mr. Velasquez, will continue to have full authority to act on all matters related to administrative, equipment, and technical consultation and support related to the daily operation of contract services. He will be supported by Ms. Lupe Martinez, Ms. Margaret Duenas, our on-site Technician staff, Sentinel's Monitoring Center operators, and Sentinel's Warehouse personnel so that the County could **continue** to receive the highest level of service and commitment from Sentinel.

- 3. The Contract Liaison or alternate shall be available during normal weekday work hours, 8:00 AM to 5:00 PM, to meet in person with County personnel designated by the County to discuss problems and/or concerns.***

Mr. Velasquez and Ms. Martinez will **continue** to be available to County personnel during the stated normal weekday work hours, for discussion of problems and concerns related to the program. As previously stated, Ms. Duenas will also **continue** to assist with program support as conducted in the current contract. As key parts of the current program's set-up and on-going operations, we would strive to **continue** to meet and exceed the Probation Department's program requirements.



- 4. The Contract Liaison should have at least three (3) years of continuous demonstrated experience in the management and operation of GPS Tracking Services or functions of similar scope.***

Mr. Velasquez greatly exceeds the required of continuous demonstrated experience in the management and operation of all stated services. During his 18-year tenure with the company, his responsibilities have included all of the following:

- ❖ ***Office Manager:*** Managed a field office that was responsible for monitoring more than 700 participants daily. During that time, Mr. Velasquez managed an office that installed, operated and maintained Electronic Monitoring and Alcohol Monitoring equipment. His staff provided full-service case management and also preformed drug tests on the offenders referred to his office.
- ❖ ***Judicial Services Representative:*** Responsible for handling meetings with members of the judiciary and bar associations of the counties of Los Angeles and Orange.
- ❖ ***State Operations Director:*** Responsible for the establishment of multiple offices in Nevada and acting as the company representative with the Parole and Probation Department of Nevada.
- ❖ ***Vice President, Sales and Marketing:*** Responsible for the sales and business development efforts of the company across the nation. During this period, Mr. Velasquez was instrumental in the launch and operation of numerous programs using GPS tracking equipment.
- ❖ ***Vice President, Western Operations:*** Responsible for the operations and business development across the Western United States. During this period, Mr. Velasquez supervised and managed operations in several programs using EM, AM, and GPS technology. Mr. Velasquez also was responsible for the bid preparation and subsequent deployment of the electronic monitoring programs for the current San Bernardino County Sheriff's Electronic Monitoring Program, the Riverside County Sheriff's Electronic Monitoring program, the Los Angeles County Sheriff's Electronic Monitoring program, and other monitoring and offender tracking programs across the Western United States.

- 5. County shall have the right to review and approve the Contract Liaison and any replacement recommended by Proposer.***

Sentinel has read, understand, and will agree to the County's approval rights regarding our selection of a Contract Liaison. We have listed Mr. Alan Velasquez as the **continued** contract liaison for this next contract cycle. We understand that the County shall have the right to approve of his continued stay as the contract liaison along with the support staff that we have listed in the previous sections. We are confident that Mr. Velasquez and his operations and support staff brings the County of San Bernardino Probation Department a level of experience and program knowledge not found from any other vendor for this project.



- 6. Proposer shall inform the County Contract Representative, in writing within ten (10) business days, of any change in Contract Liaison and provide evidence of the replacements' qualifications.**

Sentinel will notify the County's Contract Representative in writing within ten (10) business days of any change in Sentinel's Contract Liaison and provide evidence of the replacement's qualifications.

## **Q. County Responsibilities**

- 1. The County shall determine suitability for and make all referrals to Proposer for GPS Tracking Services. The County shall exercise complete authority over each Participant.**

Sentinel understands that the County has complete decision-making authority to determine the suitability of participants, and will retain complete authority over program participants.

- 2. County shall provide Proposer with, and maintain/establish required demographic and curfew information for each Participant.**

Sentinel understands that the County will provide, maintain and establish the required participant demographic and curfew information for each participant, in order to ensure effective operation of the program. This participant data will **continue** to be used for data entry and the daily monitoring of the offender.

- 3. County shall identify and make available County staff for purposes of notification as provided herein.**

Sentinel understands that the County will identify and make available County staff for purposes of notification. Our system allows us to provide different levels of notification as may be needed due to different program populations or requirements.

- 4. County shall establish violation notification guidelines, a violation response policy and shall respond to violations in accordance with such policy.**

Sentinel understands and will work with the County to establish violation notification guidelines, if the current procedures need modification. Upon County request, we will assist the County with establishment of a violation response policy. We understand that the County will respond to violations according to its own established policy.

- 5. County shall make reasonable attempt to recover lost or stolen equipment and shall not be responsible for costs related to any damage, repair or stolen equipment.**

Sentinel appreciates the County's willingness to make reasonable attempts to recover lost or stolen equipment. We understand that the County will not be responsible for costs related to damage, repair, loss, or theft of our equipment.



- 6. County correctional administrators shall have the opportunity to review any agreement arising from this procurement process to ensure compliance with requirements set by the San Bernardino County Board of Supervisors and for adjustment of the financial responsibility requirements if warranted by case load changes or other factors.***

Sentinel has read, understands, and will **continue** to comply with Administrative review of any agreement that may arise as a result of this proposal in order to ensure compliance with Board of Supervisors requirements. We understand that Administrators may review the agreement for adjustment of the financial responsibility requirements as warranted by caseload changes and other factors.

- 7. County shall provide Proposer VPN access to allow for remote support capabilities for any Vendor equipment provided at County facilities and capable of being supported remotely.***

Sentinel appreciates the County's willingness to provide Sentinel VPN access to allow for remote support capabilities for any Sentinel equipment provided at the County facilities that is capable of being remotely supported.

## **R. Confidentiality**

- 1. Proposer shall maintain confidentiality and high security around the production and delivery of GPS Tracking Services to County.***

System and program security depends on multiple factors: the staff that is actually handling the program logistics in the field dealing with offenders and the staff that handles the continuous (24/7) monitoring of the offender population. Each sector of the operation understands the Company's stance on ensuring that all offender data be maintained securely at all times. We have taken the necessary steps to install this understanding of confidentiality in all company staff.

As for technology, we have taken the necessary steps to protect the integrity of the data. Information that is electronically stored on our networks is secure; access is controlled and only available via authorized log-in (username and password). Sentinel employs a sophisticated system that protects all monitoring information when it is accessed over the Internet. By using SSL connections and 128-bit data encryption methods we provide secure data access and ensure that unauthorized users and hackers do not have access to our information technology infrastructure or applications. Our internal Information Technology personnel continuously research and implement the latest in security programs and measures; therefore, we can immediately provide the necessary case management system and/or upgrades without having to expend the resources in development of a new platform. Again, since we employ our own Engineering and IT staff, the County and Department do not have to worry about unauthorized personnel working on the confidential databases.



- 2. Proposer shall ensure all persons with access to County Participants and/or its computer system, database, digital and/or hardcopy records and files have signed a confidentiality agreement, as approved by the County. Proposer shall submit a copy of its agreement with the proposal.***

At no time will Sentinel disclose confidential data to any unauthorized personnel and all program data will be maintained in accordance with applicable County statutes. The only staff members who will receive information on program participants are personnel that are assigned to program operations. Each employee is required to acknowledge and sign a Confidentiality or CORI (Criminal Offender Record Information) form when hired; any violation of these requirements may result in the possible termination of our employees. We have included a copy of our agreement on the following page.

Only authorized personnel will have access to offender data. In addition, each Sentinel employee has a specific database login that allows us to perform detailed audits on user access to all records in our database. All records created for offenders referred to this program will remain the property of the County. Upon completion of services, all records will be returned to the County or destroyed under direction of County staff.

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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## **CONFIDENTIALITY OF CORI INFORMATION**

Criminal Offender Record Information (CORI) is that information which is recorded as the result of an arrest, detention or other initiation of criminal proceedings including any consequent proceedings related thereto. As an employee of Sentinel, during the legitimate course of your duties, you will have access to CORI. The Probation Department has a policy of protecting the confidentiality of Criminal Offender Record Information.

You are required to protect the information contained in documents against disclosure to all individuals who do not have a right-to-know or a need-to-know this information.

The use of any information obtained from case files or other related sources of CORI to make contacts with probationers or their relatives, or to make CORI available to anyone who has no real and proper reason to have access to this information as determined solely by the Probation Department is considered a breach of confidentiality, inappropriate and unauthorized.

Any employee engaging in such activities is in violation of the Probation Department's confidentiality policy and will be subject to appropriate disciplinary action and/or criminal action pursuant to Section 11142 of the Penal Code.

I have read and understand the Probation Department's policy concerning the confidentiality of CORI records.

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Signature

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Name (Print)

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Classification

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Date

Copy to be forwarded to Probation Contract Manager within five (5) business days of start of employment.



**3. Proposer shall conduct a criminal record background check on all Proposer employees or prospective employees with access to County Participants and/or information. The background investigation may include, but is not limited to the following:**

- **Criminal History Check**
- **Photographs**
- **Fingerprints**
- **Other, as necessary**

**All costs incurred related to the completing any and all background investigations shall be the responsibility of the Proposer.**

We understand the importance of having qualified, capable, and trustworthy personnel to handle the needs of a program of this complexity; therefore, Sentinel performs a USIS Widescreen National Criminal/Sex Offender search, state specific misdemeanor and felony checks based on addresses received from their personal Experian TRAC report by social security number, and a five-panel drug-testing on our employees before hiring. Also, as a condition of employment with Sentinel, all potential employees must pass a written examination. Sentinel’s review process ensures that the candidates meet all background, educational, and experience standards as set forth by contractual obligations. This background check ensures that our employees’ backgrounds can be verified and that they can be trusted with access to confidential offender and agency records. We do not hire persons with felony convictions or misdemeanors with moral turpitude. In the event of a misdemeanor, Sentinel can provide a release for the employee to provide permission to release the necessary information to the County regarding the specifics of the employee’s event.

By directly hiring all of our own personnel, we are able to continue to assure the County that our Sentinel employees have a professional demeanor, no criminal background, understand the integrity and confidentiality of program information, and are able to work inside any correctional facility, if needed. All Sentinel employees are immediately informed upon hire, and understand as a condition of continued employment, the need to maintain complete confidentiality when dealing with any offender and agency records. Sentinel will immediately notify the County within twenty-four (24) hours should any situations arise that might compromise the integrity of the National Monitoring Center and/or the Department’s GPS Tracking Services program. These are our standard notification procedures but would gladly modify them as needed to meet County or Department requirements.

**4. Personnel employed by Proposer having access to any County Participants and/or information (digital and/or hardcopy records and files) shall not be on probation or parole and shall not have a criminal conviction or arrest record unless such record has been fully disclosed and the County's Chief Probation Officer, or Designee, has approved the access of said employee.**

**We do not hire persons with felony convictions, or misdemeanors with moral turpitude.** In the event of such a situation Sentinel would likely terminate the individual due to company policy but if the employee were to be retained, we would disclose the information of the event to the County.



- 5. Proposer shall be under a continuing obligation to disclose any prior or subsequent criminal arrest or conviction record information regarding any Proposer employee assigned to any resulting contract or having access to information pertaining to contract administration.***

As the **current provider** of the Department's GPS Tracking Services program we understand that we are under continuing obligation to disclose any prior or subsequent criminal arrest or conviction record information regarding any of our employees assigned to any portion of the Department's GPS Tracking Services contract. We will retain this position for the upcoming contract as well.

- 6. Digital and/or hardcopy records and files shall be stored by the Proposer in such a way as to maintain the confidentiality of the information to the extent permitted by law. Such requirement shall remain in effect for the entire time that such records are in the possession of the Proposer. Proposer shall be available to the County upon request.***

Information that is electronically stored on our networks is secure; access is controlled and only available via authorized log-in (username and password) credentials. Sentinel employs a sophisticated system that validates and maintains continuous operation of equipment, systems, and services. By using Secure Sockets Layer (SSL) connections and 128-bit data encryption methods we provide secure data access and ensure that unauthorized users and hackers do not have access to our information technology infrastructure or applications. Our internal Information Technology personnel continuously research and implement the latest in security programs and measures; therefore, we can immediately provide the necessary case management system and/or upgrades without having to expend the resources in development of a new platform.

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

All offenders being monitored on our system remain active at all times. Sentinel and/or County personnel have access to view current offender monitoring and/or tracking data at any time. When the client is inactivated in the system, the data remains stored for thirty (30) days in the *live* system. After thirty (30) days, any activity pertaining to that client (*e.g.*, tracking, history, client information) will be available on the *archive* server. The archive server will be accessible to authorized County personnel from our live website and will store information for five (5) years. Any information beyond five (5) years will be backed-up on tape and stored off-site. If an agency requests records beyond the five (5) year period the information will be recalled from the off-site storage and restored on a separate server for access. Storage and retrieval are performed



by Sentinel at no cost to our customers. All files are indefinitely maintained; we will not destroy any offender monitoring data after the termination of the contract unless specifically directed by authorized County personnel. Removing older data from the live server and storing it in another storage media, allows our system to operate more efficiently and effectively at faster processing speeds.

- 7. County shall have the sole discretion to determine security acceptability of all Proposer personnel at any time during the contract period. Personnel found to be unacceptable security risks will be denied access to County facilities and Participant information. Proposer employees shall wear Proposer identification badges while conducting business on County's property.**

As part of our current program operations, Sentinel staff wear identification badges while conducting business on County properties. If selected for the upcoming contract cycle, our staff will **continue** to wear identification badges while conducting business on County property.

Sentinel understands and acknowledges the County's right to at any time maintain sole discretion in the determination of security acceptability of Sentinel personnel. We understand that personnel found to be unacceptable security risks will be denied access to County facilities and participant information.

## **S. Quality Control**

**Proposer shall establish and maintain a Quality Control Plan to assure the requirements of the contract are met. The plan shall be submitted as a part of this proposal. An updated copy shall be provided to the County Designee on the contract start date and as changes occur. The original plan and any future amendments are subject to County review and approval.**

Sentinel has in place a Quality Control Plan to ensure contractual requirements are met for every program we support. We have provided a copy of our Plan under proposal Section 15. An updated copy of our Quality Control Plan will be provided to the County's Designee prior to the start date for the new contractual cycle and as changes occur within our Operations.

Below we have provided information on our intended Quality Control procedures for ensuring that Sentinel **continues** to comply with County performance requirements. This information includes

- 1) Our back-up procedures for monitoring offenders
- 2) Our procedures for processing equipment issues
- 3) Our procedures for ensuring the security of program data
- 4) Our monitoring procedures (including our back-up and security features)
- 5) Our emergency contact procedures

Following our program-specific quality control procedures we have provided an overview of our (6) Tracking and Quality Control System.



## S.1) Back-Up Monitoring of Offenders

The ability to monitor an offender population through unforeseen occurrences is a key factor when operating a continuous operations (24/7) facility. A key *Sentinel Advantage* is the different back-up and support capabilities that we can provide for this program. If our local operations were to become non-operational due to fire or unsafe conditions, we have a network of four (4) additional full-service offices located in neighboring Los Angeles County with Sentinel personnel that are available to support this program.

*Sentinel Advantage:* This existing capability would allow us to easily incorporate any existing and new program participants into these sites *without any delays* in service or monitoring since these offices would have access to the participants' case files and any additional equipment (from our local National Warehouse) that may be needed for new enrollments.

## S.2) Equipment Issues

If an equipment issue were to arise, the course of action to be taken would depend on the time of the occurrence. For events that occur during business hours, our personnel are notified of the alarm and immediately begin to investigate the situation. If the GPS equipment requires physical inspection, our Technician can report to the participant's current location to inspect and reset the unit as needed. If replacement is required, the equipment will be replaced and the participant's file will be updated with the new equipment information.

As for the Home Monitoring Unit / Receiver Unit, these would be replaced at the participant's residence or at the Sentinel field office. The Home Monitoring Unit is based on our reliable and proven DualTrak Radio Frequency (RF) technology and reports its operational status every four (4) hours, continuously. If the unit fails to check-in as required, an alert would be generated by our SenTrak monitoring system at which time our Operator personnel would immediately contact the residence to inquire as to the status of the unit. Failure to check in is usually due to the disconnection of the unit from the residential landline or the disconnection of residential telephone service due to non-payment by the participant. If the residence is contacted, the Operator will instruct the person at the residence to verify that the unit remains properly connected, which should resolve the situation.

If there is no contact at the residence, the Operator will contact our local personnel directly and provide the details on the situation. Our local personnel can then attempt to contact the participant to inform them of the current non-compliant status with the disconnected home unit. The Home Monitoring Unit will remain in alarm status until connection is restored.

All equipment removed from the participants would be returned to our local National Warehouse for inspection and testing.

## S.3) Security of Data

All access into our monitoring software is restricted to authorized personnel only through the use of specific logins and passwords. Each time a Monitoring Employee accesses our system, it automatically logs the employee's name, and the date and time of access. In addition, our personnel can only process the data as an alert occurs and enter comments regarding their research of the alert or interaction with the participant, but they do *NOT* have access to change or modify any monitoring information.



## S.4) Monitoring

All monitoring is handled directly from our National Monitoring Center. As described in the “System Back-up and Security” portion of the Monitoring System requirements section (please see proposal Section 13.4), our Monitoring facility is designed based on Underwriters’ Laboratory (UL) standards and is equipped with all of the necessary back-up and redundancy features to ensure uninterrupted monitoring and telecommunication services. We are proud to state that in our nearly twenty (20) years of service, **we have never experienced loss of monitoring or data processing.** We employ our own team of Engineers and Information Technology personnel that are tasked with ensuring the daily operation of the entire Monitoring Center and all of the required support system, including telecommunications and power access.

With the acquisition of G4S Justice Services, **Sentinel now has three (3) fully redundant, fully staffed National Monitoring Centers;** Sentinel can now submit data for back up to Atlanta, Georgia. We are now the only vendor in the industry to provide three (3) fully redundant, fully staffed National Monitoring Centers.

## S.5) Emergency Contact Procedures

In the event of such a monitoring station issue, our Operations personnel would contact the County’s designated contact staff and inform them of the situation. This would include a description of the perceived problem, confirmation of the transfer of monitoring service to the alternate site, and the current steps being taken to resume normal operations.

**Note:** As a quick reference, we have included our back-up and support features that ensure our continuous monitoring operations immediately hereafter:

### *Uninterrupted Operations at Sentinel’s National Monitoring Center*

Sentinel understands the importance of having reliable primary and supplementary power resources available at all times. With our Monitoring Center continuously online (24/7), we have taken all necessary precautions to ensure that our power access remains at 100% at all times and remains seamless to our customers and program participants. We do not require our clients or program participants to purchase additional hardware or software, including telephone features, in order to maintain functionality or connectivity. With advances in technology and data security/protection features, a properly established facility can exceed all program operational goals. Every precaution has been taken to ensure that our National Monitoring Center is safe and secure at all times.

### *Hardware Redundancy*

The workstations within our Monitoring Center are equipped with redundant features; all of the computer systems in our monitoring center are designed to perform the same monitoring functions. They are all “ghosted” or duplicate workstations that process the incoming signals similarly. If one of the computers is not functioning properly, all incoming signals are simply routed to one of the other available computers. In addition, we employ our own internal Information Technology personnel based here at the same facility. In the event that a computer, facsimile or modem error occurs, our IT personnel quickly replace the computer component with no affect on the alarm processing capabilities of the entire system. Along with spare computer workstations, we have additional equipment available to replace facsimile machines, modems



and all other Monitoring Center components thus allowing seamless operation of the Center at all times.

### ***Power Redundancy***

Our Monitoring Center is equipped with an Uninterruptible Power Supply (UPS) that, during normal electrical power operation, provides filtered and regulated power to all of the Monitoring Center's components. The UPS unit serves to protect all computers and electronic equipment from unexpected power spikes or surges that can damage components. If a power outage does occur the UPS continues to power the entire Monitoring Center as normal and can do so for up to sixty (60) minutes. **This is more than sufficient power capability as our on-site diesel generator automatically begins operation within thirty (30) seconds upon registering a power outage.** There is no memory loss due to the fact that our on-site generator initiates service within one (1) minute of commercial power loss. We have never lost any data or performance capability due to power losses of any sort.

As previously stated, our UPS would only be required for less than one (1) minute as our on-site diesel generator is designed to begin operation within thirty (30) seconds of a commercial power outage. Therefore, as soon as power is lost, the on-site diesel generator will immediately begin operation. **Once operating, our generator can provide power for the entire Monitoring Center for up to ten (10) days or longer if refueled.** The diesel generator is regularly inspected to ensure that it remains in operational order at all times. Through the use of our on-site UPS unit and diesel generator, our Monitoring Center can operate through any loss of commercial power, even over an extended period of days.

### ***Redundant Telecommunication***

To handle the substantial responsibilities of Monitoring Center telephone service, we utilize two (2) major telephone communication providers to meet the needs of our facility. We employ Sprint Communications for our primary service carrier. Sprint provides 24/7 telephone service to our Monitoring Center. As a safeguard, we retain and utilize AT&T as our secondary telecommunication service provider. Our system is configured so that if Sprint were to experience any major service failure all call services would be automatically routed over to AT&T for immediate assumption of duties.

