



Request for Proposal Submitted to Indiana Department of Correction

for Electronic Monitoring
Equipment and Services

RFP No. 25-79278

BUSINESS PROPOSAL



**25-79278 BUSINESS PROPOSAL
ATTACHMENT E**

Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

Business Proposal

2.3.1 General (optional) - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

The Indiana Department of Correction, Division of Parole Services, is responsible for promoting public safety by providing meaningful, effective opportunities for offenders to re-enter the community. A key aspect of this mission is the agency's Electronic Monitoring Program, first implemented in 2012 to track sex offenders in Indiana communities. In 2016, the agency expanded the program to include curfew monitoring of parolees. Today, the agency operates a complex program that is critical to monitoring offender compliance with court mandates. Key goals of the agency's electronic monitoring program include:

- Accurately tracking up to 625 sex offenders on a 24/7/365 basis
 - Reviewing offender movement to gain insight to behavioral trends, travel patterns, and general lifestyle
- Monitoring parolee compliance with curfew requirements
- Providing proactive, motivational tools that empower officers to monitor offender employment activities and treatment progress
- Bilingual Monitoring Operations Center staff available to support client understanding of supervision conditions

BI's Proposed Solution for the Indiana Department of Correction

BI's proposed solution for the State includes all devices and services necessary to support the State with the monitoring needs associated with supervising individuals and promoting public safety in communities throughout Indiana. Described in detail throughout this section of BI's response, our offering includes:

- **Advanced GPS Tracking:** BI LOC8 XT® is an ankle-worn GPS tracker that monitors offender locations 24/7/365
- **Advanced Data Engine:** BI Analytics® transforms State data into meaningful and actionable information from analyzing behavioral data to identify potential risk, trends, and anomalies
- **Offender Mobile Application:** BI SmartLINK® Connect, a mobile application downloaded on the offender's phone that provides comprehensive supervision tools including messaging and access to the offender's calendar
- **Web-Based Monitoring Software:** BI TotalAccess®, available as a mobile application and desktop interface, to support supervising personnel with monitoring compliance, managing alerts, and running reports

- **Victim Notification Mobile Application.** The BI Notifi® mobile application provides victims with notifications of participant zone violations, allowing the user to take precautions, and is available at no additional cost to the State
- **Knowledgeable 24/7/365 Support:** BI Monitoring Operations, wholly owned and operated by BI and located within the United States with its primary Monitoring Center in Anderson Indiana, provides knowledgeable support from live specialists who are thoroughly familiar with proposed technology
- **“Buy Indiana”:** BI has made significant capital investment in our Monitoring Operations Center in Anderson, Indiana and qualifies for the “Buy Indiana” preference, demonstrating our commitment to economic development in Indiana
- **Responsive Account Management:** BI’s Partnership Development team will work closely with the State to implement, manage, and improve operations throughout the life of the contract
- **Dedicated Local Program Manager:** IDOC personnel will continue to be supported by [REDACTED]
- **Seamless System Integration:** Interface TotalAccess software components securely with the Access Indiana database via Web Services approach
- **Bilingual Services:** BI mobile applications and features, such as LOC8 XT audio messages to offenders, are available in numerous languages to support officers and offenders
- **MBE, WBE, and IVOSB Partnerships:** BI has established subcontractor partnerships with Minority and Women’s Business Enterprises and Indiana Veteran Owned Small Businesses and will continue to collaborate with our valued partners for services required in this RFP

“Buy Indiana” Preference

BI’s significant investment of more than \$5,000,000 in the construction and continuing improvements to our Monitoring Operations Center in Anderson, Indiana combined with our employment of more than [REDACTED] demonstrates our commitment to economic development within Indiana.

ELECTRONIC MONITORING PROGRAM

Reliable, Proven, Innovative



BI LOC8 XT

Ankle-worn
GPS Tracking



BI SmartLINK

Client App with
Video Conferencing



BI TotalAccess BI TotalAccess Mobile

Caseload Management
Software and App



BI Analytics Suite

Statistical
Software Tool



BI Account Manager

Training Certification,
Installation, and Inventory

• TECHNOLOGY • SERVICES

Optional Equipment and Services

BI's continuum of solutions includes additional technologies that could enhance the Department's program include:

- **Two-Piece GPS:** The LOC8 XT® used in combination with BI Mobile®, a secure mobile device pre-loaded with SmartLINK, provides enhanced offender monitoring ideal for high-risk populations
- **Wrist-worn GPS Tracking:** BI VeriWatch® is a wrist-worn GPS tracker that continuously monitors participant locations and verifies participant identity via biometric facial comparison technology
- **Secure Mobile Device:** BI Mobile® is a secure mobile device pre-loaded with SmartLINK, and uses a custom operating system that limits participants' access to traditional smartphone features
- **Offender Mobile Application:** BI SmartLINK®, a mobile application downloaded on the offender's phone is available with enhanced features through the advanced Report and Verify versions
 - SmartLINK Connect, designed to assist communications between officers and offenders, is available at no additional cost to all agencies for their offenders being monitored by BI equipment
- **Biometric Breath Alcohol Testing:** BI SL3® is a handheld breath alcohol testing device that confirms participant identity via facial comparison technology
- **Continuous Transdermal Alcohol Testing:** BI TAD® is an ankle-worn device that continuously monitors participant perspiration for alcohol vapors
- **Victim Notification:** BI Notifi® is a mobile application that provides victims with alert notifications when a monitored individual enters within an Agency-determined range

Advantages to the BI Solution

Additional key features of BI's ability to support the Indiana Department of Correction include:

- **Innovative Technology Offering.** BI heavily invests in product development, agile software development, emerging technologies, continuous improvement processes, and service enhancements that best support programs similar in size and scope to the Indiana Department of Correction. In 2023, BI invested more than \$7 million in research and development. BI's dedicated Innovation Labs explores technology concepts and ideas that can be applied to create cutting-edge solutions designed for the electronic monitoring industry. [REDACTED]

[REDACTED] these new products and build features based on officer feedback, device operational efficiency, and BI Innovation Labs research.

Our proposed solution includes several optional and proven technologies from BI's continuum of electronic monitoring products in addition to newly released products, the BI VeriWatch wrist-worn GPS tracker and BI Mobile secure cell phone—these products are used by agencies throughout the United States today. BI Mobile is a secure cell phone that only has BI SmartLINK accessible—all other phone features are controlled by BI including restricting access to the internet. Offenders can call State-approved phone numbers and text message their supervising officer. BI is offering the BI Mobile and BI LOC8 XT as an optional two-piece solution. [REDACTED]

[REDACTED]

- o Advantage—Our commitment to continuing to provide new, innovative solutions will ensure the agency receives the most recent, relevant, and secure technologies throughout the next contract term. [REDACTED]

[REDACTED]

- o Advantage— [REDACTED]

[REDACTED]

- o Advantage—BI is continually innovating to bring solutions to the criminal justice market. The dedicated personnel in BI Innovation Labs seek new technologies, customize them to criminal justice needs, and deliver reliable technologies to support government partners. BI values the feedback of our government partners and is open to collaborating with the State on innovative solutions and features to support monitoring its high-risk sex offenders.

o Advantage—Our commitment to continuing to provide new, innovative solutions will ensure the agency receives the most recent, relevant, and secure technologies throughout the next contract term.

• **Powerful Analytics Engine.** BI Analytics Suite takes the visualization of data to the next level of actionable reporting—transforming historical and disparate information from a variety of sources into cohesive, useful data upon which decisions can be made. This enhancement to TotalAccess will provide detailed offender-specific summaries, program oversight data, and customized analysis tailored to the specific needs of managing the State’s electronic monitoring program. As an innovation leader, BI was the first company in the electronic monitoring industry to develop and offer an analytics tool. Since its release in 2016, BI has improved our analytics suite and released features in direct response to customer feedback.

o Advantage—Increases productivity, which allows agency staff to have more time to effectively manage not only the high-risk offenders, but also their entire caseloads. For example, this enhancement provides an Absconder Analysis Report that can quickly assist officers with locating absconded individuals.

o Advantage—As a current user of BI Analytics, State personnel are familiar with the application and successfully use the suite of tools—State personnel will not require hours of training on a new system. BI will continue to offer refresher training throughout the term of the contract, as requested.

• **Strong Indiana Presence.**

[REDACTED] In addition, BI’s Monitoring Operations center is based in Anderson, Indiana—evidencing our commitment to supporting the local Indiana economy. We employ approximately [REDACTED] and qualify for the “Buy Indiana” preference through our construction and continued improvement to our state-of-the art Monitoring Operations Center in Anderson, Indiana. BI remains committed and dedicated to supporting Indiana communities throughout the next contract term.

o Advantage—BI has the necessary knowledge of the unique objectives, challenges, policies, and procedures specific to operating a program in Indiana.

o Advantage—BI can quickly leverage our existing and extensive Indiana-based resources to support the evolving needs of the agency.