### **S.6) Tracking and Quality Control System**

To complement its correctional services, Sentinel designs and manufactures its own monitoring equipment and software systems. This capability allows the Company to design customized monitoring programs and develop new and advanced monitoring supervision tools. Sentinel operates its business from one national and one regional headquarters and is further supported by more than forty (40) field offices.

Sentinel utilizes a Depot Management System which is an integrated module of the Microsoft Great Plains ERP software. The Depot Management System allows for tracking of all parts, including expendables, it provides a repair history, failure information by part and mean time between failures of all parts, sub-assemblies and finished goods in our system. It provides visibility within each physical location of all inventory by part number be it on a client or on a shelf. The system tracks expendables for reporting and billing purposes. A sampling of the features and functions are listed below:



- ❖ Retrieval of valuable up-to-the minute information via standard inquiries and reports
- ❖ Fulfill Inventory Requirements for backordered parts
- ❖ Maintains records of each serialized part and look up capabilities for past information
- ❖ RMA capability with tracking information by part number, client and carrier.

The Company owns approximately 12,000 serially-controlled electronic monitoring units and has enough additional manufacturing inventory to complete a build of 1,000 units within a three (3) week period. The inventory is controlled and monitored by its Depot Management System. For offender funded programs, the case workers in the field assign each unit to a client in SenTrak. As each unit is installed on or removed from a client, the SenTrak data is automatically used to update the unit's location and status in both the Company's fixed asset sub-ledger as well as its inventory tracking software. The National Inventory Control Manager is responsible for providing both cycle counts as well as a year-end physical count.

**Warehouse:** Sentinel's National Warehouse is consolidated in Irvine, California providing national distribution, repair and maintenance and manufacturing and assembly of its various products.

**Management Information Systems:** The Company utilizes the Windows XP Professional personal computer operating system for all Company workstations. Its PCs are networked together to load-balanced Microsoft Terminal Servers at the Company's corporate headquarters. Sentinel's national wide area network is built on a Sprint web based T-1 backbone using Citrix "thin client" Metaframe.

The Microsoft SQL server-based SenTrak case management and Great Plains ERP applications are housed on a fully redundant server. This server utilizes a Microsoft Server based operating system. Secure Web access to client data is achieved utilizing a Microsoft Internet Information Server (IIS) with 128-bit SSL (Secure Socket Layer) encryption.

Sentinel continues to demonstrate exceptional quality and service on behalf of our agency customers and clients. The County can expect to experience premium quality products and services from Sentinel for this Sheriff and Probation program.

Our program would consist of several factors of our Company including:

- ❖ **Field Operations:** To handle the daily needs of the program, we have a team of technicians and field support personnel to ensure that all installations, service calls, and equipment retrievals are met according to the Departments' regulations.
- ❖ **National Monitoring Center:** Provision of 24/7 monitoring and tracking alert processing. Our facility is staffed by full-time Sentinel personnel.
- ❖ **Warehouse:** Provision of electronic monitoring and GPS tracking equipment and supplies.

Our systems are regularly tested and reviewed to ensure optimum performance standards are met. The tests include all aspects of our services, not just functional performance test and monitoring equipment evaluation. Additionally, the results are thoroughly documented, including how cases are being managed and equipment is being issued to participants.



The following chart broadly represents our Quality Control system:



## T. Special Requirements for Penal Code Section 1203.016 Agreement

1. *Proposer shall operate in compliance with any available standards promulgated by state correctional agencies and bodies, including the California State Board of Corrections, and all statutory provisions and mandates, state and county, as appropriate and applicable to the operation of home detention programs and the supervision of sentenced offenders in a home detention program.*

Sentinel has and will **continue** to operate in compliance with any available standards promulgated by state correctional agencies and bodies, including the California State Board of Corrections, and all statutory provisions and mandates, both State and County, as appropriate and applicable to the operation of home detention programs and the supervision of sentenced offenders enrolled in a home detention program.

2. *Proposer shall furnish every participant a written statement of the person's rights in regard to the program for which the person has been approved, including, but not limited to, both of the following:*
  - a. *The fact that the person cannot be denied consideration for or removed from participation in the program because of an inability to pay, and,*
  - b. *The fact that if the person is unable to reach agreement with the respective program's administrator, or his or her designee, regarding the person's ability to pay, the amount which is to be paid, or the manner and frequency with which payment is to be made, that the matter shall be referred to the court to resolve the differences.*



***Copies of all forms intended for any Participant shall be included in Proposer's proposal.***

Sentinel has and will **continue** to furnish all program participants with written statements providing the participant with information regarding the participant's rights in regard to the program, rules and regulations for compliance, and the participant's fee schedule. We also provide verbal instructions on the maintenance / care of the field equipment and instructions for procedures should the participant require assistance with the equipment or program parameters.

We have provided on the subsequent pages copies of all forms given to program participants enrolled in the County's GPS Tracking Services Program. The program participant receives an appropriate copy of his/her contract at the time of Orientation. These include:

- ❖ The GPS Sentinel Participant Contract for the Adult Sex Offender Unit
- ❖ The GPS Sentinel Participant Contract for the AB109 Unit
- ❖ The Acceptance of Responsibility Sentinel Participant Contract for the Juvenile House Arrest Program (HAP)

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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**SUPERVISED ELECTRONIC CONFINEMENT (SEC) PROGRAM UTILIZING  
GLOBAL POSITIONING SATELLITE (GPS) SYSTEM**

**PARTICIPANT CONTRACT**

You are being placed on Continuous Electronic Monitoring (CEM) Equipment utilizing Global Positioning Satellite (GPS) System as an alternative to incarceration through Sentinel Offender Services. GPS monitoring is a technology used to locate your position/location at all times.

While on the SEC program or “house arrest,” you are required to remain inside your place of confinement except for activities authorized by the Court or Probation Department. If you have full/part-time employment authorized by your Probation Officer, it must be verified, in writing, by someone in a supervisory position. In addition, all timecards and paycheck stubs must be submitted as further verification of employment.

At the time of program enrollment, a case manager and/or Probation Officer will establish a schedule based on your permitted activities such as employment, counseling, drug or alcohol abuse treatment, and any other permitted activities. All overtime or other schedule changes require a case manager’s approval 24 hours in advance. Your case manager will also establish scheduled mandatory compliance meetings that you will have to attend at the Sentinel branch office. At these meetings, you will be required to provide documentation for all permitted outside activities and pay program fees.

**PROGRAM EQUIPMENT**

- When leaving your place of confinement, you will take and carry/possess the CEM equipment (the TM II) with you at all times.
- You must carry/possess the TM II at all times when outside your place of confinement and when traveling to and from places of permitted activities; it should be placed in the carrying case and clipped to your belt or waistband.
- While within the confines of your place of confinement, you must keep your TM II docked in the MULTI-TRAK home monitoring unit at all times. Allowing any of the CEM equipment to become fully discharged may cause immediate termination from the program.
- Your case manager and/or probation officer may advise you of specific geographic areas that you ***MUST*** either remain within (Inclusionary Zone) or stay clear of (Exclusionary Zone). Curfews may apply to Inclusion Zones.

The computer will also report alerts of tampering with the equipment, power outages, and loss of phone service.

On the day you begin the program, an ankle transceiver will be fitted to your ankle and a home monitoring unit will be installed on your telephone line. Additional equipment may



be necessary if enhanced monitoring is required, such as alcohol monitoring. This equipment can only be removed after you complete the program, unless other direction is received from the Court and/or the Probation Department.

**EQUIPMENT COST**

The transceiver fitted to your ankle, the home monitoring unit attached to your telephone line, and any other equipment given to you by Sentinel Offender Services is your responsibility. If the equipment is damaged, lost and/or destroyed, you will be required to pay the following amounts:

Home Monitoring Unit	\$1200.00	Initials_____
HMU Charging Cord	\$25.00	Initials_____
Ankle Transceiver	\$425.00	Initials_____
Ankle Transceiver Strap	\$10.00	Initials_____
TM II	\$850.00	Initials_____
TM II Charging Cord	\$25.00	Initials_____
TM II Car Charger	\$22.00	Initials_____
TM II Carrying Case	\$20.00	Initials_____
MEMS 3000 Alcohol Unit	\$1400.00	Initials_____
MEMS 3000 Charging Cord	\$50.00	Initials_____

**If any of the above equipment is not returned, a felony theft report will be filed with the local police department.**

The ankle transceiver is water proof and lightweight. It must be worn over your sock, which should not interfere with your normal activities. You can shower while on the program, however, you should not submerge the ankle transceiver or any other electrical devices in water.

The MULTI-TRAK home monitoring unit is connected to the phone and electricity lines in your place of confinement in a fashion similar to an answering machine. This unit transmits a signal through the telephone lines via a (1-800) phone number. You will not be charged for these calls.



None of the equipment issued to you has audio recording capabilities and will not monitor your phone conversations. If you unplug either the power cord or the phone line, you will be in violation of program participation rules. Upon program completion you must return all issued monitoring equipment to your case manager at your final compliance appointment.

### **PROGRAM COMPLIANCE**

You should be advised that once you have been enrolled in the SEC Program, section 1203.016 of the California Penal Code states that you can be taken into custody to serve the balance of your sentence for any of the following reasons:

- A. Failure to follow program rules and/or regulations (including providing all required documentation).
- B. Willful failure to pay agreed upon program fees.
- C. Failure of the CEM equipment to perform properly for any reason which results in the inability to monitor.
- D. Any negative behavior resulting in the Court and/or Probation Officer's belief that you may not be in compliance with the program rules or conditions.

If you willfully leave your place of confinement without authorization or willfully fail to return to your place of confinement at the prescribed time, you can be prosecuted for escape under Penal Code section 4532.

**A Non Compliance Report will be sent to the Court and /or Probation Officer for any program violation(s), including but not limited to:**

- 1. Leaving the range of your CEM equipment when you are scheduled to be at your place of confinement.
- 2. Leaving your CEM equipment behind or not possessing the CEM equipment while away from your place of confinement.
- 3. Allowing the CEM equipment to become fully discharged while away from your place of confinement.
- 4. Failing to keep your TM II docked in the MULTI-TRAK home monitoring unit at all times while at place of confinement.
- 5. **If Breath Alcohol Testing (BAT) equipment is installed**, failing to blow into the unit and transmit a picture when instructed by the monitoring center.
- 6. Refusing to perform alcohol and/or drug tests as required by Court/Probation or testing positive for either alcohol and/or illegal drugs.



7. Using and/or possession of alcohol or illegal drugs while on the program.
8. Failing to maintain electrical power either by unplugging the continuous electronic monitoring equipment or neglecting to pay the electricity bill.
9. Failing to maintain telephone service for any reason.
10. Failing to remove custom features from your telephone line, such as call waiting, call forwarding, answering machine, voicemail, etc...
11. Tampering with, attempting to remove, and or removing the ankle transceiver.
12. Tampering with or damaging any part of the continuous electronic monitoring equipment.
13. Returning home later than your schedule allows.
14. Leaving home earlier that your schedule allows.
15. Exit from an Inclusion Zone or entry into an Exclusion Zone.
16. Missing any scheduled appointments with your case manager.
17. Failing to provide acceptable verification of work and other Court/Probation authorized activities.
18. Possession of any dangerous and/or deadly weapons while on the program.
19. Failing to comply with any additional conditions set by the Court and/or the Probation Officer.

### **PROGRAM SCHEDULES**

Your curfew schedule is set by your case manager and/or Probation Officer based on your work schedule and other permitted activities. All requests for schedule changes must be handled by a case manager. Schedule changes can only be made by phone **Monday through Friday from 10:00am to 4:00pm, 24 hrs. in advance.** It is your responsibility to plan your approved activities in advance so that last minute schedule changes do not occur.

In the event of a medical emergency, it is your responsibility to notify your case manager of the situation during regular business hours or **after business hours, call the 24 hour toll free number (800) 551-4911.** You will be responsible for providing written proof of the emergency to your case manager the following business day. You will remain in violation of the program rules until proof (of any time away) is received and verified.



### **DRIVING PRIVILEGES**

If you are driving a vehicle while on the program, you will be required to provide a valid driver's license at the time of your enrollment in the program. A participant whose license has been suspended or revoked should not operate a motor vehicle. If you are observed driving at any time while on the program, a Non Compliance report will be sent immediately to the Court or Probation Dept., which may result in termination from the program.

### **CLIENT GRIEVANCE PROCEDURE**

If you have any questions about your treatment while on the program, you may appeal in writing to the Branch Manager. If no solution is reached at this level, you may submit your grievance to the Sentinel Offender Services, Operations Manager.

### **PROGRAM FEES**

Program participants are responsible for payments of their program fees in advance on a Bi-Weekly basis. Participants must provide proof of household and/or personal income on which program fees are based. All payments must be made in the form of a credit card, certified check, or money order payable to **Sentinel**. You will be required to pay a non-refundable processing fee of \$65.00.

If at any time during the program you are approved by the Probation Department to change your residence, verification of the new address must be provided **prior** to relocating the monitoring equipment.

If you are terminated from the program or you decide to complete your sentence in custody, you will forfeit all rights to any program fees, including those paid in advance. If the Court completes you early for good behavior, all pre-paid program fees will be refunded to you.

### **FEE AGREEMENT**

The daily rate of \$\_\_\_\_\_ will be required for Continuous Electronic Monitoring and/or Breath Alcohol Testing services. In addition, a charge of \$50.00, will be required for each DRUG test you will be required to submit to. A GRAND TOTAL of \$\_\_\_\_\_ will be due for all SEC program services, which also includes a ONE time fee of \$65.00 for Program Orientation and Equipment Installation. Bi-weekly payments of \$\_\_\_\_\_, will be due at every scheduled appointment, plus \$50.00 if you are scheduled to submit a DRUG test sample.



## FEE REDUCTION/INCREASE PROCEDURE

Program fees may be adjusted during the term of your sentence for any of the following reasons:

1.) Loss of employment 2.) Decrease in income 3.) Loss of County Aid 4.) Increase of income 5.) Other circumstances which may allow an adjustment.

You will be required to provide all appropriate documentation to you case manager when a reduction/increase is requested. A copy of the Fee Adjustment Form (Form #310) will be provided at the signing of the agreement.

It is important that you carefully read and clearly understand all the program requirements. Failure to comply with program guidelines will result in a Non Compliance Report being forwarded to the Court or Probation Dept. for further sanctions, including possible termination from the program and incarceration. **IF YOU DO NOT UNDERSTAND OR CANNOT COMPLY WITH THESE RULES, NOTIFY YOUR CASE MANAGER IMMEDIATELY.**

## CLIENT AGREEMENT

1. I agree not to bring any children, including my own, into the office during visits with my case manager.
2. I agree to the use of Sentinel's CEM equipment for the purpose of tracking my location/whereabouts.
3. I understand that it will be necessary for CEM equipment to be installed on my telephone line. I agree to maintain telephone services to my designated place of confinement while on the program.  
*I understand that cordless telephones, call waiting, call forwarding and answering machines on the line being used for monitoring are prohibited while I am on the program and I agree to comply with this regulation.*
4. I agree to respond to all telephone calls generated from the Electronic Monitoring Program staff and monitoring equipment when I am at my place of confinement regardless of the time of day or night.
5. I agree to maintain electrical service to my designated place of confinement while on the program. I understand that generators or battery-powered devices are not acceptable.
6. I agree to pay Sentinel, the monitoring company, for the duration of the time I am on the SEC program.
7. The amount of fees will be set by the monitoring company based on their assessment of my financial ability to pay.



8. I agree to regularly attend (and be punctual) scheduled office meetings, at which time I will be required to pay program fees.
9. I agree to have all firearms and any other dangerous or deadly weapons at my designated place of confinement removed prior to my participation in the SEC program.

The program guidelines have been explained to me. I agree to comply with all program rules and regulations. I further understand that failure to follow program guidelines may result in my immediate return to custody without warrant or court order to serve the balance of my sentence.

I have read and received a copy of the aforementioned rules and regulations and agree to comply with the terms and conditions of the SEC Program.

\_\_\_\_\_  
Participant's Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Participant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Sentinel Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Sentinel Representative's Signature

\_\_\_\_\_  
Date



**GLOBAL POSITIONING SATELLITE (GPS) SYSTEM  
SAN BERNARDINO COUNTY PRCS**

**PARTICIPANT CONTRACT**

You are being placed on Continuous Electronic Monitoring (CEM) Equipment utilizing Global Positioning Satellite (GPS) System through Sentinel Offender Services. GPS monitoring is a technology used to locate your position/location at all times.

At the time of program enrollment, a case manager and/or Probation Officer will establish program rules and regulations for you to abide by. Your case manager will also establish scheduled mandatory compliance meetings that you will have to attend at the Sentinel branch office. At these meetings, your case manager will review all of your activity since your last meeting and inspect your GPS equipment.

**PROGRAM EQUIPMENT**

- You must charge your GPS Unitrak device twice a day for 90 minutes. It is preferable to do this every 12 hours. Do not charge the device while you are asleep.
- LED indicators will notify you as follows: Yellow light means you have 4 hours of battery life left. Red light means you have 2 hours of battery life left, the device will also vibrate for 30 seconds. In the event the Green light appears, you must contact your case manager immediately.
- Avoid horseplay and rigorous activities while wearing this device.
- Your case manager and/or probation officer may advise you of specific geographic areas that you **MUST** either remain within (Inclusionary Zone) or stay clear of (Exclusionary Zone). Curfews may apply to Inclusion Zones.

The computer will also report alerts of tampering with the equipment directly to your Officer and case manager.

On the day you begin the program, an GPS ankle device will be fitted to your ankle.

**EQUIPMENT COST**

The transceiver fitted to your ankle and any other equipment given to you by Sentinel Offender Services is your responsibility. If the equipment is damaged, lost and/or destroyed, you will be required to pay the following amounts:

Unitrak	\$850.00	Initials_____
Unitrak Charging Cord	\$25.00	Initials_____



**If any of the above equipment is not returned, a felony theft report will be filed with the local police department.**

The ankle GPS device is water resistant and lightweight. It must be worn under your sock, which should not interfere with your normal activities. You can shower while on the program, however, you should not submerge the ankle transceiver or any other electrical devices in water.

Upon program completion you must return all issued monitoring equipment to your case manager at your final compliance appointment.

### **PROGRAM COMPLIANCE**

You should be advised that once you have been enrolled in the PRCS Program, section 1203.016 of the California Penal Code states that you can be taken into custody to serve the balance of your sentence for any of the following reasons:

- A. Failure to follow program rules and/or regulations
- B. Failure of the GPS equipment to perform properly for any reason which results in the inability to monitor.
- C. Any negative behavior resulting in the Court and/or Probation Officer's belief that you may not be in compliance with the program rules or conditions.

If you willfully cut your ankle GPS you can be prosecuted for escape under Penal Code section 4532.

**A Non Compliance Report will be sent to the Court and /or Probation Officer for any program violation(s), including but not limited to:**

1. Failure to charge your GPS equipment as required.
2. Using and/or possession of alcohol or illegal drugs while on the program.
3. Tampering with, attempting to remove, and or removing the ankle transceiver.
4. Tampering with or damaging any part of the continuous electronic monitoring equipment.
5. Exit from an Inclusion Zone or entry into an Exclusion Zone.
6. Missing any scheduled appointments with your case manager.



7. Possession of any dangerous and/or deadly weapons while on the program.
8. Failing to comply with any additional conditions set by the Court and/or the Probation Officer.

### **DRIVING PRIVILEGES**

If you are driving a vehicle while on the program, you will be required to provide a valid driver's license at the time of your enrollment in the program. A participant whose license has been suspended or revoked should not operate a motor vehicle. If you are observed driving at any time while on the program, a Non Compliance report will be sent immediately to the Court or Probation Dept., which may result in termination from the program.

### **CLIENT GRIEVANCE PROCEDURE**

If you have any questions about your treatment while on the program, you may appeal in writing to the Branch Manager. If no solution is reached at this level, you may submit your grievance to the Sentinel Offender Services, Operations Manager.

It is important that you carefully read and clearly understand all the program requirements. Failure to comply with program guidelines will result in a Non Compliance Report being forwarded to the Court or Probation Dept. for further sanctions, including possible termination from the program and incarceration. **IF YOU DO NOT UNDERSTAND OR CANNOT COMPLY WITH THESE RULES, NOTIFY YOUR CASE MANAGER IMMEDIATELY.**

### **CLIENT AGREEMENT**

1. I agree not to bring any children, including my own, into the office during visits with my case manager.
2. I agree to the use of Sentinel's CEM equipment for the purpose of tracking my location/whereabouts.
3. I understand that it will be necessary for GPS to be installed on my person



4. I agree to respond to all telephone calls generated from the Electronic Monitoring Program staff and monitoring equipment when I am at my place of confinement regardless of the time of day or night.
5. I agree to regularly attend (and be punctual) scheduled office meetings.
6. I agree to have all firearms and any other dangerous or deadly weapons at my designated place of confinement removed prior to my participation in the SEC program.

The program guidelines have been explained to me. I agree to comply with all program rules and regulations. I further understand that failure to follow program guidelines may result in my immediate return to custody without warrant or court order to serve the balance of my sentence.

I have read and received a copy of the aforementioned rules and regulations and agree to comply with the terms and conditions of the GPS program.

\_\_\_\_\_  
Participant's Name (Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Participant's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Sentinel Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Sentinel Representative's Signature

\_\_\_\_\_  
Date



**Acceptance of Responsibility**

On \_\_\_\_/\_\_\_\_/\_\_\_\_, you were issued the GPS Tracking equipment by Sentinel Offender Services, as requested by the San Bernardino County Probation Dept. All tracking equipment issued by Sentinel Offender Services, will become your responsibility. If the equipment is not returned, damaged, lost or destroyed, you will be required to pay the replacement amounts listed below:

<u>Equipment</u>	<u>Replacement Cost</u>	<u>Participant's Initials</u>
Home Monitoring Unit (# )	\$1,500.00	Initials_____
HMU Charging Cord	\$25.00	Initials_____
Ankle Transceiver (# )	\$425.00	Initials_____
Ankle Transceiver Strap	\$10.00	Initials_____
TM II (ESN# )	\$850.00	Initials_____
TM II Charging Cord	\$25.00	Initials_____
TM II Car Charger	\$22.00	Initials_____
TM II Carrying Case	\$20.00	Initials_____

**If any monitoring equipment is not returned to Sentinel Offender Services upon request, completion or removal from the program, a Theft Report will be filed with the local police department.**

1. I accept full responsibility for the equipment.
2. I understand that the amounts listed above represent the replacement value of the equipment.
3. I understand that I may not take baths, only showers. The transmitter may not be submerged in water.
4. I understand that I must place the home monitoring unit at least three feet from the ground, in a central area, away from glass, microwaves, or TV's.
5. I understand that the ankle transmitter must rest on my ankle bone. If I wear boots, I may not lift and stretch the ankle strap. In addition, I am to wear my socks over the strap, not under the strap.
6. I must maintain electricity and telephone serve at all times, during my participation.

**DO NOT:**

1. Do not place the equipment on the floor
2. Do not place the equipment inside a closed closet
3. Do not place the equipment on top of a microwave, computer, TV, stereo, radio, or any electronic device
4. Do not connect the equipment power pack to an outlet controlled by a light switch
5. Do not disconnect the equipment **AT ANY TIME**, unless instructed to do so by Sentinel staff or your Probation Officer
6. Do not attempt to remove the ankle strap



**DO:**

1. Place the equipment at least 3 feet from the ground (waist-level)
2. Place the equipment on a solid platform (i.e. wooden table)
3. Wear your sock **OVER** the transmitter strap, not under it
4. Wear the transmitter resting on your ankle bone
5. Wear the Trakmate (phone) on your hip, inside the pouch at all times
6. When at home, place the Trakmate on top of the unit for charging purposes
7. Take your Trakmate with you **AT ALL TIMES** when leaving the home
8. Answer **ALL** incoming calls on your Trakmate
9. When driving, place the Trakmate (face down) on the passenger seat. Please remove it from your hip as the seatbelt may compromise the signals.
10. Stay away from all pre-determined zones/areas
11. Charge your Trakmate, at least every eight (8) hours for a period of two (2) solid hours. However, if at home, just leave the Trakmate on the unit.

I, \_\_\_\_\_ understand and acknowledge the above statements and agree to comply with the terms and conditions listed above.

Participant Signature \_\_\_\_\_

Date \_\_\_\_\_

Witness Signature (Sentinel staff) \_\_\_\_\_

Date \_\_\_\_\_



## INSTRUCTIONS

- 1.) Unplug your phone from the wall jack.
- 2.) Plug the phone line provided to you into your wall jack.
- 3.) Plug this line into the jack in back of the unit labeled as **LINE**
- 4.) Plug your telephone into the jack in back of the unit labeled as **PHONE**
- 5.) Connect the AC adapter to the back of the unit labeled **POWER**
- 6.) Plug the AC adapter into standard wall outlet.



## 6.b. Proposer's Understanding

In our nearly twenty (20) years of service, we have provided a wide array of supervision services to Probation and Parole Departments, Sheriff's Departments, Courts, and Community Supervision Programs nationwide. We monitor offenders that are pre-trial, post-sentence, and in custody for those agencies that we service, including both adult and juvenile populations. With an employee workforce of more than 300 employees, and nearly forty (40) offices across the Country, we are one of the most experienced companies in operating offender-funded programs such as the County of San Bernardino Probation Department's GPS Tracking Services Program.

### 6.b.1. Offering to the Probation Department

As the current provider for the Probation Department's GPS Tracking Services Program, we have proposed to **continue** providing our global positioning satellite tracking unit options and full-time on-site Sentinel Technician support. Our approach consists of providing offenders with our field monitoring equipment with the support of our National Monitoring Center to provide 24-hour a day, 7-day a week, continuous monitoring of the offenders enrolled in the Department's program. Our staff is highly trained and experienced at handling all monitoring aspects of an individual offender as we have proven during our current contract with the County.

The following sections detail components would continue to comprise our on-going operations.

### 6.b.2. Daily Monitoring of Program Participants to Ensure Compliance with Sentence Requirements

The comprehensive monitoring of the County's offender population is comprised of a combined effort between the County of San Bernardino Probation Department, our local field staff, and our National Monitoring Center. All services are provided by our personnel and our own equipment. Our direct provision of monitoring duties eliminates concerns found with other vendors who have *no direct control* over their subcontractor's monitoring center. Therefore, this translates into the *Department* not having any direct control or tie to the subcontractor.

As provided in this section, we will describe the thorough nature of our operation and the interactions between our local staff, our National Monitoring Center personnel, and the Probation Department's personnel. It will also provide details on our local and regional oversight and staffing that we employ to ensure the program remains operational at all times and more importantly, that all required monitoring and reporting is performed according to contractual requirements.

#### 6.b.2.1. Local Based Technician

Our on-site, full-time Technicians are responsible for the accurate data-entry of client information, for client orientation on equipment, inventory control, and assisting Department personnel with basic program needs. For situations where our Technician staff is out due to vacation or illness, we simply refer another Technician from our local pool of staff. With projects around the Southern California area, we have ample personnel available at all times to support this program.

### *Sentinel Advantage*

Only Sentinel has additional service staff *immediately* available due to the proximity of this program to our Corporate Headquarters and six (6) other local field offices in Southern California – all staffed by full-time Sentinel personnel. With upcoming changes impacting local law enforcement due to recent changes in State legislature, we have the necessary staff immediately available in the event that this caused the current Program to grow.

#### 6.b.2.2. National Monitoring Center

The actual technological monitoring of the offenders is performed by our National Monitoring Center. Our National Monitoring Center is staffed twenty-four hours a day, seven days a week (24/7) with a supervisor on duty at all times and *live operators* cross-trained to support our suite of supervision services and products. This staffing allows our field staff and Department staff to call and speak with one of our Monitoring experts at all times of the day or night. We do not use a recorded answering prompts or message delivery service; our Sentinel operators answer all calls at all times. In addition, our Center is staffed with *bilingual personnel* on every shift in order to ensure successful interactions with program participants since our operational protocols often require that our Monitoring Center directly contact offenders when certain alarms occur, regardless of the day of the week or time of the event. Our hours of operation for our local field operations will remain the same for the current contract cycle.

Unlike other vendors, we operate our own Monitoring Center so that we can provide all of the services directly to our customers and eliminate any possible third party issues. We can **continue** to assure the County that having a vendor that can provide their own established, proven, and reputable facility greatly reduces the chance of lapses in monitoring services and possible subsequent safety concerns for the community. We are proud to state that in our nineteen (19) years of operation, *we have never experienced a Monitoring Center failure or service catastrophe.*

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

All monitoring and tracking of the program participants will **continue** to be based on the Department's approved monitoring parameters and guidelines. As a *Sentinel advantage*, our staff is available at *all times* should Department procedures require direct telephone interaction between our operators and program participants. For example, if required, our operators will contact program participants to determine the nature of the alert / alarm and provide detailed "Status Notes" to Department officers and local Sentinel staff via automated report.

#### 6.b.2.3. Warehouse

Based in Southern California, our National Warehouse is responsible for the provision of all equipment nationwide. For the current GPS Tracking Services Program, our staff receives all



equipment as needed, in addition to retaining an adequate stock on site at the Central Area facility where this program is based. We currently have on-site Sentinel Technicians trained in the installation and use of all of our monitoring equipment.

In addition, in the event of any unexpected increase in the program population, our Warehouse can immediately provide equipment via *same day delivery*. With our Warehouse located in the City of Irvine in neighboring Orange County, we are not subject to delayed or postponed shipments due to our Warehouse being in such close proximity to San Bernardino. Our warehouse operates from Monday through Friday from 7:30 a.m. to at least 5:00pm. We can also have staff available on weekends if needed.

#### 6.b.2.4. Corporate Office

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

#### 6.b.3. Daily Program Compliance

Our daily operations for the GPS Tracking Services Program consist of a variety of tasks. The program is staffed with the following personnel so that all program duties are met:

- ❖ **Account Manager, Margaret Duenas.** Our account manager is responsible for ensuring that the on-site Technicians perform all required daily tasks including installations, removals, troubleshooting, and any support needed by the Department. In addition, Ms. Duenas is supported by our local Monitoring Center and Warehouse personnel to meet program goals.
- ❖ **Technician.** With a program of the size of the Department's program, we utilize our on-site Technician to support the logistical and equipment related tasks. Daily tasks are based on maintaining the hardware ready for use at all times. Our Technician personnel are trained on all of our equipment components so that installations can be performed quickly and efficiently. Based on program volume, we can provide additional Technicians as needed, at no cost to the Department. In addition, with our Warehouse and network of Sentinel field offices in the surrounding counties of Orange, Los Angeles, and Riverside, Technician personnel is available on immediate notice. Our Technician is responsible for ensuring:
  - **Sufficient Equipment:** With enrollment volume variances, we strive to maintain at least a ten percent (10%) shelf stock at the Central Area facility. Since the offenders are issued the equipment at this office and then instructed to return to their residence, we ensure that all equipment is properly functioning. Therefore, our Technician installs the tracking equipment on the offender and instructs the participant on how to install the home monitoring unit at his/her residence upon returning home. We also



provide an instructional hand-out that illustrates the installation of the home unit in addition to providing thorough instruction at the Central Area facility.

- **Ongoing Inventory:** To ensure we always have equipment available, our staff regularly performs inventory audits so that sufficient stock is on-hand at the Central Area site.
- **Maintenance:** All equipment that is returned from service is thoroughly cleaned by our Technician so that we maintain a large inventory at all times. In addition, by doing this, we eliminate equipment having to be returned to our Warehouse for basic cleaning and adjustment. However, any major inspection or repair is handled solely by our National Warehouse personnel.

#### 6.b.4. Provision of Equipment and Supplies

As the current provider of services to the County of San Bernardino Probation Department's GPS Tracking Services Program, **we already have the necessary equipment and supplies in place at the Central Area site.** In addition, **we have the required staff** that currently handles all equipment related tasks including installation, removal, and troubleshooting. Per our customary procedures, we maintain the necessary amounts of equipment and supplies at the local facility at all times.

#### 6.b.5. Proposed Equipment and Accompanying Services

We have included detailed descriptions of our proposed tracking equipment on the following pages. We will continue to provide the Department with our global positioning satellite (GPS) tracking equipment for location tracking and curfew compliance. In addition, we are also offering the use of our optional stand-alone kiosk for check-in and collection services and drug screening services.

##### 6.b.5.1. Global Positioning Satellite Tracking

We are proud to offer the Department the **continued use** of our array of alternative electronic monitoring options for global positioning satellite tracking. Sentinel offers two (2) different models of GPS tracking equipment, including a one-piece GPS unit and a two-piece GPS unit. We have provided details of our GPS equipment under proposal Section 13.1 within "Descriptions of Equipment and Services".

- ❖ **UniTrak 1-Piece Unit.** Our 1-piece device is the latest GPS unit available providing reliable GPS tracking of offenders while incorporating all performance into only one (1) component. This unit is also available in a **redundant RF and GPS format** providing reliable service and eliminating common drift point issues found in other 1-piece devices. The unit is equipped with anti-tamper technology and a robust memory for storing any data that cannot be immediately transmitted for any reason. As an additional benefit, our 1-piece unit has an extended battery life of thirty (30) hours.
- ❖ **TrakMate 2-Piece Unit.** Sentinel pioneered this unique unit that allows for multiple levels of GPS tracking of an offender as well as the option of **direct voice communication** – a feature pioneered by Sentinel – with him/her at all times. Using our revolutionary cellular telephone based design, the TrakMate 2-piece unit allows us to call



and speak with the offender at anytime in addition to tracking the person around the community. The unit is lightweight and is easily carried by the offender. For security purposes, it operates in conjunction with a non-removable ankle transmitter that ensures that the offender does not “walk away” from the unit. The units are also equipped with anti-tamper technology and immediate Monitoring Center support at all times.

The tracking levels provided are used based on the nature of the population. For higher risk program participants, most agencies will select Intermediate (also known as Hybrid or “on demand”) or Active tracking. For lower risk populations, Passive tracking is used since it does not require immediate response from the agency. We have designed our tracking software with the benefit of allowing authorized personnel to adjust a program participant’s tracking level at anytime. Since we designed our system with this uniform applicability, *all levels of tracking are available from the same unit, eliminating any need for equipment change-outs.*

### 6.b.5.2. Drug Screening (Optional)

A useful tool for monitoring offenders with other substance abuse problems, we offer the latest in drug testing options. Through the use of the latest in innovative test kits, we are able to test for drug consumption without the use of Urinalysis-based formats. These allow us to perform non-gender observed tests with near immediate results. We also have test kits for new *synthetic-based drugs* that are becoming more prevalent in our communities and more difficult to detect than traditional illegal substances. All of these options would be available as part of our **continued operation** of the Department’s project. We have provided details of our drug screening services under proposal Section 13.3.

### 6.b.5.3. Stand-Alone Kiosk for Check-In and Collections

As a *service benefit* to the existing population, we can provide a kiosk for the Central Area facility for collection of monitoring fee payments from the offenders. The kiosk functions in correlation with our case management software and allows for quick and easy collection of payments. **Since the offenders must pay program fees, having a kiosk on site can alleviate prolonged waiting times of having to submit payments to a cashier.** The kiosk works as a “reverse” ATM and securely collects cash and credit cards. We have provided details of our kiosk unit under proposal Section 13.2.

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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## 7. Statement of Qualifications

*Include the following in this section of the proposal:*

- a. Number of years the Proposer has been in business under the present business name, as well as related prior business names.**

Sentinel has been in business for more than nineteen (19) years serving correctional and judiciary agencies nationwide. Our headquarters in Irvine, California, is located in Orange County, the neighboring county to San Bernardino County.

The Company was originally established, in 1992, as Sentinel Monitoring Corporation. However, as we added a wider range of offender-related services and monitoring tools, we changed our name to Sentinel Offender Services in 2000, providing a broader description of our Company's services. The ownership of the Company has never changed as Mr. Robert Contestabile, founder of Sentinel Monitoring Corporation, remains as President/CEO of Sentinel Offender Services, LLC.

- b. Statement that the Proposer does not have any commitments or potential commitments that may impact the Proposer's ability to perform this Contract.**

We do not have commitments or potential commitments that will impact our ability to **continue** providing services to the Probation Department and the offenders enrolled in the Department's Program.

As the Department's current provider of the GPS Tracking Services Program, our staff, equipment, and resources are **immediately** available to continue program operations with no lapse in service. We have never received a contract discrepancy report or any other reprimand during our years of service to this program.

In addition, our regional and corporate support infrastructure is also already in operation so that any contract negotiations could easily be conducted.

- c. A list of references with which Proposer has provided similar services during the last five (5) years. Please include the name, address, and telephone number, and the type of services provided. Please include a contact person who the County can call in order to verify the quality of services your organization/firm has provided.**

We have provided below descriptions of programs for reference that are similar in size and scope to the program we currently operate for the County of San Bernardino Probation Department's GPS Tracking Services program. We encourage the County to contact our references in order to confirm that we continue to provide services in compliance with contractual requirements.

### **Los Angeles County Probation Department - Post Release Community Supervision**

Sentinel has been providing electronic monitoring services for the Los Angeles County Probation Department since 1993. Recently, we began providing global positioning satellite (GPS) Tracking services to their Post Release Community Supervision Program. Our services to this population include equipment installation, equipment maintenance, agency staff support, and



equipment removal. These services are supported by Sentinel’s office staff and Technicians. We have five (5) field offices available to facilitate and complete any requests for this program.

<b>Agency Name</b>	LA County Probation Department – Post Release Community Supervision
<b>Contact Person</b>	Mr. Albert Montellano
<b>Contact Title</b>	Supervisor Deputy Probation Officer
<b>Address</b>	300 E. Walnut Street, Room 200. Pasadena, CA 91101
<b>Phone Number, Fax Number, &amp; Email</b>	T: 626.532.0905 F: 626.422.0063 <a href="mailto:albert.montellano@probation.lacounty.gov">albert.montellano@probation.lacounty.gov</a>

### Los Angeles County Sheriff’s Department - Station Trustee Program

Since 1993, Sentinel has been providing electronic monitoring and alcohol testing services to the Los Angeles County Sheriff’s Department. As of 2011, Sentinel has been providing global positioning satellite (GPS) tracking services to more than 160 inmates referred to twenty-two (22) local sub-stations. We report to these stations daily and provide equipment installation, equipment maintenance, agency staff support, and equipment removal. These services are supported by Sentinel’s Technicians. In addition, we also review activity reports and provide hardware recommendations to each Station regarding trustees at their Station. We communicate with more than sixty (60) Station Jailers as part of this program.

<b>Agency Name</b>	Los Angeles County Sheriff’s Department - Station Trustee Program
<b>Contact Person</b>	Sgt. Deberah Lightel
<b>Contact Title</b>	Program Sergeant
<b>Address</b>	450 Bauchet Street, Los Angeles, CA 90012
<b>Phone Number &amp; Email</b>	T: 213.893.5341 <a href="mailto:DALighte@lasd.org">DALighte@lasd.org</a>

### Tucson City Court Home Detention Program

Sentinel provides full-service home detention program including installation, monitoring, reporting, and removal for the Home Detention Program. We provide all equipment and service using global positioning satellite (GPS) tracking. With a Sentinel office and employee inside the Courthouse, we also provide full case management. This includes follow-up appointments with the referred participant, fee collection, and reporting on any violation committed by the participant. The program is paid for by the participant and receives no subsidy from the Court, City, or County.

<b>Agency Name</b>	Tucson City Court Home Detention Program
<b>Contact Person</b>	Ms. Laura Spain
<b>Contact Title</b>	Assistant Court Administrator
<b>Address</b>	255 W. Alameda, Tucson, AZ 85701
<b>Phone Number &amp; Email</b>	T: 520.837.3007 <a href="mailto:Laura.Spain@tucsonaz.gov">Laura.Spain@tucsonaz.gov</a>



### Sacramento County Sheriff's Department

We service the Sacramento County Sheriff's Department program population of 250+ offenders by providing radio frequency monitoring, global positioning satellite tracking, alcohol monitoring, and voice verification services. Our account manager remains in close with Sheriff's Personnel to provide updates or training as needed as well as to conduct inventory of hardware due to the large population size.

<b>Agency Name</b>	Sacramento County Sheriff's Department
<b>Contact Name</b>	Deputy Kevin Tackitt
<b>Contact Title</b>	Program Lead Officer
<b>Address</b>	700 North 5 <sup>th</sup> Street, Sacramento, CA 95811
<b>Phone Number &amp; Email</b>	T: 916.606.2206 F: 916.874.1403 <a href="mailto:jtackitt@sacsheriff.com">jtackitt@sacsheriff.com</a>

### Washington County Sheriff's Office Electronic Home Detention Program

We service the Washington County Sheriff's Office Electronic Home Detention (EHD) program by providing radio frequency monitoring, global positioning satellite tracking, and alcohol monitoring services. The majority of the offender population is enrolled in the program for a DUI offense; therefore clients are monitored using both GPS and the MEMS 3000 breath alcohol testing unit.

<b>Agency Name</b>	Sacramento County Sheriff's Department
<b>Contact Name</b>	Deputy Kevin Tackitt
<b>Contact Title</b>	Program Lead Officer
<b>Address</b>	700 North 5 <sup>th</sup> Street, Sacramento, CA 95811
<b>Phone Number &amp; Email</b>	T: 916.606.2206 F: 916.874.1403 <a href="mailto:jtackitt@sacsheriff.com">jtackitt@sacsheriff.com</a>



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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## 8. Financials

*Proposer shall provide the Company's Annual Report for the last two years. Proposer shall also include independently audited financial statements for the most recent completed fiscal year. If audited financial statements are not available, please provide un-audited financial statements along with a certification from the owners and the Company's accountant that the information accurately reflects the company's current financial status. If the business is a sole proprietorship, please provide Schedule C of the Internal Revenue Service forms as well as a certification from the owner and the accountant that the information accurately reflects the business' current financial status.*

Per RFP instructions (page 31), we have placed our audited financial statements for the years ending December 31, 2009, and December 31, 2010 within a separately sealed envelope marked "Financials – Confidential". We have also provided the unaudited 2011 Statement of Operations and Balance Sheet. The final 2011 audited statement does fairly represent the unaudited statements included herein.

As a privately-held company, we respectfully request that these financial statements be kept confidential once these submissions are requested for public disclosure. We have marked our Financial Statements "**Confidential**".