• **Dedicated Account Manager.** BI will continue to provide a dedicated Indiana Account Manager to support the agency's electronic monitoring program. [REDACTED]

[REDACTED] BI's locally based Account Manager provides close, continuous support of the Indiana Department of Correction account through on-site technical support, report analysis, programmatic assistance and guidance. [REDACTED] serves as the liaison for all aspects of contract compliance and performance. Prior to joining BI, [REDACTED] and brings an in-depth understanding of IDOC program operations.

o Advantage— [REDACTED]

[REDACTED] brings an unrivaled understanding of the State's program to BI and has demonstrated how vital she is to supporting efficient operations. This allows the State and State personnel to focus time on positive supervision outcomes for supervised clients rather than program administration.

Supporting Inventory Management

[REDACTED] *has supported efficient program operations by assisting Department personnel manage equipment inventory and not incur excess equipment costs.*

• **United States-based Operations and Manufacturing.** BI's corporate headquarters and wholly owned manufacturing facility are located in Boulder, Colorado. Our primary Monitoring Operations Center resides in Anderson, Indiana—just 40 minutes from the center of Indianapolis—and our secondary Monitoring Operations Center is located in Aurora, Illinois. BI's Anderson Monitoring Operations Center also features an onsite training center available for the State to use.

In addition, BI is an organization dedicated to manufacturing equipment entirely in the United States, with a focus on subcontracting with certified small businesses. All of BI's key suppliers are based in the United States, with many local to our manufacturing facility in Boulder, Colorado. Manufacturing, assembly, and testing are completed in the United States. Our Boulder facility is state of the art, and BI does not rely on subcontractors in China or other countries that offer cheaper labor

o Advantage—BI experienced minimal supply chain issues ensuring our government partners had sufficient equipment to support their programs.

o Advantage—BI has complete control and oversight over the development and manufacturing of our products—down to the component.

2.3.2 Respondent's Company Structure - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

Legal Form of Business Organization

BI Incorporated is a registered corporation founded in Boulder, Colorado on September 28, 1978.

State of Formation

BI was founded in Boulder, Colorado. Please refer to the *Supporting Attachments* document for a copy of BI's articles of incorporation.

Type of Business

BI has been a leader in the electronic monitoring industry for more than 45 years and currently supports approximately [REDACTED] throughout the United States. BI was originally founded in 1978 as an engineering and consulting firm that was heavily involved in the research, development, and manufacture of RF identification products. In 1984, BI introduced the Home Escort System which enabled agencies to monitor offenders remotely. The first individual monitored by the Home Escort System violated curfew within 15 minutes of the device being installed. The system reported the violation accurately, the individual was apprehended, and BI became the first company to successfully monitor individuals.