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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## 9. Licenses, Permits, and/or Certifications

*Provide copies of all licenses, permits and/or certifications as required under Section V, Paragraph 14-Licenses, Permits and/or Certifications.*

The following pages contain copies of:

- ❖ Sentinel's Proof of Formation within the State of Delaware
- ❖ Sentinel's Certificate of Good Standing within the State of Delaware
- ❖ Sentinel's Proof of Filing within the State of California
- ❖ Sentinel's Proof of Good Standing within the State of California
- ❖ Sentinel's Articles of Incorporation

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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Office of the Secretary of State

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I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF FORMATION OF "SENTINEL OFFENDER SERVICES, LLC", FILED IN THIS OFFICE ON THE TWENTY-NINTH DAY OF SEPTEMBER, A.D. 2000, AT 6 O'CLOCK P.M.



A handwritten signature in blue ink that reads "Edward J. Freel".

---

Edward J. Freel, Secretary of State

3295895 8100

AUTHENTICATION: 0709720

001495127

DATE: 10-02-00

# Delaware

PAGE 1

*The First State*

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "SENTINEL OFFENDER SERVICES, LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE EIGHTH DAY OF AUGUST, A.D. 2011.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "SENTINEL OFFENDER SERVICES, LLC" WAS FORMED ON THE TWENTY-NINTH DAY OF SEPTEMBER, A.D. 2000.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.

3295895 8300

110898650



  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 8955346

DATE: 08-08-11

# State of California

SECRETARY OF STATE

## CERTIFICATE OF REGISTRATION

*I, BILL JONES, Secretary of State of the State of California, hereby certify:*

*That on the 19th day of October, 2000, SENTINEL OFFENDER SERVICES, LLC, complied with the requirements of California law in effect on that date for the purpose of registering to transact intrastate business in the State of California; and further purports to be a limited liability company organized and existing under the laws of the State of Delaware as SENTINEL OFFENDER SERVICES, LLC and that as of said date said limited liability company became and now is duly registered and authorized to transact intrastate business in the State of California, subject, however, to any licensing requirements otherwise imposed by the laws of this State.*

IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this 24th day of October, 2000.



*Bill Jones*  
BILL JONES  
Secretary of State

**State of California**  
**Secretary of State**

**CERTIFICATE OF STATUS**

**ENTITY NAME:** SENTINEL OFFENDER SERVICES, LLC

**FILE NUMBER:** 200029810042  
**REGISTRATION DATE:** 10/19/2000  
**TYPE:** FOREIGN LIMITED LIABILITY COMPANY  
**JURISDICTION:** DELAWARE  
**STATUS:** ACTIVE (GOOD STANDING)

I, DEBRA BOWEN, Secretary of State of the State of California, hereby certify:

The records of this office indicate the entity is qualified to transact intrastate business in the State of California.

No information is available from this office regarding the financial condition, business activities or practices of the entity.



**IN WITNESS WHEREOF**, I execute this certificate and affix the Great Seal of the State of California this day of March 20, 2012.

A handwritten signature in black ink that reads "Debra Bowen".

**DEBRA BOWEN**  
**Secretary of State**

KAW

**LIMITED LIABILITY COMPANY AGREEMENT  
OF  
SENTINEL OFFENDER SERVICES, LLC**

This **LIMITED LIABILITY COMPANY AGREEMENT** (this“**Agreement**”) of SENTINEL OFFENDER SERVICES, LLC (the “**Company**”) is made effective as of September 29, 2000.

1. Formation. Robert A Contestabile (the “**Member**”) hereby forms the Company as a limited liability company pursuant to the provisions of the Delaware Limited Liability Company Act, as it may be amended from time to time, and any successor to such statute (the “**Act**”). The rights, powers, duties, and liabilities of the Member and the administration and termination of the Company shall be governed by this Agreement and the Act. This Agreement shall be considered the “Limited Liability Company Agreement” of the Company within the meaning of Section 18-101(7) of the Act. To the extent this Agreement is inconsistent in any respect with the Act, this Agreement shall govern.

2. Members. The Member is the sole and managing member of the Company.

3. Name. The name of the Company shall be Sentinel Offender Services, LLC. The Company may conduct business under one or more fictitious names as the Member determines. The Member may also change the legal name of the Company.

4. Principal Place of Business; Other Places of Business. The principal place of business of the Company is 220 Technology Drive, Suite 200, Irvine, California 92618, or such other place as the Member determines. The Company may maintain offices and places of business at such other place or places within or outside the State of Delaware, as the Member determines.

5. Business Purpose. The Company is authorized to engage in any lawful business, purpose, or activity in which a limited liability company may engage under applicable law (including, without limitation, the Act), as the Member determines.

6. Registered Office and Designated Agent for Service of Process. The registered office and registered agent of the Company in the State of Delaware shall be as the Member may designate from time to time. Initially, the registered agent for the Company shall be The Corporation Trust Company, Corporation Trust Center, 1209 Orange Street, Wilmington, New Castle County, Delaware, 19801.

7. Term of the Company/Filings. The Company shall commence on the date that the Certificate of Formation (the “**Certificate**”) first is properly filed with the Secretary of State of the State of Delaware and shall continue in existence in perpetuity, unless its business and affairs are earlier wound up following dissolution at such time as this Agreement may specify. The Member shall cause to be made, on behalf of the Company, such additional filings and recordings as it shall deem necessary or advisable.

8. Management of the Company. All decisions relating to the business, affairs, and properties of the Company shall be made by the Member. The Member may appoint managers and/or officers of the Company using any titles, and may delegate all or some decision-making duties and responsibilities to such persons. To the extent delegated by the Member, managers and/or officers shall have the authority to act on behalf of, bind, and execute and deliver documents in the name and on behalf of the Company. In addition, unless otherwise determined by the Member, any officer(s) so appointed shall have such authority and responsibility as is generally attributable to the holders of such offices in corporations incorporated under the laws of the State of Delaware. No delegation of authority hereunder shall cause the Member to cease to be a Member. Any manager and/or officer to whom a delegation is made pursuant to the foregoing shall serve in the capacity delegated unless and until such delegation is revoked by the Member for any reason or no reason whatsoever, with or without cause, or such officer resigns.

9. Other Activities. The Member, its officers, directors, shareholders, agents, representatives and affiliates may engage or invest in, and devote their time to, any other business venture or activity of any nature and description (independently or with others), whether or not such other activity may be deemed or construed to be in competition with the Company. The Company shall not have any right by virtue of this Agreement or the relationship created hereby in or to such other venture or activity (or to the income or proceeds derived therefrom), and the pursuit thereof, even if competitive with the business of the Company, shall not be deemed wrongful or improper. Notwithstanding the foregoing, the Member, its officers, directors, shareholders, agents, representatives and affiliates shall devote such time to the Company as the Member deems reasonably necessary for the proper performance of their obligations and duties, if any, hereunder.

10. Standards of Conduct.

a. To the extent that either of the Member, or any affiliate or subsidiary, or any officer, director, employee or agent of any of the foregoing (each, a “**Responsible Party**”) has, at law or in equity, duties (including, without limitation, fiduciary duties) to the Company, or the Member, or any other person bound by the terms of this Agreement, such Responsible Parties acting in accordance with this Agreement shall not be liable to the Company, the Member, or any such other Person for its good faith reliance on the provisions of this Agreement. The provisions of this Agreement, to the extent that they restrict the duties of a Responsible Party otherwise existing at law or in equity, are agreed by all parties hereto to replace such other duties to the greatest extent permitted under applicable law.

b. Whenever a Responsible Party is required or permitted to make a decision, take or approve an action, or omit to do any of the foregoing: (i) in its discretion, under a similar grant of authority or latitude, or without an express standard of behavior (including, without limitation, standards such as “reasonable” or “good faith”), then such Responsible Party shall be entitled to consider only such interests and factors, including its own, as it desires, and shall have no duty or obligation to consider any other interests or factors whatsoever, or (ii) with an express standard of behavior (including, without limitation, standards such as “reasonable” or “good faith”), then such Responsible Party shall comply with such express standard but shall not be subject to any other, different or additional standard imposed by this Agreement or otherwise applicable law.

11. Limited Liability. Except as otherwise required by any non-waivable provision of the Act or other applicable law, the Member shall not be personally liable in any manner whatsoever for any debt, liability, or other obligation of the Company, whether such debt, liability, or other obligation arises in contract, tort, or otherwise.

12. Contributions. The capital contributions of the Member are reflected on the books and records of the Company.

13. Distributions. Each distribution of cash or other property by the Company shall be made 100% to the Member. Each item of income, gain, loss, deduction, credit, and other tax items of the Company shall be allocated 100% to the Member.

14. Indemnification. The Company shall indemnify and hold harmless the Member to the full extent permitted by law from and against any and all losses, claims, demands, costs, damages, liabilities, expenses of any nature (including attorneys’ fees and disbursements), judgments, fines, settlements, and other amounts (collectively, “Costs”) arising from any and all claims, demands, actions, suits, or proceedings (civil, criminal, administrative, or investigative) (collectively, “Actions”) in which the Member may be involved, or threatened to be involved as a party or otherwise, relating to the performance or nonperformance of any act concerning the activities of the Company. In addition, to the extent permitted by law, the Member may cause the Company to indemnify and hold harmless any managers and/or officers from and against any and all Costs arising from any or all actions arising in connection with the business of the Company or by virtue of such person’s capacity as an agent of the Company. Notwithstanding the foregoing, any and all indemnification obligations of the Company shall be satisfied only from the assets of the Company, and the Member shall have no liability or responsibility therefor.

15. Dissolution and Winding Up. The Company shall dissolve and its business and affairs shall be wound up pursuant to a written instrument executed by the Member. In such event, after satisfying creditors, paying the expenses of liquidation and setting aside reserves for any contingencies which the Member may consider necessary, all remaining assets shall be distributed to the Member.

16. Accounting and Fiscal Year. Subject to Section 448 of the Internal Revenue Code of 1986, as amended from time to time (or corresponding provisions of succeeding law) (the “Code”), the books of the Company shall be kept on such method of accounting for tax and financial reporting purposes as may be determined by the Member. The fiscal year of the Company shall end on December 31 of each year, or on such other date permitted under the Code as the Member shall determine.

17. Captions/Pronouns. Any titles or captions contained in this Agreement are for convenience only and shall not be deemed part of the text of this Agreement. All pronouns and any variations thereof shall be deemed to refer to the masculine, feminine, neuter, singular or plurals as appropriate.

18. Severability. In the event that any provision of this Agreement as applied to any party or to any circumstance, shall be adjudged by a court to be void, unenforceable or inoperative as a matter of law, then the same shall in no way affect any other provision in this Agreement, the application of such provision in any other circumstance or with respect to any other party, or the validity or enforceability of the Agreement as a whole.

19. Counterparts. This Agreement may be executed in any number of multiple counterparts, each of which shall be deemed to be an original copy and all of which shall constitute one agreement, binding on all parties hereto.

20. Amendments. This Agreement may be amended or modified from time to time only by a written instrument executed by the Member.

21. Governing Law. The validity, enforceability, construction and operating effect of this Agreement shall be governed by and construed in accordance with the laws of Delaware without regard to other principles of conflicts of law.

**[Remainder of Page Intentionally Left Blank]**

IN WITNESS WHEREOF, the parties hereto have duly executed this Agreement as of the day and year first above written.

**MEMBER**

  
\_\_\_\_\_  
Robert A. Contestabile

**COMPANY**

SENTINEL OFFENDER SERVICES, LLC  
a Delaware limited liability company

By:   
Its: Member



## 10. Cost

**We have provided the completed Attachment F – Cost form on the following page.**

Sentinel has provided a flat daily rate for the Department pricing that includes at **no cost** the services of Sentinel’s on-site Technician personnel.

For program participants who are required to pay a daily rate for GPS supervision services, Sentinel will provide a County-approved sliding scale to determine the offender-funded fees. Please note that the offender’s ability to pay (or lack thereof) is also considered when determining the offender-funded fees. The mythology for determining participant’s payments will be based on Sentinel’s proven sliding scale model. Sentinel staff will perform a detailed financial assessment on each program participant during his/her program orientation including the participant’s employment status and wages in addition to any other income sources in relation to the participant’s essential expenses. To ensure assessment of the proper rate, our staff is trained on reviewing all possible sources of income from an offender including paystubs, time cards, tax returns, or quarterly profit and loss statements, etc. Supplemental income sources including state or county support, inheritance, non-essential assets, etc may also be subject to consideration. Staff is also trained on the proper determination of essential living expenses in relation to luxury expenses. The participant’s adjusted income is used to determine the appropriate daily fee for service based on Sentinel’s sliding scale model. At the time of orientation, the offender is clearly instructed on the amount and schedule of payments that would be due at the subsequent, regularly scheduled compliance meetings. We also review or modify the daily rate if the offender’s situation changes including reduction of work hours or lay-offs, or inversely with obtaining employment or pay raises. An offender on the County-funded program can be transferred to the Offender Funded program if he/she obtains the financial ability to pay for his/her own fees, which would be a cost savings for the County.

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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### **ATTACHMENT F – COST**

The County has funding, per AB 109, to pay for GPS Tracking Services on behalf of Participants who are supervised by the County as a result of the recent state parole realignment. The County has limited funding for all other Participants. Therefore, Proposer shall include details addressing two separately funded scenarios based on 1) County-paid services and 2) Participant-paid services.

#### County-paid Services

Proposals shall include a flat all-inclusive per participant, per day rate to be charged to the County for their GPS Tracking Services program.

#### Participant-paid services

Proposals shall include a quantifiable methodology for establishing a sliding fee scale to determine program fees based upon County GPS Participant's ability to pay. Proposer shall be responsible for collecting fees from Participants.



## Sentinel – San Bernardino County Sliding Scale for EMP Participants

<u>FROM</u>	<u>TO</u>	<u>DAILY CHARGE</u>
0.00	240.00	\$1
241.00	400.00	\$2
401.00	560.00	\$3
561.00	720.00	\$4
721.00	880.00	\$5
881.00	1,040.00	\$6
1,041.00	1,200.00	\$7
1,201.00	1,360.00	\$8
1,361.00	1,520.00	\$9
1,521.00	1,680.00	\$10
1,681.00	1,840.00	\$11
1,841.00	2,000.00	\$12
2,001.00	2,160.00	\$13
2,161.00	2,320.00	\$14
2,321.00	2,480.00	\$15
2,481.00	2,640.00	\$16
2,641.00	2,800.00	\$17
2,801.00	2,960.00	\$18
2,961.00	3,120.00	\$19
3,121.00	3,280.00	\$20



# SENTINEL

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

RFP No. PRB 12-01

<u>FROM</u>	<u>TO</u>	<u>DAILY CHARGE</u>
3,281.00	3,440.00	\$21
3,441.00	3,600.00	\$22
3,601.00	3,760.00	\$23
3,761.00	3,920.00	\$24
3,921.00	4,080.00	\$25
4,081.00	4,240.00	\$26
4,241.00	4,400.00	\$27
4,401.00	4,560.00	\$28
4,561.00	4,720.00	\$29
4,721.00	4,880.00	\$30
4,881.00	5,040.00	\$31
5,041.00	5,200.00	\$32
5,201.00	5,360.00	\$33
5,361.00	5,520.00	\$34
5,521.00	5,680.00	\$35
5,681.00	5,840.00	\$36
5,841.00	6,000.00	\$37
6,001.00	6,160.00	\$38
6,161.00	6,320.00	\$39
6,321.00	6,480.00	\$40
6,481.00	6,640.00	\$41
6,641.00	6,800.00	\$42



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

<u>FROM</u>	<u>TO</u>	<u>DAILY CHARGE</u>
6,801.00	6,960.00	\$43
6,961.00	7,120.00	\$44
7,121.00	7,280.00	\$45
7,281.00	7,440.00	\$46
7,441.00	7,600.00	\$47
7,601.00	7,760.00	\$48
7,761.00	7,920.00	\$49
7,921.00	8,080.00	\$50
8,081.00	8,240.00	\$51
8,241.00	8,400.00	\$52
8,401.00	8,560.00	\$53
8,561.00	8,720.00	\$54
8,721.00	8,880.00	\$55
8,881.00	9,040.00	\$56
9,041.00	9,200.00	\$57
9,201.00	9,360.00	\$58
9,361.00	9,520.00	\$59
9,521.00	9,680.00	\$60
9,681.00	9,840.00	\$61
9,841.00	10,000.00	\$62
10,001.00	10,160.00	\$63
10,161.00	10,320.00	\$64



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

FROM	TO	DAILY CHARGE
10,321.00	10,480.00	\$65
10,481.00	10,640.00	\$66
10,641.00	10,800.00	\$67
10,801.00	10,960.00	\$68
10,961.00	11,120.00	\$69
11,121.00	11,280.00	\$70
11,281.00	11,440.00	\$71
11,441.00	11,600.00	\$72
11,601.00	11,760.00	\$73
11,761.00	11,920.00	\$74
11,921.00	12,080.00	\$75
12,081.00	12,240.00	\$76
12,241.00	12,400.00	\$77
12,401.00	12,560.00	\$78
12,561.00	12,720.00	\$79
12,721.00	12,880.00	\$80
12,881.00	13,040.00	\$81
13,041.00	13,200.00	\$82
13,201.00	13,360.00	\$83
13,361.00	13,520.00	\$84
13,521.00	13,680.00	\$85
13,681.00	13,840.00	\$86



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

<u>FROM</u>	<u>TO</u>	<u>DAILY CHARGE</u>
13,841.00	14,000.00	\$87
14,001.00	14,160.00	\$88
14,161.00	14,320.00	\$89
14,321.00	14,480.00	\$90
14,481.00	14,640.00	\$91
14,641.00	14,800.00	\$92
14,801.00	14,960.00	\$93
14,961.00	15,120.00	\$94
15,121.00	15,280.00	\$95
15,281.00	15,440.00	\$96
15,441.00	15,600.00	\$97
15,601.00	15,760.00	\$98
15,761.00	15,920.00	\$99
15,921.00	16,080.00	\$100

Although we only list fees up to \$100, the scale continues to increase since there is not a cap on program fees.

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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## 11. Employment of Former County Officials

*Provide information on former County of San Bernardino administrative officials (as defined below) who are employed by or represent your business. The information provided shall include a list of former county administrative officials who terminated county employment within the last five years and who are now officers, principals, partners, associates or members of the business and should also include the employment and/or representative capacity and the dates these individuals began employment with or representation of your business. For purposes of this section, "county administrative official" is defined as a member of the Board of Supervisors or such officer's staff, Chief Executive Officer or member of such officer's staff, county department or group head, assistant department or group head, or any employee in the Exempt Group, Management Unit or Safety Management Unit.*

*Failure to provide this information may result in the response to the request for proposal being deemed non-responsive.*

**Not Applicable.**

Sentinel has not hired anyone from San Bernardino County to work for our Company.

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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## 12. Insurance

*Submit evidence of ability to insure as stated in Section V, Paragraph B-Indemnification and Insurance Requirements.*

Sentinel's insurance company will **continue** to list the County as an "additional insured" and provide at a minimum the coverage requirements listed in RFP number PRB 12-01. We have provided a copy of our current Certificate of Insurance on the following page.

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# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
01/04/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aon Risk Insurance Services West, Inc. Irvine CA Office 1901 Main Street Suite 300 Irvine CA 92614 USA	<b>CONTACT NAME:</b> PHONE (A/C. No. Ext): (949) 608-6300      FAX (A/C. No.): (949) 608-6459		
	<b>E-MAIL ADDRESS:</b>		
<b>INSURED</b> Sentinel Offender Services, LLC Attn: Julie Hunt 220 Technology Drive, Suite 200 Irvine CA 92618-2424 USA	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	INSURER A: First Mercury Insurance Company		10657
	INSURER B: Travelers Property Cas Co of America		25674
	INSURER C: RSUI Indemnity Company		22314
	INSURER D: AXIS Surplus Insurance Company		26620
	INSURER E:		
INSURER F:			

**COVERAGES**      **CERTIFICATE NUMBER:** 570044957498      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.      **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO. JECT <input type="checkbox"/> LOC			FMWA002598	10/11/2011	10/11/2012	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$50,000
							MED EXP (Any one person)	Excluded
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
B	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> \$1,000 Comp Ded <input checked="" type="checkbox"/> \$1,000 Coll Ded			8109193R128TIL11	10/11/2011	10/11/2012	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY ( Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
C	<b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTION			NHA229131	10/11/2011	10/11/2012	EACH OCCURRENCE	\$3,000,000
							AGGREGATE	\$3,000,000
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	UB9194R057TIL11	10/11/2011	10/11/2012	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTH	
							E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000
D	<b>E&amp;O-ProfLiabPri</b>			ECN000141351101	10/11/2011	10/11/2012	Each wrongful Act Retention	\$1,000,000
							Total Limit	\$100,000
								\$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

### CERTIFICATE HOLDER

### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  <i>Aon Risk Insurance Services West, Inc.</i>

Holder Identifier :

Certificate No : 570044957498



## 13. Descriptions of Equipment and Services

The following subsections provide details of our proposed global positioning satellite tracking equipment and services, our (optional) stand-alone kiosk unit for collections and check-in, and our (optional) drug screening services. We have also included a description of our National Monitoring Center.

- ❖ Global Positioning Satellite Tracking Equipment and Services (page 167)
- ❖ Centurion Kiosk for Check-In and Collections Services (page 178)
- ❖ Drug Screening Services (page 178)
- ❖ National Monitoring Center Overview (page 179)

### 13.1. Global Positioning Satellite Tracking Equipment and Services

#### 13.1.1. UniTrak 1-Piece Global Positioning Satellite (GPS) Unit Description

Sentinel’s UniTrak II, 1-Piece GPS unit not only provides more than twenty (20+) hours of continuous tracking service, it also offers a built-in vibration motor for alert purposes and *stores more than 100 zones locally in the bracelet*. It also has improved coverage capabilities as it now has *Location Based Service (LBS)* capability which allows it to use alternate tracking technology in the event that GPS satellite access is compromised. Other one-piece devices that do not have LBS type services are limited in their performance resulting in loss of tracking and possible compromising of services.



The UniTrak One-Piece GPS Tracking Unit utilizes a dual radio frequency design to ensure reliable monitoring.

Perhaps the most important *benefit* of Sentinel’s 1-Piece GPS device is that the UniTrak II one-piece GPS unit *does not have to rely on cellular service at the residence for home supervision due to the use of our redundant home monitoring unit*. This design allows for the use of our “**Redundant GPS over RF**” tracking and monitoring model, which *eliminates GPS drift point issues and ensures real-time residential monitoring*.

Sentinel is the only vendor who has tethered their one-piece GPS unit to a true Home Monitoring Unit. We do not rely on a “Beacon” or amplified cell service for our GPS device to communicate with our software from the residence. **Upon entering the residence, the Home Monitoring Unit assumes the monitoring of the offender through our proven radio frequency enabled design.** The UniTrak unit functions with our home-based receiver unit to perform standard house arrest radio frequency monitoring without relying on GPS to confirm the offender’s residential curfew compliance. **By not utilizing the GPS tracking once the offender is at home, the issues of overnight drift are eliminated.**

Upon exiting the residence, the Home Monitoring Unit reports the exit by the offender and the UniTrak resumes automatically collecting and reporting GPS locations back to the Sentinel Monitoring Center via its built-in cellular capability. This advanced and combined RF and GPS design eliminates officers having to waste valuable time reviewing or investigating false exit alerts created by drift that might be created with other systems that do not have this feature.



Sentinel's next generation of the UniTrak 1-Piece GPS unit, the UniTrak II, will include the current existing features as well as new advancements. These new units will be made available to our Agency customers as they become available. These new advancements include:

- ❖ **Location-Based Services / AFLT.** As an Alternate Tracking Solution from possible loss of GPS signal reception, this is the latest in tracking technology that uses cellular tower triangulation to determine a participant's location. This is a key factor for ensuring continuous tracking of participants at all times.
- ❖ **New Charging Port.** The UniTrak II features a new charging port. The new charging port will utilize a USB-port-style for faster and uninterrupted charging.
- ❖ **Car Charger.** The UniTrak II will be equipped with both a standard wall charger and a car charger to allow the program participant to easily charge the 1-Piece GPS tracking device while in residence, away from the residence, or travelling in a vehicle.



**Figure 4. UniTrak II USB Power Adapter.** The UniTrak II features a new USB power adapter for conveniently charging the unit while in residence, away from the residence, or traveling in a vehicle.

- ❖ **Multiple Call-In Frequency Options.** As an industry standard, our reporting frequency will be to collect a point per minute with download every tenth minute. As a new feature and advantage to our customers, this reporting frequency can be adjusted to fit different population needs that may equate in to a more frequent, or less frequent, downloading format.
- ❖ **Fiber Optic Strap.** The UniTrak II will be equipped with a fiber optic strap that will provide an additional anti-tamper feature to ensure program participants remain securely monitored for the duration of their time on the program.

A chart depicting our devices' use of Alternate Tracking Technology is shown below.



## Sentinel Alternative GPS Tracking Solution

### AGPS Fix ... open sky

AGPS Fix requires a minimum of three GPS measurements. "Assisted" because network resources still required. Fewer than three, attempt Hybrid Fix.

### Hybrid Fix ... partial view of sky

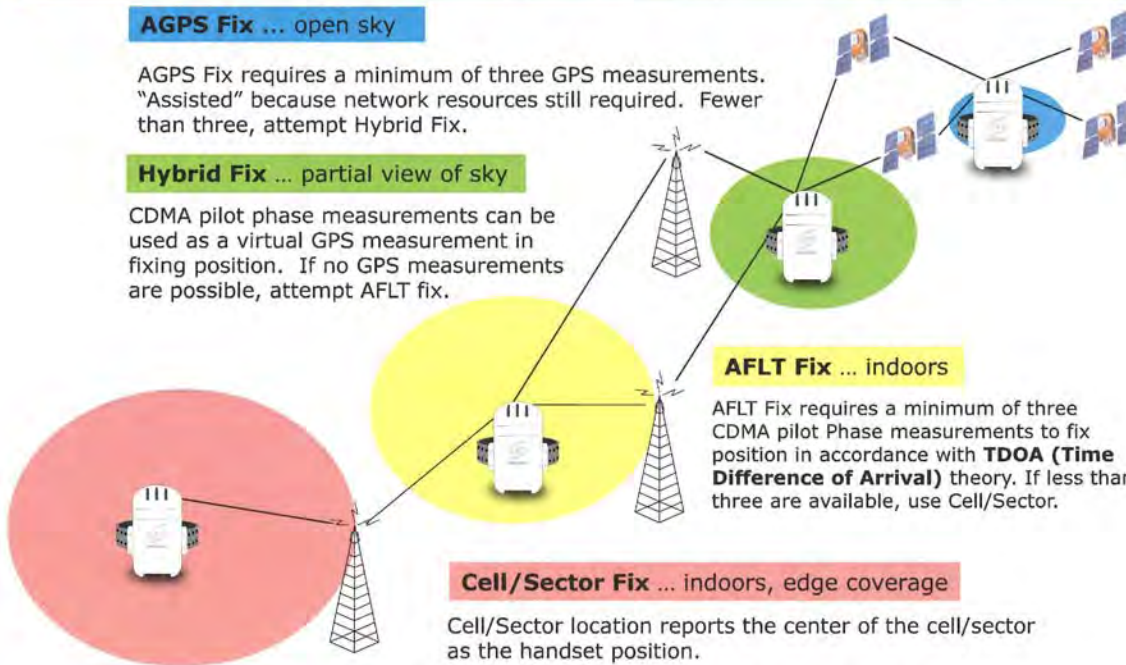
CDMA pilot phase measurements can be used as a virtual GPS measurement in fixing position. If no GPS measurements are possible, attempt AFLT fix.

### AFLT Fix ... indoors

AFLT Fix requires a minimum of three CDMA pilot Phase measurements to fix position in accordance with **TDOA (Time Difference of Arrival)** theory. If less than three are available, use Cell/Sector.

### Cell/Sector Fix ... indoors, edge coverage

Cell/Sector location reports the center of the cell/sector as the handset position.



This application is ideal for situations where the unit is in motion but GPS is not being acquired as this allows us to continue securely tracking the program participant.

### 13.1.2. Platinum Home Monitoring Unit (RF-enabled)

Sentinel's patented GPS with RF monitoring model is based on an RF-enabled GPS tracking device (our UniTrak models) being able to communicate directly with a radio frequency (RF) home monitoring unit. To ensure each participant's compliance to his/her curfew and to report tamper and alert notifications, the Platinum Home Monitoring Unit (HMU) is installed at the participant's residence. The unit operates from standard residential 110-volt outlets and is connected to the residential telephone line jack. This unit is easily installed in the participant's residence in less than five (5) minutes.



The Platinum HMU receives radio signals from the ankle bracelet to ensure curfew compliance by each participant.

While in operation, the HMU uses the residential telephone line (analog or digital) to relay all activity data. We also offer an HMU that is **cellular-enabled** allowing the unit to operate through local cellular networks. **This model is used when participants do not have residential telephone service and must be monitored on the program.** This cellular model unit operates exactly like a traditional home monitoring unit with the exception that it utilizes a cellular modem connection to relay activity information from the participant's residence to our National Monitoring Center. The cellular modem is also CDMA via Verizon – the largest cellular coverage system in the United States. The Home



Monitoring Unit, whether landline or cellular-enabled, utilizes a toll-free number so there is no cost to the participant.

### **Telephone Line Notification**

If a person is on the home phone and the HMU needs to check-in with our National Monitoring Center, the Home Monitoring Unit will emit a progressive annoyance notification tone to signify to the person on the phone that the unit needs to use the phone line. It will not seize the line but rather continue to provide this courtesy signal. In addition, there will be a “phone” icon displayed on the front LCD panel on our Home Monitoring Unit as an additional notification to the person using the phone. The unit will continue to attempt to connect with our monitoring center for five (5) minutes before trying again. This five (5) minute re-try sequence will continue indefinitely until the unit successfully connects with our SenTrak system. If requested by the County, as part of our alarm procedures, our operators can use an Operator-assisted line interruption if necessary, as our SenTrak Monitoring System will generate an alert indicating that the HMU has not checked-in as required.

### **Range Settings**

The home monitoring unit reports all collected information to our National Monitoring Center. Sentinel’s HMU and UniTrak GPS device are provided with an automatic range setting of 150 feet; however this range is adjustable for up to 300 feet or down to smaller than fifty (50) feet, depending on the size of the living arrangements.

The range feature can be adjusted either through Sentinel’s Monitoring Center software or at the residence by the officer or installer. Sentinel staff performs range adjustments at the request of our customers as part of our continuous (24/7) service. To perform a range adjustment at the residence, the officer needs only to access the Extended Function mode using an electronic code provided by Sentinel. Our installation technician ensures that the unit is placed at an ideal location inside the residence so that there is no issue with erroneous alerts due to poor HMU placement or incorrect range settings.

### ***Sentinel Advantage***

By simply pushing the designated buttons on the home monitoring unit, the officer or Sentinel installer, can access the unit’s extended function mode. Once in the Extended Function mode (note: this mode **cannot** be accessed by the offenders) the authorized staff member merely scrolls through options displayed on the front LCD screen until arriving at “Set Range”. This screen enables staff to adjust the range of the home monitoring unit by selecting a signal strength range he/she deems is appropriate for the size of the residence.

***The entire range setting and installation process for our Home Monitoring Unit takes less than five (5) minutes to perform.***

### **Unique Features**

The Platinum HMU provides several unique features that ensure its continuous monitoring capability. First, to ensure continuation of service through power outages, the Platinum HMU is equipped with the **longest-lasting backup battery in the industry providing more than fifty (50+) hours of reserve power. It is also equipped with a non-volatile 2,500-signal memory that can safely store any information in its proper reception sequence (date and time) in the**



event the unit becomes disconnected from telephone service. Also built into the unit is internal surge protection for power and phone lines.

Second, it is also the only unit that is equipped with a **front-panel Liquid Crystal Display (LCD) screen**. During operation, **this unit displays the current date and time as a benefit to the participant**. By having a clock display the current, correct time twenty-four (24) hours a day, the HMU eliminates potential excuses from participants who might otherwise claim they left the residence not knowing the time. During installation of the HMU, the LCD will display quick installation functions that allow the technician to access several key capabilities; *e.g.*, the ability to adjust the call-out number of the HMU, the ability to re-program the HMU to another Tracking Device if change-out is required.

Based on approved curfew schedules, the HMU will report all activity that it receives from the participant's ankle-worn transmitter. Each exit from and return to the participant's residence is monitored by the HMU. The HMU also reports other alarms and events including, but not limited to:

- ❖ Tamper alarms from the transmitter and the HMU itself
- ❖ Telephone service disconnections and restorations
- ❖ Power outages and restorations
- ❖ HMU motions alarms
- ❖ Tamper reset alerts
- ❖ Low battery alarms

After the initial residential installation of the HMU, the unit will periodically call the Monitoring Center to check in or to report an alarm event when it occurs. The default is set for callbacks to occur every four to six (4 – 6) hours. All information that the HMU reports to the Monitoring Center appears in standard activity reports for each participant.

Our Platinum HMU does not pose any safety hazards to the offender or anyone in the residence. The unit will function reliably under normal environmental and atmospheric conditions.

### Home Monitoring Unit Phone Requirements

Sentinel's Platinum Home Monitoring Unit (HMU) operates from standard residential 110-volt outlets and connects with the participant's residential telephone line jack. The landline-based HMU will operate under any analog or digital service provider that does not require connection with the Internet (*e.g.*, no Voice over Internet Protocol providers). Our equipment has the highest success rates in the industry when it comes to digital phone service and low cost service alternatives. Currently, we are able to work with nearly all of the local, non-traditional service providers with the simple addition of a digital filter to the residential telephone line. We are in constant contact with industry experts and are currently pursuing customized transmission protocols in an effort to be compatible with every local provider.

If the offender does not have a residential telephone line, we can provide the County with the **Platinum II Cellular Home Monitoring Unit**. The Cellular Home Monitoring Unit is equipped with an internal cellular modem allowing the unit to use the cellular networks to report all activity information. The Platinum II Cellular HMU is a cellular version of our standard HMU and operates on the Verizon cellular network and its authorized partners nationwide. The coverage footprint is the largest and most reliable of any domestic carrier. Sentinel Advantage: Recently, we introduced our Platinum Cellular HMU with a cellular modem designed to **access the Sprint network and their 4-G plan. This introduction now allows Sentinel to provide Cellular Home Monitoring Units with coverage on multiple carriers, thereby all but**



eliminating locations where cellular coverage is unavailable. This translates into industry-leading cellular monitoring capability.

### 13.1.3. TrakMate 2-Piece Global Positioning Satellite Unit Description

Our TrakMate II GPS 2-piece unit is coupled with the redundant radio frequency home monitoring through the use of our proprietary home base unit. Upon the offender's return to the residence, our home base unit will commence the residential monitoring of the offender and discontinue tracking instead of relying on the cellular driven unit.

As other GPS units suffer from the frequent problems associated with satellite drift points (erroneously reported GPS points) and the inaccuracy of reverse geo-coding to define boundaries, our unit relies on radio frequency residential monitoring that is significantly more reliable than the complete cellular-based GPS tracking twenty-four (24) hours a day, seven (7) days a week. If there is a loss of signal that causes the TrakMate II GPS unit to not be able to transmit, the unit will keep collecting data points and transmit them all the next time the signal is available.

TrakMate II uses CDMA cellular networks for its telecommunications capabilities in an inconspicuous cellular phone to be worn or carried by the program participant that is discrete, lightweight, tamper-resistant, and made of abuse-resistant material. Our home base unit and TrakMate GPS unit do not pose any safety hazards to the offender or anyone in the residence. The unit will function reliably under normal environmental and atmospheric conditions.

As a *Sentinel advantage*, authorized personnel (Sentinel or Agency) can directly contact a participant and speak with them on the TrakMate II at any time by simply calling the TrakMate II via the *patented communication feature* pioneered by Sentinel with the original release of the TrakMate. The phone can be programmed to restrict use by the program participant; e.g., participant can only receive calls from an Agency staff member or Sentinel personnel. This direct voice feature is more beneficial and reliable than other products that utilize text message-based communications with offenders.

Another *Sentinel advantage* with our TrakMate GPS device is that through its built-in, 12-channel satellite receiver it is able to technically receive location data from up to twelve (12) individual satellites. This high-capacity reception allows for a *more accurate determination* of the participant's location to within a 50-foot radius, under optimal conditions. Other GPS tracking devices have smaller receiver capabilities that may affect the accuracy of individual point identification due to the inability to connect with the required number of satellites to successfully configure a tracking point.



The TrakMate II GPS Tracking Unit supports direct-voice communication between participant and Agency, a feature not found in other GPS systems.



### 13.1.4. DualTrak II Radio Frequency Ankle-Worn Transmitter for Redundant RF Over GPS Coverage with the TrakMate

Our DualTrak II ankle-worn transmitter works with our TrakMate II 2-Piece GPS tracking unit and corresponding MultiTrak Tracking Control Unit (TCU). This ankle device uses the latest technology in providing residential home monitoring. After performing a self-diagnosis for tampers or low battery status, the unit emits an encoded secure Radio Frequency (RF) signal containing its own serial number and status information over multiple bandwidths once every seventeen (17) seconds. These signals are received by the TCU which in turn reports the information to our National Monitoring Center.



**The DualTrak II Transmitter is a snap-and-lock piece that is simple to install and has an LED to indicate proper installation.**

Our transmitter offers the following features:

- ❖ **Light-Emitting Diode (LED) Display:** In order to simplify and facilitate the confirmation of a properly-installed ankle device, our transmitter is manufactured with a built-in LED on the front panel of the transmitter case. When the installation is performed, the LED will flash green for several seconds notifying the installer that the unit has been properly installed and that it is functional. This LED eliminates any lingering doubt about installation, which sometimes occurs when installing other ankle-worn bracelet models, where the installer can not immediately verify if the ankle-worn transmitter is actually functional.
- ❖ **Extended Battery Life:** Another benefit of the ankle-worn transmitter is that the extended battery lifespan allows our units to remain in service longer than other models without the need for concern about repeated battery replacement. The DualTrak ankle-worn transmitter battery is designed to last for a minimum of twelve (12) months before needing to be replaced.
- ❖ **Sealed Transmitter Case:** In order to ensure that the transmitter is waterproof, the battery has been completely enclosed and sealed in the transmitter casing. This eliminates problems present in other models with removable batteries where moisture can enter the inner components through the battery insertion area, thereby jeopardizing operation and reliability. The seal on our transmitter has been designed to operate under normal atmospheric conditions and temperatures. It is water-proof and shock-resistant and allows a participant to conduct all normal daily activities, including showering, without affecting the transmitter's operation.
- ❖ **Automatic Tamper Reset:** The DualTrak II ankle-worn transmitter incorporates an automatic tamper reset to eliminate unnecessary service calls. This feature allows the transmitter to reset itself in the event that the device registered a tamper due to an incidental contact or impact and although the impact was registered, a tamper did not occur. This eliminates the need to call the participant into the office or to have the authorized personnel perform a field-check. If the event was an actual tamper, the alert would remain "active" until the transmitter was inspected and the tamper cleared.
- ❖ **Motion Detection:** Our DualTrak II ankle-worn transmitter also has an internal accelerometer that will report a "No Motion" alarm if the Transmitter does not register



movement for several hours. This provides a redundant tamper feature with a purpose similar to that of the proximity tamper seen in other electronic monitoring transmitters. In the extremely unlikely event that a participant removes the transmitter without tampering the ankle strap, the “No Motion” alarm will trigger alerting authorized personnel. The “No Motion” alarm would indicate that the transmitter has been dormant for an extended period of time and although a tamper was not generated, the situation requires further research.

### 13.1.5. Tracking Control Unit (Global Positioning Satellite Home Receiver) Description

**The MultiTrak II GPS Tracking Control Unit (TCU) is Sentinel’s docking station and charging base for the TrakMate II GPS Tracking unit.** In addition to performing as a traditional home curfew unit, the TCU also downloads and sends GPS tracking points and compliance information stored in the TrakMate II to our National Monitoring Center. The MultiTrak TCU uses a standard RJ-11 telephone jack that allows for the immediate and automatic transmission of offender status, *e.g.*, curfew compliance, tamper information, through the residential telephone line to the National Monitoring Center. **We also offer a TCU that is cellular-enabled allowing the unit to operate through local cellular networks.** This model is used when participants do not have residential telephone service and must be monitored on the program. This cellular model unit operates exactly like a traditional home monitoring unit with the exception that it utilizes a cellular modem connection to relay activity information from the participant’s residence to our National Monitoring Center. The cellular modem is also CDMA via Verizon – the largest cellular coverage system in the United States. The TCU, landline or cellular-enabled, utilizes a toll-free number so there is no cost to the participant.



**The MultiTrak II GPS TCU provides redundant assurance of compliance through the use of RF and GPS tracking.**

Our GPS solutions are based on the goal of providing redundant GPS over RF coverage. The TCU functions as the recharging station for our TrakMate II GPS unit as well as a radio frequency home monitoring unit while the offender is at home. This allows us to use proven RF home monitoring technologies instead of less reliable methods provided by other vendors. **As a *Sentinel benefit*, we have also incorporated this dual redundancy design with our 1-piece GPS unit as well.** The UniTrak 1-Piece GPS device will function as a stand-alone GPS tracking device, submitting all event data via cellular network, or the unit will function with the optional home-based receiver that provides redundant RF home curfew monitoring and can submit data via landline or cellular network.