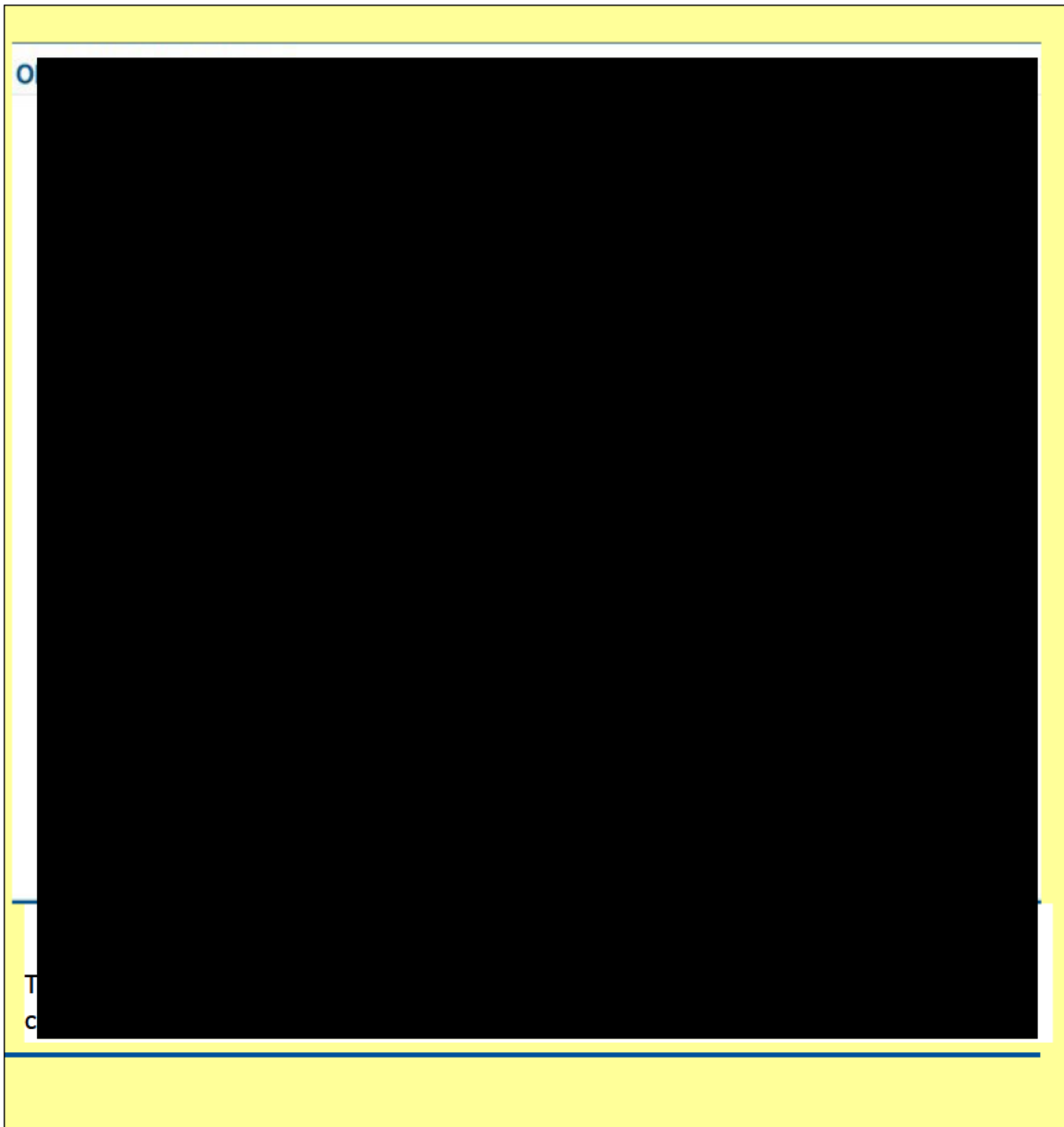
We began our long history of innovation and strong partnerships with correctional institutions to create this groundbreaking product. BI was the first company in the industry to manufacture technology specifically designed to monitor defendants and offenders. Over the years, BI has continued to lead innovation in alternatives to incarceration, releasing numerous products to support government agencies reliably supervise clients within the community.

Organizational Chart

BI is a wholly owned subsidiary of the GEO Group and will be providing services detailed in this RFP. The entire BI organization is committed to continue to support the successful monitoring of clients throughout Indiana.

BI will leverage the expertise of many divisions within our organization to continue supporting the State during this next contract term. By selecting BI to continue to support the State's program, Indiana DOC will experience the same consistent service from an experienced implementation team familiar with the processes and procedures in place with the State.

An overview of BI company structure is provided below.



2.3.3 Respondent's Diversity, Equity and Inclusion Information - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

It is the policy of BI to provide equal employment opportunity to all qualified individuals without regard to race, religion, color, sex sexual orientation, age, national origin, disability, veteran status, marital status, gender discrimination, military status, medical condition or any other category protected by law. This policy covers all aspects of the application for employment, the employment relationship including

working conditions, personnel actions, promotion and transfer, layoff and recall, compensation, access to training and employee benefits. It is the responsibility of all employees of BI to support the spirit and principle of this Policy and treat each other with dignity and respect and alert BI management, Corporate Human Resources or Legal of any violation of this Policy. BI Management will ensure that all personnel actions are administered according to this Policy.

Understanding the positive impact of diversity, equity and inclusion within the workplace, BI is prioritizing the development of new strategies related to our recruitment of talented staff. BI's HR staff is collaborating with company leadership to increase the effectiveness of our affirmative action plan and equal employment initiatives.

The demographic composition of BI's Executive Staff and Board Members are as follows: 85% men; 15% women.

2.3.4 Company Financial Information - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.

BI is a wholly owned subsidiary of The GEO Group, Inc. GEO provides BI with unmatched financial strength and operational soundness. GEO is publicly traded on the New York Stock Exchange (NYSE: GEO) with reported annual revenue of approximately \$4.2 billion in 2023.