**The MultiTrak TCU is equipped with the longest-lasting backup battery in the industry providing more than fifty (50+) hours of reserve power. It is also equipped with a non-volatile 2,500-signal memory that can safely store any information in its proper reception sequence (date and time). The unit is equipped with a front-panel Liquid Crystal Display (LCD) screen that displays the current date and time.**



### 13.1.6. Three (3) GPS Tracking Supervision Levels from One (1) Piece of Equipment

Sentinel's UniTrak and TrakMate provide **Active, Passive, and Intermediate (or Hybrid) GPS monitoring** to easily adjust with the needs of any program. **The levels of service are *built-in* to the software and *do not* require Sentinel staff or Agency staff to “change out” or replace equipment in order to change an offender’s level of GPS supervision.** Our levels of GPS tracking are:

- ❖ **Active GPS:** Using our Active level of GPS tracking, authorized personnel can track participants twenty-four (24) hours a day, seven (7) days a week, acquiring position data once every minute. All alarms and violations are processed in near real-time format for near immediate notification. Active GPS tracking allows authorized staff (Sentinel and Agency) to set ***inclusion and exclusion zones*** to restrict offenders’ movements around the community. Staff may modify the zones as needed at anytime through our SenTrak website. Similar to RF electronic monitoring, all alarms will be automatically processed by our monitoring software. Based on Agency requirements, all alarms will be processed within the required timeframes and notifications are sent as required to any electronic messaging enabled system (text, email, etc.) or direct officer contact.
- ❖ **Intermediate GPS:** Sentinel was the **first company in this industry to create an Intermediate level of GPS tracking**. As a *hybrid* between Active and Passive GPS tracking, our Intermediate level allows authorized personnel to locate a participant “On Demand”. All violations are reported on a semi-historical basis with no real-time notification capability. Geographic zones are also available at this tracking level, but all notifications are historical. This tracking level allows authorized personnel to poll a GPS unit to obtain information that is no more than ten (10) minutes old.
- ❖ **Passive GPS:** This tracking level is traditionally used for the lower-risk participants. Passive GPS allows only historical/next-day reporting. While away from the residence, our system will track and store all participant movements (GPS points), since real-time reporting is not available at this tracking level. Passive GPS tracking offers more than ordinary electronic monitoring and as such, it is the next level in progressive supervision of offenders. Geographic zones can still be used in this level similar to the Active or Intermediate tracking service. All reporting while in Passive mode is performed on a historical, end-of-day basis.



### 13.1.7. Setting GPS Inclusion and Exclusion Zones

At the time of program enrollment, authorized staff enter daily curfew schedules and/or Inclusion and Exclusion zones for each offender, if needed. These are the time limits and locations within which the offender must comply to avoid non-compliance. Each exit from, and entry to, the residence or zone (Inclusion or Exclusion) is reported by the monitoring unit, and our SenTrak system *automatically* compares the activity’s location with the set zones. ***Any discrepancies of the event time or location with the permitted time or location will generate a violation that is processed by our system.***

This activity verification is continuously performed by our SenTrak system, which thereby ensures the monitoring of the offender population at all times.

Using SenTrak, authorized personnel are able to create, edit, and delete Exclusion and Inclusion zones for participants being tracked via the GPS 1-piece unit. These zones are used to control a participant’s movements throughout the community. SenTrak allows for an almost unlimited amount of Exclusion and Inclusion zones per client. For participants with challenging zones, SenTrak is also configured to support construction of polygon-shaped or non-traditional zones. To the right, we have provided an example of a “standard” shaped inclusion zone (above- in green) and a “non-traditional” polygon shaped exclusion zone (below - in red). SenTrak visually differentiates zones with color-coding, as follows: Inclusion Zone = **Green**; Exclusion Zone = **Red**.



**SenTrak allows authorized users to create polygon or non-traditional shaped zones. Map graphics are available as street, aerial, or hybrid images showing points of interest and landmarks directly on the display area.**

As a benefit for the programs we monitor, we can also create *template zones* that can be used across a certain population as needed. **This allows Agency personnel to designate certain sites across an entire region that can be applied as restriction zones to an entire population.** For example, for a sex offender population, we can establish pre-determined exclusion zones around schools, playgrounds, or related areas to keep entire program populations away from these “hot zones” without having to re-create the same zones on a continual basis. This type of template zone set-up can be used for sex offender and other high-risk participant populations.

#### **Sentinel Advantage**

Google Maps® provides automatic updates to our mapping software providing us with the latest in maps and upgrades at all times. We do not maintain maps within our mapping software, unlike some vendors who must download regular updates to their mapping software– a very time consuming process. Our system tracks our own points and overlays the points on *the most recent Google Map available* from Google at the time of the tracking.



### 13.1.8. Built-In GPS “Event Detection” Software

A *Sentinel advantage* with our SenTrak web-based monitoring application is the built-in “event detection” platform. By incorporating this application into our main portal, we are able to offer the Agency the ability to initiate such a query against the entire population of offenders on GPS tracking in just a matter of minutes.

**Authorized personnel can enter the date, time, and location of any incident and promptly receive a report of all offenders who were near the location.**

The results of the query can also be graphically displayed on an individual map allowing the event and plotted offender information, relative to the query, to be viewed. Authorized personnel are able to perform these searches at any time from any internet-enabled computer. A “results” table is generated depicting all offenders who were within the proximity of the incident.

**This map distinguishes the incident location by placing a red star upon the location. Each offender within the specified radius of the incident is identified. This report can be viewed on screen or printed for later review.**

#### *Sentinel Advantage*

All offender geographic latitude and longitude data can be exported and provided to multiple law enforcement agencies for cross reference with their own internal / proprietary mapping software. This software option is provided at *no cost* to the Agency.

**SenTrak**  
Offender Management Solutions That Work for You

**Event Detection**

Address: 220 Technology Drive, Irvine, CA, 92618  
 From Time: 01/01/2012  
 To Time: 1/2/2012

**Event Detection Report**

Address: 220 Technology Drive, Irvine, CA, 92618  
 From Date: 01/01/2012  
 To Date: 1/2/2012

Client Name	ID	Distance
DOE, JONATHAN	ID298001	222.43
SCHMO, JOSEPH	ID305726	638.94

**List of Clients**

Name	ID	Distance(metres)	Arrived Time	Left Time
DOE, JONATHAN	ID298001	222.43	1/1/2012 7:52:26 AM	1/1/2012 7:54:42 AM
SCHMO, JOSEPH	ID305726	638.94	1/1/2012 2:04:38 AM	1/1/2012 2:04:38 AM

Map Zoom Level: 10 | Print | Back



## 13.2. Centurion Kiosk Unit for Check-In and Collections

Sentinel is proud to offer an alternative check-in system in addition to RF and GPS supervision, the Centurion Kiosk. Pictured to the right, we developed the Kiosk to provide an interactive and automated solution for participant check-ins. The advanced functionality of the Kiosk enables participants to check-in, update demographic information and compliance status, and receive messages from program administrators. To be placed conveniently in field offices, with the option to be stationed at courts and corrections facilities as well, **we can also utilize the Kiosks for directly collecting payments from participants**, whether they are on GPS, RF, voice verification, or Kiosk check-in.



To ensure the integrity of the system, our Kiosk utilizes fingerprint biometric confirmation technology to establish the identity of the user before initiating the check-in sequence. Using an agency-approved question template, the offender easily answers each question directly on the Kiosk through the Kiosk’s touch screen and software application. In instances when a program participant has literacy issues, our Kiosk is equipped with an assisting feature that provides a helpful on-board speaker to verbally ask the offender the question on the screen. This voice-over also assists the offender by prompting him/her through the check-in process from start to finish. This system is also available in multiple languages in order to meet the multi-cultural needs of the community.

The Kiosk is an automated tool that enables participants to check-in using a secure, automated system.

Although this does not provide the continuous surveillance of traditional RF and GPS systems, it does provide an option for scenarios such as when an offender has been displaced from his/her home or for lower risk offenders that require supervision but not strict tracking.

## 13.3. Drug Screening Services

**Sentinel’s on-site personnel are certified to provide drug screening services.** If required, our staff can provide drug screenings based on suspected use or as required by the Agency. Sentinel’s on-site staff follow Agency-specified drug testing procedures with the frequency set forth in the individual offender’s case file. Offenders are instructed each visit if they are required to provide a urine sample when they enter our office for meetings.

Currently Sentinel uses an instant five-panel drug detection screen (Figure 5) to test for the most commonly abused drugs: THC, Opiates, Amphetamines, Cocaine, and PCP. If the offender’s drug of choice is other than those specified in the five-panel test, we are able to screen for those drugs by ordering drug screen tests for those unique drugs. We also provide the latest in drug testing options *including legally-accepted saliva-based tests* that eliminate gender-based collection procedures that can cause collection issues due to offender complaints.

Sentinel considers alcohol and drug use significant indicators of and precursor to criminal offending. Therefore if an offender tests positive:

- a) A staff member will notify the offender’s Agency officer and request direction on how to respond to the violation,



- b) The offender is not permitted to interact with other staff members or offenders or attend any service programs, and
- c) If the test is positive for drugs, the sample may be sent to a lab for confirmation of the in-house test results; regardless,
- d) If the offender drove a motor vehicle to the office, he/she will be instructed not to leave the facility or to drive his/her vehicle, and agency personnel will be contacted immediately.



**Figure 5. Five-Panel Drug Screen.** Illegal drug use is not only against the law it also leads to criminal behavior and is a major deterrent to the successful integration of new skills on the part of the offender; therefore participants may be required to undergo a random drug test using a five-panel drug detection screen. *All results are recorded in the participant's case file and positive test results are immediately addressed by program staff.*

### 13.4. Monitoring Center

**All monitoring and tracking duties for this program will be handled by our National Monitoring Center.** While our Corporate Headquarters are open for business Monday through Friday, 8:30 a.m. to 5:00 p.m. (Pacific) and our Regional Headquarters in Atlanta is open for business Monday through Friday 8:00 a.m. to 5:00 p.m. (Eastern), our National Monitoring Center is staffed twenty-four hours a day, seven days a week (24/7) with *live operators* cross-trained to support our suite of supervision services and products.

**Unlike other vendors, we operate our own Monitoring Center so that we do not have to utilize third-party vendors to provide the services required by this contract.** Our Monitoring Center is always staffed with live operators; it is never run in a 'lights out' fashion. We can assure the Agency that having a vendor that can provide their own established and reputable facility greatly reduces the chance of lapses in monitoring services and possible subsequent safety concerns for the community.





## Staffing

All of our Monitoring Center employees undergo a thorough and detailed training program, during which they are thoroughly trained in all aspects of our Monitoring Center and the necessary alarm procedures. As a further *Sentinel benefit*, our staff is **cross-trained** to support assistance requests for global positioning satellite (GPS) tracking, radio frequency (RF) electronic monitoring, alcohol testing, and voice verification monitoring programs.

All monitoring and tracking of the program participants will be based on the Agency's approved monitoring parameters and guidelines. As a *Sentinel advantage*, our staff is available at *all times* should Agency procedures require direct telephone interaction between our operators and program participants. For example, if required, our operators will contact program participants to determine the nature of the alert / alarm and provide detailed "Status Notes" to Agency officers via automated report or other pre-determined method.

## Facility Facts

The Sentinel Monitoring Center is the focal point of our 12,000 square foot state-of-the-art facility, located in Irvine, California, from which we handle over 50,000 calls on a daily basis. The Monitoring Center is approximately 3,000 square feet and designed based on Underwriters Laboratory specifications. This is the central location from which all Monitoring Center activities are conducted and information is disseminated.

The Monitoring Center, which is designed based on UL specifications, is a separate, self-supporting node within our facility. It is complete with men's/women's restrooms, vending machines, and emergency equipment all designed to ensure uninterrupted performance and create a comfortable staff environment.

## Security

This facility is equipped with a sophisticated security system designed to limit and control access while monitoring via Closed Circuit Television (CCTV) its immediate and surrounding areas.

Our Monitoring Center and secure SenTrak web-based systems (accessible only via secure username and password), incorporate the latest in security measures. Due to the sensitive nature of the records that we handle daily, we have taken all possible precautions to ensure the integrity and security of our system. Protection of our records and their confidentiality are our main concern. We manage this through our System Performance Monitoring and Security against Unauthorized Personnel.

For security purposes, this site *does not* conduct any business with the general public as it contains our corporate office and our Monitoring Center. Program participants or monitored offenders have no access to this facility.

### 13.4.1. National Monitoring Center Operations

The Sentinel National Monitoring Center receives more than 50,000 incoming calls per day. With over fifty-five (55) message handlers and overlapping staffing patterns, notifications to officers are made in seconds and busy signals are non-existent. Our Monitoring Center does *not* utilize an answering service thus ensuring that all calls are responded to by monitoring personnel.

## System Configurations

Our system is comprised of a multi-server configuration that processes incoming data and alert calls from our monitoring and tracking units in service. All units report-in via either landline or cellular networks to our Monitoring Center. To handle all of these check-in or alert calls, our Monitoring Center is equipped with twenty-eight (28) incoming toll-free lines and underground telephone service with 850 line pairs and nine (9) T-1 data/communications lines, two (2) of which are dedicated solely for incoming voice calls, providing “192 Channels” dedicated circuits. This ensures an adequate number of telephone lines are always available for data transmission from the field equipment while maintaining a preparedness plan for rapid growth. Usage and line efficiency reports are reviewed on a regular basis to ensure proper line allocation.

A primary and backup telephone company services the center. In case we were to experience a catastrophic network failure from our primary telephone service, calls will be automatically rerouted through our backup phone provider. We currently utilize the “Sprint Fiber Optic Sonet Technology” (Synchronous Optical Network). Sprint leads the industry in the least number of outages or call blockages. With this new Sonet ring architecture, Sprint is able to reroute traffic within a matter of seconds; thus eliminating exposure to outages due to fiber cuts. The backup telephone company, AT&T, has enabled Sentinel to maintain multiple points of telecommunications entry into the facility. The Monitoring Center’s computer receiver is equipped with backup message handlers that are configured to receive data transmissions for rerouted telephone calls should an outage occur. This redundant setup does not require any action by our personnel to be initiated.

A System Performance Monitor continuously scans the Monitoring Center platforms and displays live diagnostics of all routers, servers, modems and Internet connections into the corporate center. Within thirty (30) seconds of any failure, the system monitors mounted at supervisor's workstations audibly and visually indicate a malfunction. Monitoring Center staff are trained in recovery procedures and restart systems according to procedure. Our Engineering Department, in conjunction with our IT staff, is on-call at all times (24/7) to support operations, resolve any system malfunction, and ensure continued operations. Any instance of failure resulting in a loss of monitoring capability will be reported to the Agency. Our redundant server and communications platforms have allowed our company to deliver continuous service without an interruption to our monitoring services. All of our security systems are monitored continuously.

## National Monitoring Center Facility Security

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

As added security for the Monitoring Center, each of the two (2) access ways is monitored via a closed circuit television system that is supervised from inside the center. All Monitoring Center personnel have continual direct access to a 911 emergency line in the event that an intruder



attempted to gain access into the Center. For outdoor perimeter security, the property management firm that owns that property provides random security patrols for the building.

The following equipment is used to ensure the integrity of our data, the reliability of our system and the continuity of operations in the event of emergency:

- ❖ CCTV: Samsung CCS724N 1/3 High Resolution Cameras
- ❖ Intercom: Airphone Door Stations, One Master Station (3 units)
- ❖ Access Control: Sentrol Card Access – RTE 1000

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

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

### *Database Security*

Information that is electronically stored on our networks is secure; access is controlled and only available via authorized log-in (username and password). Sentinel employs a sophisticated system that protects all monitoring information when it is accessed over the Internet. By using SSL connections and 128-bit data encryption methods we provide secure data access and ensure that unauthorized users and hackers do not have access to our information technology infrastructure or applications. Our internal Information Technology personnel continuously research and implement the latest in security programs and measures; therefore, we can immediately provide the necessary case management system and/or upgrades without having to expend the resources in development of a new platform.

### *Secure Exchange of Data*

As a field unit gathers information on a participant, it sends the collected data to our servers in the Monitoring Center. This information enters our modems through a series of T-1 and standard telephone lines. Each T-1 or telephone line has a redundant counterpart to maintain data continuity. The information flows into various programs that configure the data to be housed in our main database. The information is extracted from the database by a multitude of applications (SenTrak, MCAApp, etc.) that are typically used by field- and internal-agents to review and process alerts.

As the information is loaded into the main database, it is also parsed to a backup database and our main monitoring platform. The Monitoring Center staff views the events on the main monitoring platform and processes them according to Agency protocols. The backup database exists as a system-redundancy to ensure that no data is lost.

**Based on Agency protocols, alerts can be processed automatically *or* handled manually by one of our operators. More importantly, there is no additional cost for the support from our Monitoring Center personnel.** Automatic notification would entail our SenTrak system sending standard alerts to an officer's electronic mail notification device; *e.g.*, PDA, cell phone. Operator-involved notification involves our staff taking a variety of actions based on the nature of the alert/alarm.



For example, equipment tamper alerts commonly require our staff to perform immediate research into the alarm by contacting the offender at his/her residence to obtain immediate insight into the cause of the alarm. Our operators can then contact either Sentinel field personnel or Agency officers and provide the details of their research efforts in to the alarm. Actual procedures to be followed will be dictated by Agency directives.

All communication between Monitoring Center personnel and the offender, officer, and administrative staff are recorded for quality control and future use as needed. The Monitoring Center employs a Dictaphone Voice Processor with the ability to monitor and record thirty-two (32) channels simultaneously.

### ***Archival of Data***

All offenders being monitored on our system remain active at all times. Sentinel and/or Agency personnel have access to view current offender monitoring and/or tracking data at any time. When the client is inactivated in the system, the data remains stored for thirty (30) days in the *live* system. After thirty (30) days, any activity pertaining to that client (*e.g.*, tracking, history, client information) will be available on the *archive* server. The archive server will be accessible to authorized Agency personnel from our live website and will store information for five (5) years. Any information beyond five (5) years will be backed-up on tape and stored off-site. If an Agency requests records beyond the five (5) year period the information will be recalled from the off-site storage and restored on a separate server for access. Storage and retrieval are performed by Sentinel at no cost to our customers. All files are indefinitely maintained; we will not destroy any offender monitoring data after the termination of the contract unless specifically directed by authorized Agency personnel. Removing older data from the live server and storing it in another storage media, allows our system to operate more efficiently and effectively at faster processing speeds.

### **13.4.2. Uninterrupted Operations at Sentinel's National Monitoring Center**

Sentinel understands the importance of having reliable primary and supplementary power resources available at all times. With our Monitoring Center continuously online (24/7), we have taken all necessary precautions to ensure that our power access remains at 100% at all times and remains seamless to our customers and program participants. We do not require our clients or program participants to purchase additional hardware or software, including telephone features, in order to maintain functionality or connectivity.

With advances in technology and data security/protection features, a properly established facility can exceed all program operational goals. Every precaution has been taken to ensure that our National Monitoring Center is safe and secure at all times. However, we do operate a call-center at our Eastern Regional Headquarters in Georgia. If needed, this site could be utilized to monitor offenders through internet access to our SenTrak monitoring system. In case of a loss of power or phone service, we have taken all necessary precautions to ensure that our power access remains at 100% at all times.

With the acquisition of G4S Justice Services, **Sentinel now has three (3) fully redundant, fully staffed National Monitoring Centers**; Sentinel can now submit data for back up to Atlanta,



Georgia. We are now the only vendor in the industry to provide three (3) fully redundant, fully staffed National Monitoring Centers.

### Hardware Redundancy

The workstations within our Monitoring Center are equipped with redundant features; all of the computer systems in our monitoring center are designed to perform the same monitoring functions. They are all “ghosted” or duplicate workstations that process the incoming signals similarly. If one of the computers is not functioning properly, all incoming signals are simply routed to one of the other available computers. In addition, we employ our own internal Information Technology personnel based here at the same facility. In the event that a computer, facsimile or modem error occurs, our IT personnel quickly replace the computer component with no affect on the alarm processing capabilities of the entire system. Along with spare computer workstations, we have additional equipment available to replace facsimile machines, modems and all other Monitoring Center components thus allowing seamless operation of the Center at all times.

### Power Redundancy

Our Monitoring Center is equipped with an Uninterruptible Power Supply (UPS) that, during normal electrical power operation, provides filtered and regulated power to all of the Monitoring Center’s components. The UPS unit (pictured, right) serves to protect all computers and electronic equipment from unexpected power spikes or surges that can damage components. If a power outage does occur the UPS continues to power the entire Monitoring Center as normal and can do so for up to sixty (60) minutes. **This is more than sufficient power capability as our on-site diesel generator automatically begins operation within thirty (30) seconds upon registering a power outage.** There is no memory loss due to the fact that our on-site generator initiates service within one (1) minute of commercial power loss. We have never lost any data or performance capability due to power losses of any sort.



**Our system is equipped with an Uninterruptible Power Supply (UPS) as a backup to protect all computers and electronic equipment including SenTrak.**

As previously stated, our UPS would only be required for less than one (1) minute as our on-site diesel generator is designed to begin operation within thirty (30) seconds of a commercial power outage. Therefore, as soon as power is lost, the on-site diesel generator (pictured, right) will immediately begin operation. **Once operating, our generator can provide power for the entire Monitoring Center for up to ten (10) days or longer if refueled.** The diesel generator is regularly inspected to ensure that it remains in operational order at all times.



**We have an on-site diesel generator to provide a minimum of ten (10) days of backup power without refueling.**

Through the use of our on-site UPS unit and diesel generator, *our Monitoring Center can operate through any loss of commercial power, even over an extended period of days.*



## Redundant Telecommunication

To handle the substantial responsibilities of Monitoring Center telephone service, we utilize two (2) major telephone communication providers to meet the needs of our facility. We employ Sprint Communications for our primary service carrier. Sprint provides continuous (24/7) telephone service to our Monitoring Center. As a safeguard, we retain and utilize AT&T as our secondary telecommunication service provider. Our system is configured so that if Sprint were to experience any major service failure all call services would be automatically routed over to AT&T for immediate assumption of duties.

In the unlikely event of a major service interruption, Sentinel's National Monitoring Center will notify Agency personnel should such an event affect the program.

### 13.4.3. Monitoring Center Operators

All monitoring duties will be managed from our National Monitoring Center. **Unlike other vendors, we operate our own Monitoring Center so that we do not have to utilize third-party vendors to provide the services required by this contract.** While other vendors have to arrange for operational agreements with subcontractors, we do not. Our Monitoring Center facility is designed to provide continuous, reliable monitoring at all times. **We are staffed twenty-four (24) hours a day, seven (7) days a week and have all of the necessary redundancy features to ensure continuous, uninterrupted operation** (Figure 6). Our Monitoring Center personnel typically answer ninety-six percent (96%) of all calls within eight (8) seconds and provide an on-hold wait time of four (4) seconds or less.



**Figure 6.** Sentinel's National Monitoring Center is staffed 24/7 by Sentinel employees who average more than three (3) years of electronic monitoring experience.

### Staff Support

All of our Monitoring Center employees undergo a thorough and detailed training program, during which they are trained in all aspects of our Monitoring Center and the necessary alarm procedures. As a *Sentinel advantage*, **our staff is cross-trained** to support assistance requests for global positioning satellite (GPS) tracking, radio frequency (RF) electronic monitoring, breath alcohol testing (BAT), and voice verification monitoring programs. This enables our Monitoring Center staff to provide assistance for both hardware and software related issues.

To maintain an efficient service oriented organization, Sentinel employs training and reference modules for all positions. This method is applied equally to all Monitoring Center operators as to allow correct interpretation and dissemination of information to all authorized Agency personnel.



## Training

Two (2) full weeks are used during the training of a new Monitoring Center operator to ensure that a thorough electronic monitoring knowledge based is developed. Complete equipment functionality and software platform protocols must be understood prior to graduation to a Level One Monitoring Center Operator.

The training techniques, tools, and exams are developed by the Training Coordinator and are required to successfully complete the certification process. The Coordinator will conduct training sessions at regularly scheduled intervals; however, each shift Supervisor will be instrumental in the development of their employees.

In addition, a grading system has been established to easily identify staff members with certain knowledge and ability. This grading system requires an employee to demonstrate acquired skills through verbal and written examinations in order to be hired and later promoted, if eligible.

This performance-based program ensures that qualified candidates are promoted in manner consistent with Sentinel's goal of maintaining a knowledgeable and professional staff. A staff member will be promoted upon successful completion of the certification process. An employee that meets the length of service requirements for a grade promotion must be recommended for advancement by their Supervisor.

## Monitoring Center Staff Duties / Responsibilities

Some of the duties our Monitoring Center staff performs in order to ensure compliance with contractual requirements include, but are not limited to:

- ❖ Assistance in troubleshooting any activity inquired by an Agency staff member after-hours or during weekends or holidays
- ❖ Handling calls from designated personnel twenty-four (24) hours a day or as required by program procedures
- ❖ Daily archiving of all information to a secure location in the event of unforeseen occurrence at the Monitoring Center
- ❖ Removal of all completed participant information from live Monitoring Center computer to avoid processing of incorrect data
- ❖ Data entry of participants in to the Monitoring Center computer
- ❖ Confirmation of all new enrollments in the monitoring computer
- ❖ Processing all alarms according to required notification procedures
- ❖ Investigate all alarms before notifying Sentinel staff or as required by Agency procedures
- ❖ Notifying participant alarms or activities to Sentinel or Agency personnel through the required media within the required timeframe, as determined by Agency protocols
- ❖ Daily confirmation of all terminations or removals from the program
- ❖ Ensuring distribution of daily alarm exception reports

As an additional *benefit*, we have **bilingual personnel available on every shift at our National Monitoring Center** to ensure successful interactions with Agency staff and program participants.



## 14. Sample Reports

The reports Sentinel's monitoring system will provide to the County for the Electronic Monitoring Program will include all of the necessary information components required by each Department. Based on program changes, the data provided on the reports can be modified as needed to ensure that each Department receives all of the necessary information in the required format.

We have included a *Sample* Activity Report with Explanation of Key Events on the following pages. We have also included information on the Mapping System within SenTrak that provides authorized users with detailed tracking information for each program participant.



# SENTINEL

RFP No. PRB 12-01

GPS Tracking Services  
for the County of San Bernardino  
Probation Department

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Offender Information

Equipment serial numbers

Individual All Activity Report FOR ID992010 - MICHA 6671 ADAM 4/13/2008 THRU 04/18/2008

Client Information

MICHAEL L\_6671 ADAMS (ECH)  
 ADDR: X-MTR # DT026613  
 ADDR: HMU # 020710  
 MAPSCO: - TRAKMATE #  
 PHONE: (123) 688-1073  
 OFFICER: OFFICER UNASSIGNED

Offender schedule

Permanent Schedule

Day	-- Leave --	-- Return --	-- Leave --	-- Return --	-- Leave --	-- Return --	Wrap
SUN			CLOSED				
MON	06:35	17:15					
TUE	06:35	17:15	18:00	20:00			
WED	06:35	18:30					
THU	06:35	17:15	17:30	20:30			
FRI	06:35	17:15	19:30	22:30			
SAT			CLOSED				

Monitoring unit sends a test signal

----- POSTED -----			----- EVENT -----		
DATE	DAY	TIME	DATE	TIME	COMMENT
04/13/08	SUN	03:08:20	04/13/08	03:07:00	MONITOR CHECK IN
		07:55:22	04/13/08	07:54:00	MONITOR CHECK IN
		12:39:31	04/13/08	12:32:00	MONITOR CHECK-IN DELAYED
		12:39:31	04/13/08	12:33:12	NO CONNECTION
		18:12:07	04/13/08	17:49:00	MONITOR CHECK-IN DELAYED
		18:12:08	04/13/08	17:49:11	NO DIAL TONE
		18:12:08	04/13/08	17:52:12	NO CONNECTION
		18:12:55	04/13/08	18:02:14	UNAPPROVED LEAVE
		18:12:09	04/13/08	18:07:42	NO CONNECTION
		18:15:41	04/13/08	18:15:41	UNS LV
		19:21:04	04/13/08	19:18:30	UNAPPROVED ENTER
* line busy @ Apr 13 2008 7:30PM [HB]					
04/14/08	MON	00:30:57	04/14/08	00:27:00	MONITOR CHECK-IN DELAYED
		00:30:58	04/14/08	00:28:12	NO CONNECTION
		05:15:41	04/14/08	05:09:00	MONITOR CHECK IN
		07:03:37	04/14/08	06:49:43	LEAVE
		07:03:37	04/14/08	06:58:57	NO CONNECTION
		12:19:40	04/14/08	12:18:00	MONITOR CHECK IN
		17:16:52	04/14/08	17:16:52	LATE TO ENTER
		17:28:13	04/14/08	17:27:00	MONITOR CHECK IN
		17:27:01	04/14/08	17:27:01	FAILED TO ENTER
		19:18:53	04/14/08	19:18:53	NO RETJRN - 2 HOURS
* states coming from work. @ Apr 14 2008 8:54PM [HB]					
		20:32:00	04/14/08	20:30:32	UNAPPROVED ENTER
04/15/08	TUE	01:21:40	04/15/08	01:20:00	MONITOR CHECK IN

Offender leaves residence outside of authorized schedule

Offender returns after authorized schedule

Connection lost between monitoring unit and Monitoring Center

Offender failed to return after grace period

Offender has been away from residence for 2 hours without authorization

Individual All Activity Report FOR ID992010 - MICHA 6671 ADAM 4/13/2008 THRU 04/18/2008

----- POSTED -----			----- EVENT -----		
DATE	DAY	TIME	DATE	TIME	COMMENT
		06:28:51	04/15/08	06:28:00	MONITOR CHECK IN
		06:57:39	04/15/08	06:49:32	LEAVE
		12:05:39	04/15/08	12:04:00	MONITOR CHECK IN
		16:44:40	04/15/08	16:43:00	MONITOR CHECK IN
		17:20:16	04/15/08	17:20:16	LATE TO ENTER
		17:39:18	04/15/08	17:39:18	FAILED TO ENTER
		19:59:39	04/15/08	19:59:17	ENTER
04/16/08	WED	00:35:12	04/16/08	00:34:00	MONITOR CHECK IN
		05:12:10	04/16/08	05:11:00	MONITOR CHECK IN
		08:52:08	04/16/08	06:44:05	LEAVE
		07:31:00	04/16/08	07:29:39	AC POWER DISCONNECT
		07:34:59	04/16/08	07:30:19	AC RESTORE
		07:35:00	04/16/08	07:31:31	NO CONNECTION
		07:35:00	04/16/08	07:32:14	HMU MOTION WITH DISCONNECT
		12:49:37	04/16/08	12:48:00	MONITOR CHECK IN
		17:45:09	04/16/08	17:28:00	MONITOR CHECK IN
		19:30:17	04/16/08	19:30:17	LATE TO ENTER
		19:42:12	04/16/08	19:42:12	FAILED TO ENTER
		20:24:25	04/16/08	20:23:09	UNAPPROVED ENTER
04/17/08	THU	01:40:34	04/17/08	01:39:00	MONITOR CHECK IN
		08:51:35	04/17/08	08:44:07	LEAVE
		09:48:53	04/17/08	09:48:00	MONITOR CHECK IN
		11:29:26	04/17/08	11:28:00	MONITOR CHECK IN
		16:35:46	04/17/08	16:34:00	MONITOR CHECK IN
		17:15:48	04/17/08	17:15:48	LATE TO ENTER
		17:27:30	04/17/08	17:27:30	FAILED TO ENTER
		20:43:41	04/17/08	20:42:49	UNAPPROVED ENTER
		* states coming in from work. @ Apr 17 2008 8:50PM [HB]			
04/18/08	FRI	01:53:24	04/18/08	01:52:00	MONITOR CHECK IN
		06:51:52	04/18/08	06:44:03	LEAVE
		11:32:09	04/18/08	11:31:00	MONITOR CHECK IN

Offender has not returned within authorized schedule. Grace period begins.

Offender has not returned within grace period

Monitoring unit has been in motion within two minutes of an AC Power or Phone Disconnect alarm

Offender returns within schedule

Monitoring unit has lost power

Offender returns after authorized schedule

Monitoring Center operator comment

Equipment ID #s

Offender Name

ADDR: **JOHN SMITH** X-MTR #**SOS123456**  
 ADDR: HMU #**987654**  
 MAPSCO: - TRAKMATE #**7777**  
 PHONE:  
 OFFICER: OFFICER UNASSIGNED

Individual All Activity Report FOR ID : 1/15/2008 THRU 01/17/2008

Day	-- Leave --	-- Return --	-- Leave --	-- Return --	-- Leave --	-- Return --	Wrap
SUN		01:00	05:00				Yes
MON		01:00	05:00				Yes
TUE		01:00	05:00				Yes
WED		01:00	05:00				Yes
THU		01:00	05:00				Yes
FRI		01:00	05:00				Yes
SAT		01:00	05:00				Yes

Permanent Schedule

Event Time

----- POSTED -----

----- EVENT -----

DATE	DAY	TIME	DATE	TIME	COMMENT
01/15/08	TUE	02:27:17	01/15/08	02:26:00	MONITOR CHECK IN
		07:12:25	01/15/08	07:12:02	UNDOCKED
		07:13:07	01/15/08	07:12:04	CHARGE OFF
		07:20:42	01/15/08	07:12:57	LEAVE
		07:22:49	01/15/08	07:20:42	ENTER
		07:24:36	01/15/08	07:24:09	CHARGE ON
		07:24:48	01/15/08	07:24:19	DOCKED
		07:51:32	01/15/08	07:50:55	UNDOCKED
		07:52:06	01/15/08	07:50:57	CHARGE OFF
		08:00:21	01/15/08	07:53:33	LEAVE
		08:54:29	01/15/08	08:53:18	ENTER
		09:08:31	01/15/08	09:05:49	CHARGE ON
		09:09:48	01/15/08	09:06:01	DOCKED
		10:36:57	01/15/08	10:36:06	UNDOCKED
			01/15/08	10:36:07	CHARGE OFF
			01/15/08	10:38:44	LEAVE
			01/15/08	10:46:24	ENTER
			01/15/08	11:23:10	LEAVE
		11:49:25	01/15/08	11:48:52	CHARGE ON
		13:46:49	01/15/08	13:45:19	CHARGE OFF
		14:48:52	01/15/08	14:47:36	ENTER
		15:52:32	01/15/08	15:52:32	HOME NO DOCK
		17:00:08	01/15/08	16:52:18	LEAVE
		19:22:40	01/15/08	19:21:35	ENTER
		20:24:23	01/15/08	20:24:23	HOME NO DOCK

Posted Time

Authorized Leave

Authorized Enter

Offender Home For 1 Hour Without Docking Phone In Charging Unit

Device Charging

ADDR:	JOHN SMITH	X-MTR # SOS123456
ADDR:		HMU # 987654
MAPSCO:	-	TRAKMATE # 7777
PHONE:	()	
OFFICER:	OFFICER UNASSIGNED	

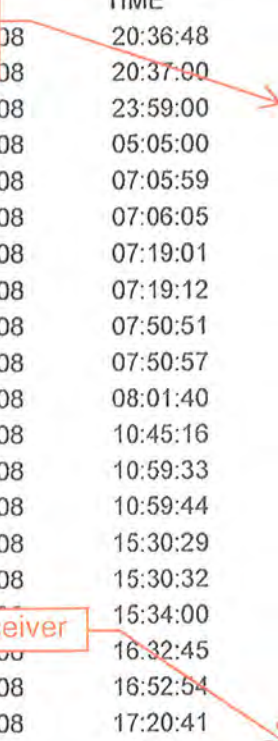
Individual All Activity Report FOR ID : 1/15/2008 THRU 01/17/2008

Day	-- Leave --	-- Return --	-- Leave --	-- Return --	-- Leave --	-- Return --	Wrap
SUN		01:00	05:00				Yes
MON		01:00	05:00				Yes
TUE		01:00	05:00				Yes
WED		01:00	05:00				Yes
THU		01:00	05:00				Yes
FRI		01:00	05:00				Yes
SAT		01:00	05:00				Yes

DATE	DAY	POSTED TIME	EVENT DATE	EVENT TIME	COMMENT
			08	20:36:48	CHARGE ON
			08	20:37:00	DOCKED
01/16/08	WED	00:00:11	01/15/08	23:59:00	MONITOR CHECK IN
		05:06:25	01/16/08	05:05:00	MONITOR CHECK IN
		07:06:39	01/16/08	07:05:59	UNDOCKED
		07:07:42	01/16/08	07:06:05	CHARGE OFF
		07:19:50	01/16/08	07:19:01	CHARGE ON
		07:20:05	01/16/08	07:19:12	DOCKED
		07:51:09	01/16/08	07:50:51	UNDOCKED
		07:53:35	01/16/08	07:50:57	CHARGE OFF
		08:08:53	01/16/08	08:01:40	LEAVE
		10:46:44	01/16/08	10:45:16	ENTER
		11:01:01	01/16/08	10:59:33	CHARGE ON
		11:01:01	01/16/08	10:59:44	DOCKED
		15:33:24	01/16/08	15:30:29	UNDOCKED
		15:32:57	01/16/08	15:30:32	CHARGE OFF
				15:34:00	MONITOR CHECK IN
				16:32:45	HOME NO DOCK
		17:00:03	01/16/08	16:52:54	LEAVE
		17:25:08	01/16/08	17:20:41	ENTER
		17:25:08	01/16/08	17:20:52	NO DIAL TONE
		18:33:03	01/16/08	18:05:52	CHARGE ON
		18:33:35	01/16/08	18:06:02	DOCKED
		18:24:35	01/16/08	18:24:35	HOME NO DOCK
		18:39:41	01/16/08	18:37:21	UNDOCKED

Receiver Checking In to Monitoring Center

No Dial Tone To Receiver



ADDR:	JOHN SMITH	X-MTR # SOS123456
ADDR:		HMU # 987654
MAPSCO:	-	TRAKMATE # 7777
PHONE:		
OFFICER:	OFFICER UNASSIGNED	

Individual All Activity Report FOR ID : 1/15/2008 THRU 01/17/2008

Day	-- Leave --	-- Return --	-- Leave --	-- Return --	-- Leave --	-- Return --	Wrap
SUN		01:00	05:00				Yes
MON		01:00	05:00				Yes
TUE		01:00	05:00				Yes
WED		01:00	05:00				Yes
THU		01:00	05:00				Yes
FRI		01:00	05:00				Yes
SAT		01:00	05:00				Yes

----- POSTED -----			----- EVENT -----		
DATE	DAY	TIME	DATE	TIME	COMMENT
		18:39:51	01/16/08	18:37:24	CHARGE OFF
		18:46:25	01/16/08	18:38:44	LEAVE
		18:57:37	01/16/08	18:56:02	ENTER
		19:18:20	01/16/08	19:14:46	CHARGE ON
		19:18:20	01/16/08	19:14:57	DOCKED
		19:19:14	01/16/08	19:17:28	TELEPHONE DISCONNECT
		19:19:14	01/16/08	19:18:13	TELEPHONE RESTORE
		19:47:52	01/16/08	19:47:06	UNDOCKED
		19:51:54	01/16/08	19:47:08	CHARGE OFF
		20:07:11	01/16/08	19:48:30	LEAVE
		20:07:11	01/16/08	19:51:48	TELEPHONE DISCONNECT
		20:07:12	01/16/08	19:55:48	TELEPHONE RESTORE
		20:07:12	01/16/08	19:57:00	NO CONNECTION
		20:07:12	01/16/08	19:57:10	TELEPHONE DISCONNECT
		20:07:12	01/16/08	20:05:10	TELEPHONE RESTORE
		21:30:48	01/16/08	21:30:48	RECEIVER MISSED
		21:56:48	01/16/08	21:56:48	SCHEDULED CHECK-IN TIME
		21:55:59	01/16/08	21:55:07	CHARGE ON
		21:56:17	01/16/08	21:55:18	DOCKED
01/17/08	THU	07:51:30	01/17/08	02:41:00	MONITOR CHECK-IN DELAYED
		07:51:30	01/17/08	02:41:11	NO DIAL TONE
		07:51:31	01/17/08	02:44:12	NO CONNECTION
		03:58:57	01/17/08	03:58:57	HMU LTT
		07:51:31	01/17/08	05:39:27	TELEPHONE DISCONNECT
		07:51:31	01/17/08	05:52:57	TELEPHONE RESTORE

New Day and Date

Receiver Missed

Scheduled Check-In Time



ADDR:	JOHN SMITH	X-MTR # SOS123456
ADDR:		HMU # 987654
MAPSCO:	-	TRAKMATE #7777
PHONE:		
OFFICER:	OFFICER UNASSIGNED	

Individual All Activity Report FOR ID : 1/15/2008 THRU 01/17/2008

Day	-- Leave --	-- Return --	-- Leave --	-- Return --	-- Leave --	-- Return --	Wrap
SUN		01:00	05:00				Yes
MON		01:00	05:00				Yes
TU			01:00				Yes
WE			01:00				Yes
TH			01:00				Yes
FRI		01:00	05:00				Yes
SAT		01:00	05:00				Yes

Receiver Disconnected From Phone Service and/or AC Power, and Moved

----- POSTED -----			----- EVENT -----			COMMENT
DATE	DAY	TIME	DATE	TIME		
				05:52:57		HMU MOTION WITH DISCONNECT
				05:54:13		NO CONNECTION
		07:51:32	01/17/08	05:57:46		HMU MOTION WITH DISCONNECT
			01/17/08	05:57:46		TELEPHONE DISCONNECT
			01/17/08	05:57:56		TELEPHONE RESTORE
			01/17/08	05:59:07		UNDOCKED
		05:59:48	01/17/08	05:59:11		CHARGE OFF
		06:00:11	01/17/08	05:59:19		CHARGE ON
		06:00:11	01/17/08	05:59:31		DOCKED
		07:51:32	01/17/08	05:59:53		NO CONNECTION
		06:29:34	01/17/08	06:27:28		UNDOCKED
		06:29:46	01/17/08	06:27:32		CHARGE OFF
		07:51:32	01/17/08	06:36:41		TELEPHONE DISCONNECT
		07:51:32	01/17/08	06:37:31		TELEPHONE RESTORE
		07:51:33	01/17/08	06:39:12		NO CONNECTION
		07:51:33	01/17/08	06:40:08		TELEPHONE DISCONNECT
		07:51:33	01/17/08	06:40:17		HMU MOTION WITH DISCONNECT
		07:51:33	01/17/08	06:40:18		TELEPHONE RESTORE
		07:51:33	01/17/08	06:42:07		NO CONNECTION
		07:51:33	01/17/08	06:53:33		TELEPHONE DISCONNECT
		07:51:34	01/17/08	07:14:13		TELEPHONE RESTORE
		07:51:34	01/17/08	07:15:30		NO CONNECTION
		07:28:09	01/17/08	07:28:09		HOME NO DOCK
		07:51:34	01/17/08	07:35:17		TELEPHONE DISCONNECT
		07:51:34	01/17/08	07:38:30		AC POWER DISCONNECT

Receiver Unplugged From Phone Service

Receiver Plugged Back Into Phone Service

Receiver Disconnected From AC Power

ADDR:	JOHN SMITH	X-MTR #SOS123456
ADDR:		HMU #987654
MAPSCO:	-	TRAKMATE #7777
PHONE:	()	
OFFICER:	OFFICER UNASSIGNED	

Individual All Activity Report FOR ID : 1/15/2008 THRU 01/17/2008

Day	-- Leave --	-- Return --	-- Leave --	-- Return --	-- Leave --	-- Return --	Wrap
SUN		01:00	05:00				Yes
MON		01:00	05:00				Yes
TUE		01:00	05:00				Yes
WED		01:00	05:00				Yes
THU		01:00	05:00				Yes
FRI		01:00	05:00				Yes
SAT		01:00	05:00				Yes

Receiver Re-Connected to AC Power

----- POSTED -----			----- EVENT -----		
DATE	DAY	TIME	DATE	TIME	COMMENT
		07:51:34	01/17/08	07:38:37	HMU MOTION WITH DISCONNECT
		07:51:35	01/17/08	07:39:45	AC RESTORE
		07:51:35	01/17/08	07:39:57	TELEPHONE RESTORE
		07:51:35	01/17/08	07:44:30	NO CONNECTION
		07:55:44	01/17/08	07:50:42	AC POWER DISCONNECT
		07:55:44	01/17/08	07:51:56	NO CONNECTION
		07:55:44	01/17/08	07:52:04	AC RESTORE
		07:56:46	01/17/08	07:56:12	CHARGE ON
		07:56:46	01/17/08	07:56:23	DOCKED
		11:37:18	01/17/08	11:36:48	UNDOCKED
		11:37:53	01/17/08	11:36:48	CHARGE OFF
		11:48:46	01/17/08	11:44:43	TELEPHONE DISCONNECT
		11:48:47	01/17/08	11:47:08	TELEPHONE RESTORE
		12:07:35	01/17/08	12:00:19	LEAVE
		12:34:03	01/17/08	12:32:13	ENTER
		12:37:19	01/17/08	12:34:57	CHARGE ON
		12:37:00	01/17/08	12:35:08	DOCKED
		13:52:25	01/17/08	13:50:40	XMTR BATTERY CHECK
		15:21:08	01/17/08	15:19:29	XMTR GOOD BATTERY
		15:50:47	01/17/08	15:50:12	UNDOCKED
		15:51:20	01/17/08	15:50:17	CHARGE OFF
		16:07:23	01/17/08	15:59:40	LEAVE

Transmitter Battery Status Check and Power Level Good



Image depicts inclusion zone in green.

# SENTRAK MAPPING SYSTEM SAMPLE

## Inclusion Zone – Polygon

The satellite-street hybrid image map above shows a polygon-shaped Inclusion Zone. Inclusion zones are effective in curtailing an offender's movements through a community by ensuring they remain with city/county or other specific boundaries as required by the Department.

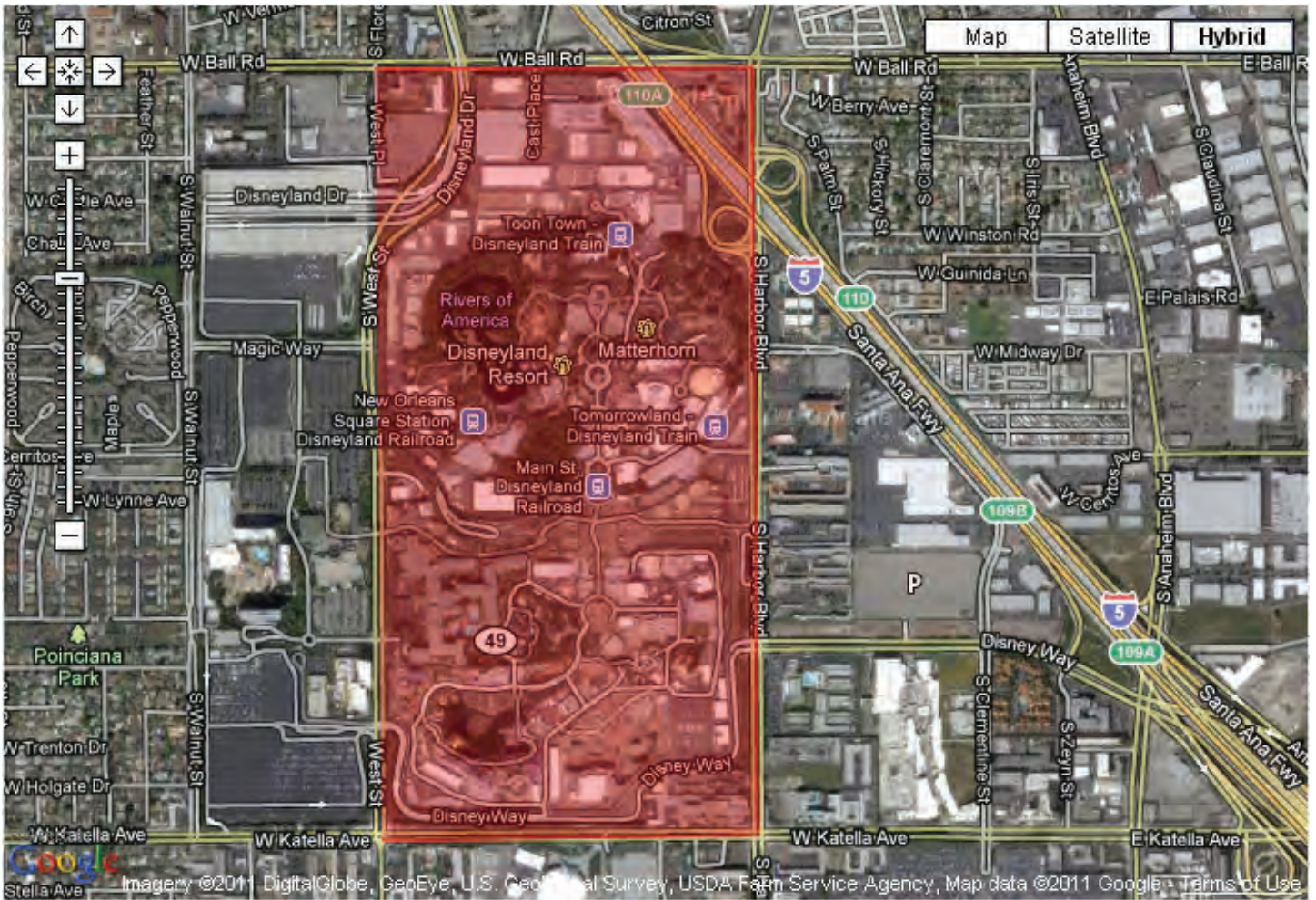


Image depicts exclusion zone in red.

SENTRAK MAPPING  
SYSTEM SAMPLE

**Exclusion Zone - Polygon Template Zone**

The satellite-street hybrid map above depicts an Exclusion Zone (red shaded area) placed over Disneyland in Anaheim, CA. This is also an example of a template zone that could be applied to a whole class of program participants, such as sex offenders. An Exclusion Zone is a geographic restriction zone where an offender is prohibited. If an offender enters an area marked as an Exclusion Zone, the TrakeMate II GPS Tracking Unit will report the offender's location and our monitoring system will send an alarm to designated personnel. These exclusion zones are beneficial in Domestic Violence cases as a victim notification safeguard.



Image depicts offender's movement across map.

# SENTRAK MAPPING SYSTEM SAMPLE

## Offender Tracking Using GPS

The satellite-hybrid map above shows an offender's movements over time. The offender's locations can be replayed forward and backward for the selected time range using the buttons that will show just below the map. The offender's address, velocity, and time at the location will all be displayed in text fields just below the playback buttons. The orange dots on the map are all of the offender's locations for the selected timeframe. The green circle is an Inclusion Zone.



## 15. Quality Control Plan

We have included a copy of our Quality Control Plan on the subsequent pages.

# QUALITY CONTROL PROGRAM

## 1.1. Sentinel Quality Control Program

It is well understood in quality circles and strongly embraced by Sentinel that quality programs require the involvement of all employees, from entry level through the top levels of the management and technical staffs. The Sentinel management team has a deep and real commitment to employee involvement. The incentive for this perspective is a powerful one - survival as a successful business entity.

Quality is conforming to and meeting customer requirements and managing expectations. Quality is more than just the simple view of functionality and stability. Every person in the company has a customer for the work they do. Some of the customers are internal while others are external, suppliers and purchasers of product or services. It follows from this view of quality that it must work its way into the entire organization - into manufacturing, sales, service, support, billing, training, and finance.

## 1.2. Quality Principles and Practices

Sentinel follows the view espoused by the Baldrige Award competition that quality is not a milestone but rather a journey following a path of continuous process improvement. The focus on quality that we have initiated is built on the following fundamental assumptions:

- ❖ Management does not have all the answers.
- ❖ All people have ideas about how their work can be done more effectively.
- ❖ People closest to the problems often have the best solutions.
- ❖ This almost unlimited source of knowledge and creativity can be tapped through employee involvement.
- ❖ And that people are willing and eager to share their thoughts and participate in developing solutions to business problems.

Sentinel has established the fundamental framework from which to measure and improve quality as defined above. For every offender monitoring program, the areas of primary focus are equipment, software, monitoring system, and customer service. The following sections provide the specifics of the Sentinel Quality Processes for each of these areas.

## **1.3. Quality Assurance Surveillance Plan**

### **Monitoring System Availability**

#### **Standard**

- ❖ System failure and failure of the system network server components - implementation of a disaster recovery plan
- ❖ Recovery Period for any failure not to exceed 12 hours

#### **Maximum Allowable Degree of Deviation from Requirement (AQL)**

- ❖ A catastrophic system failure (telephone or hardware related)
- ❖ Natural disaster

#### **Disaster Plan:**

- ❖ Additional Hardware (computers) is stored in the monitoring center computer room.
- ❖ The monitoring center computers are fully redundant with mirrored disk drives.
- ❖ Redundant long distance telephone services are provided.
- ❖ A Hot Site is currently being deployed.

#### **Method of Surveillance**

- ❖ Monitoring Center Management and Staff are assigned to the center 24 hours per day.
- ❖ A log is maintained by the monitoring center supervisor, which requires that all outages be logged.

#### **Report**

- ❖ Systems Administration Diary
- ❖ Monitoring Center Supervisor Log

### **Unscheduled Monitoring System Downtime**

#### **Standard**

- ❖ Unscheduled downtime not to exceed 1 hour in any given calendar month. No downtime scheduled outside of the hours 9am to noon, Monday through Friday.

#### **Maximum Allowable Degree of Deviation from Requirement (AQL)**

- ❖ Catastrophic Failure
- ❖ Hardware Failure
- ❖ Component Failure
- ❖ Telephone Network Outage

#### **Disaster Plan**

- ❖ Additional Hardware (computers) is stored in the monitoring center computer room.
- ❖ The monitoring center computers are fully redundant with mirrored disk drives.

- ❖ Redundant long distance telephone services are provided.

### **Method of Surveillance**

- ❖ Monitoring Center Management and Staff are assigned to the center 24 hours per day.
- ❖ Monitoring Center Supervisors are required to complete a log during each shift.
- ❖ Monitoring Center Systems Administrator required to prepare a System's Diary on a monthly basis.

### **Reports**

- ❖ Monitoring Center Systems Administration Diary
- ❖ Monitoring Center Shift Log

## **Technical Support**

### **Standard:**

- ❖ Inbound telephone calls promptly answered

### **Maximum Allowable Degree of Deviation from Requirement (AQL):**

- ❖ Telephone service outage
- ❖ Lack of adequate staff
- ❖ Inoperable telecommunications hardware

### **Disaster Plan:**

- ❖ Redundant telephone carriers
- ❖ The monitoring center staffing plan includes overlapping shifts and one (1) supervisor is on-call during each shift, 24 hours per day.
- ❖ Spare telecommunications hardware is stored in the monitoring center.

### **Method of Surveillance:**

- ❖ Monitoring Center Management and Staff are assigned to the center 24 hours per day.
- ❖ Monitoring Center Supervisors are required to complete a log during each shift.
- ❖ Monitoring Center Call Accounting System reports on telecommunications activity within the center.

### **Reports:**

- ❖ Monitoring Center Staffing Plan
- ❖ Monitoring Center Shift Log
- ❖ Redundant telephone services

### **Standard**

- ❖ Monitoring notifications to officers on participant events are timely and accurate.

### **Maximum Allowable Degree of Deviation from Requirement (AQL)**

- ❖ Telephone service outage
- ❖ Lack of adequate staff

- ❖ Inoperable telecommunications hardware / software

### **Disaster Plan:**

- ❖ Redundant telephone carriers
- ❖ The monitoring center staffing plan includes overlapping shifts and one (1) supervisor is on call during each shift, 24 hours per day.
- ❖ Spare telecommunications hardware is stored in the monitoring center.

### **Method of Surveillance**

- ❖ Monitoring Center Management and Staff are assigned to the center 24 hours per day.
- ❖ Monitoring Center Supervisors are required to complete a log during each shift.
- ❖ Monitoring Center Call Accounting System reports on telecommunications activity within the center.
- ❖ System reports average length of time taken to respond to an alarm and provide the required notification.

### **Reports**

- ❖ Monitoring Center Staffing Plan
- ❖ Monitoring Center Shift Log
- ❖ Redundant telephone services
- ❖ Alarm Processing Reports
- ❖ Customer Situation Reports

### **Standard**

- ❖ Monitoring Staff Errors
- ❖ Complaints incorrectly classified as resolved
- ❖ Complaints unresolved after 7 working days

### **Maximum Allowable Degree of Deviation from Requirement (AQL)**

- ❖ Untrained Staff
- ❖ Lack of adequate staff
- ❖ Lack of adequate supervision
- ❖ Complaints not recorded
- ❖ Situation Report Processing

### **Disaster Plan**

- ❖ Monitoring Center employs an extensive training program to ensure knowledgeable staff members are available.
- ❖ The Monitoring Center Manager maintains a log of all customer complaints. A written response must be completed within 48 business hours.

- ❖ The monitoring center staffing plan includes overlapping shifts and one (1) supervisor is on-call during each shift, 24 hours per day.
- ❖ A monitoring center supervisor is always available through the on-call program.

### **Method of Surveillance**

- ❖ Monitoring Center Management and Staff are assigned to the center 24 hours per day.
- ❖ Monitoring Center Supervisors are required to complete a log during each shift.
- ❖ Situation Report Processing

### **Reports**

- ❖ Monitoring Center Staffing Plan
- ❖ Monitoring Center Shift Log
- ❖ Alarm Processing Reports
- ❖ Customer Situation Reports

### **Standard**

- ❖ Monitoring notifications to officers on participant events are timely and accurate.

### **Maximum Allowable Degree of Deviation from Requirement (AQL)**

- ❖ Telephone service outage
- ❖ Lack of adequate staff
- ❖ Inoperable telecommunications hardware / software

### **Disaster Plan**

- ❖ Redundant telephone carriers
- ❖ The monitoring center staffing plan includes overlapping shifts and one (1) supervisor is on call during each shift, 24 hours per day
- ❖ Spare telecommunications hardware is stored in the monitoring center

### **Method of Surveillance**

- ❖ Monitoring Center Management and Staff are assigned to the center 24 hours per day.
- ❖ Monitoring Center Supervisors are required to complete a log during each shift.
- ❖ Monitoring Center Call Accounting System reports on telecommunications activity within the center.
- ❖ System reports average length of time taken to respond to an alarm and provide the required notification.

### **Reports**

- ❖ Monitoring Center Staffing Plan
- ❖ Monitoring Center Shift Log
- ❖ Redundant telephone services
- ❖ Alarm Processing Reports
- ❖ Customer Situation Reports

## **Monitoring Equipment**

### **Standard**

- ❖ Delivery of Equipment

### **Maximum Allowable Degree of Deviation from Requirement (AQL)**

- ❖ Lack of inventory
- ❖ Lack of adequate staff
- ❖ Lack of adequate supervision

### **Disaster Plan**

- ❖ The Inventory and Repair Center maintains a log of all customer complaints. A written response must be completed within 48 business hours.
- ❖ Sentinel operates two regional warehousing and repair centers that are available to support one another.
- ❖ A repair center supervisor is always available through the on-call program.

### **Method of Surveillance**

- ❖ Shipping Logs
- ❖ Department Reports
- ❖ Situation Report Processing

### **Reports**

- ❖ Shipping Logs
- ❖ Customer Situation Reports
- ❖ Enterprise software reporting tools

### **Standard**

- ❖ Reliable Monitoring Equipment

### **Maximum Allowable Degree of Deviation from Requirement (AQL)**

- ❖ Poorly designed or manufactured equipment
- ❖ Equipment repair improperly performed
- ❖ Equipment not tested prior to shipment
- ❖ User not trained properly

### **Disaster Plan:**

- ❖ Equipment manufacturer maintains ISO9001 quality certification
- ❖ All equipment is tested upon return to inventory repair center, regardless of reason of return
- ❖ A comprehensive training program is provided to all equipment users and installers

### **Method of Surveillance**

- ❖ Shipping Logs

- ❖ Material Return Authorization Logs
- ❖ MRA statistical reports from Great Plains Enterprise Resource System

**Reports**

- ❖ Great Plains Reports
- ❖ Customer Situation Reports
- ❖ Enterprise software reporting tools

## 1.4. Quality Control Plan Inspection

Inspected Activities	Scheduled / Unscheduled	Frequency of Inspections	Title of Inspector
Living Wage Program	Scheduled	On-going / As needed	H.R. Director
Scope of Work	Scheduled	Monthly	Project Director
Support Services	Scheduled	Monthly	Controller
Project Director	Scheduled	Monthly	VP, Western Ops
Availability of Project Director	Scheduled	On-going / As needed	VP, Western Ops
Other Personnel	Scheduled	On-going / As needed	Project Director / H.R. Director
Employee Acceptability	Scheduled	On-going / As needed	H.R. Director
Employee Benefits & Acknowledgment of Employer	Scheduled	On-going / As needed	H.R. Director
Employee Criminal Records	Scheduled	On-going / As needed	H.R. Director
Monthly Self-Monitoring Reports	Scheduled	Monthly	Project Director
Hiring County-Targeted Employees	Scheduled	On-going / As needed	H.R. Director
IT Availability	Scheduled	On-going / As Needed	Project Director / IT Director
Work Outside Scope of Contract	Scheduled	Monthly	Project Director
Quality Control	Scheduled	Monthly	Project Director
Quality Assurance	Scheduled	Monthly	Project Director
Confidentiality	Scheduled	On-going / As needed	H.R. Director
Use of County Seal & Probation Dept logo (if necessary)	Scheduled	On-going / As needed	Project Director
Contractor-Furnished Items	Scheduled	On-going / As needed	Project Director
Emergency Conditions	Scheduled	On-going / As needed	Project Director

<b>Inspected Activities</b>	<b>Scheduled / Unscheduled</b>	<b>Frequency of Inspections</b>	<b>Title of Inspector</b>
Debtor Disputes	Scheduled	On-going / As needed	Controller
Compliance with Laws	Scheduled	Monthly	Project Director
System Downtime	Scheduled	On-going / As needed	VP, Engineering & I.T., MC Manager
Standard Terms & Conditions	Scheduled	Monthly	Project Director

## **1.5. Monitoring Center Training**

To maintain an efficient service oriented organization, Sentinel employs training modules for all positions. This method is applied equally to all monitoring center operators as to allow correct interpretation and dissemination of information to all authorized agency personnel. The training modules for each employee within our monitoring center are delineated.

Sentinel is committed to providing the highest level of monitoring services in the industry. A critical element of providing reliable and efficient monitoring is a knowledgeable, professional, and well-trained staff.

This training and certification manual contains the guidelines, curriculums, job descriptions, and policies necessary for the growth and development of monitoring employees. It is knowledge and performance based, allowing maximum participation by monitoring center staff and supervisors.

A grading system has been established to easily identify staff members with certain knowledge and ability. This grading system requires an employee to demonstrate acquired skills through verbal and written examinations.

### **Levels**

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

## **1.6. Training / Certification**

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

<b>Level</b>	<b>Training Conducted By</b>	<b>Certified By</b>
Trainee	Training Coordinator	Training Coordinator

1	Shift Supervisor	Training Coordinator
2	Shift Supervisor	Training Coordinator
3	Training Coordinator	Training Coordinator
Shift Supervisor	Monitoring Center Manager	Monitoring Center Manager

## 1.7. Certification Exams

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

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

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

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

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

## 1.8. Promotion

This performance-based program ensures that qualified candidates are promoted in a manner consistent with Sentinel's goal of maintaining a knowledgeable and professional staff. A staff member will be promoted upon successful completion of the certification process.

An employee that meets the length of service requirements for a grade promotion must be recommended for advancement by their supervisor.

Supervisors are advised to consider the following items before recommending an employee for promotion.

### Performance

- ❖ Attendance
- ❖ Dependability

## Measuring Tools

- ❖ Report
- ❖ Charts

### 1.9. CHECK SHEET

The Check Sheet is a data-gathering and interpretation tool.

A Check Sheet is used for:

1. Distinguishing between fact and opinion (example: how does the community perceive the effectiveness of the school in preparing students for the world of work?)
2. Gathering data about how often a problem is occurring (example: how often are students missing classes?)
3. Gathering data about the type of problem occurring (example: What is the most common type of word processing error created by the students - grammar, punctuation, transposing letters, etc.?)

It is management's responsibility to reduce common cause or system variation as well as special cause variation. This is done through process improvement techniques, investing in new technology, or reengineering the process to have fewer steps and therefore less variation. Management wants as little total variation in a process as possible--both common cause and special cause variation. Reduced variation makes the process more predictable with process output closer to the desired or nominal value. The desire for absolutely minimal variation mandates working toward the goal of reduced process variation.