With an extensive network of intensive supervision, rehabilitation and reentry, and treatment facilities, our organization is dedicated to serving the community with respect, integrity, and awareness.

BI and GEO have strong financial resources and support with stability and depth, access to equity, and flexible liquidity. We always maintain a cash balance to accommodate any short-term liquidity needs, and we have a multimillion-dollar line of credit with a national bank. BI undergoes regular internal and external audits of our results and controls to provide advanced, cost-effective solutions.

BI is able to draw upon the experience and resources of GEO and has a long history of successful partnerships delivering tailored services to government agencies throughout the United States.

Please refer to the *Supporting Attachments* document for copies of BI's audited financial statements for 2022-2023. This document also contains the audited financial statements for our parent company, the GEO Group. For specific financial regarding BI's 2023 operations, please refer to "Electronic Monitoring and Supervision Services" on pages 124-125. For specific financial information regarding BI's 2022 operations, please refer to "Electronic Monitoring and Supervision Services" on pages 126-127.

2.3.5 Integrity of Company Structure and Financial Reporting - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

BI, as a wholly owned subsidiary of the GEO Group, has supplied GEO's SEC filings to demonstrate our financial stability. As such, please refer to statements of personal responsibility from GEO's Chief Executive Officer, Mr. Brian Evans, and GEO's Acting Chief Financial Officer, Mr. Shayn March, which attest to the thoroughness and correctness of the SEC documents.

Please refer to the *Supporting Attachments* document for copies of the *Certification of Chief Executive Officer* and *Certification of Chief Financial Officer*.

2.3.6 Contract Terms/Clauses - Please provide the requested information in RFP Section 2.3.6.

BI has thoroughly reviewed RFP Attachment B Sample Contract. BI understands that this sample contract contains both mandatory and non-mandatory contract terms. BI certifies our acceptance with all mandatory and substantively required clauses, specifically:

- Authority to Bind Contractor
- Compliance with Laws
- Drug-Free Workplace Certification
- Employment Eligibility Verification (E-Verify)
- Funding Cancellation

- Governing Laws
- Indemnification
- Information Technology Enterprise Architecture Requirements
- Nondiscrimination Clause
- Penalties/Interest/Attorney's Fees
- Termination for Convenience
- Non-Collusion and Acceptance
- Duties of Contractor, Rate of Pay, and Term of Contract
- Ownership of Documents and Materials
- Payments

2.3.7 References - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to idoareferences@idoa.in.gov. ~~Attachment H should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP.~~ **Attachment H should be submitted on the submission due date listed in Section 1.24 of the RFP.** Please provide the customer information for each reference.

Customer 1	
Legal Name of Company or Governmental Entity	
Company Mailing Address	
Company City, State, Zip	
Company Website Address	
Contact Person	
Contact Title	
Company Telephone Number	
Company Fax Number	N/A
Contact E-mail	
Industry of Company	State Corrections Agency
Customer 2	
Legal Name of Company or Governmental Entity	
Company Mailing Address	

Company City, State, Zip	
Company Website Address	
Contact Person	
Contact Title	
Company Telephone Number	
Company Fax Number	N/A
Contact E-mail	
Industry of Company	State Corrections Agency
Customer 3	
Legal Name of Company or Governmental Entity	
Company Mailing Address	
Company City, State, Zip	
Company Website Address	
Contact Person	
Contact Title	
Company Telephone Number	
Company Fax Number	N/A
Contact E-mail	
Industry of Company	State Corrections Agency

2.3.8 Registration to do Business – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

BI is registered and in good standing with the Indiana Secretary of State and provided a copy in the *Supporting Attachments* document.

2.3.9 Authorizing Document - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

Ms. Isabel Yang, Executive Vice President of BI, is authorized to legally bind BI and signed the Executive Summary section of BI's response. Please refer to the *Supporting Attachments* document for evidence of her authority to bind BI.

2.3.10 Diversity Subcontractor Agreements

- a. Per RFP Section 1.21, Minority & Women's Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.
- b. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

BI is committed to collaborating with Small, Women Owned, Minority, Disadvantaged, and Veteran Owned Businesses for the supply of goods and services. BI supports the development of these suppliers through mutually beneficial educational and mentoring opportunities. We also participate in local and national initiatives—for example, supplier conferences—to help stimulate the growth of these business types and further identify suitable supplier partnerships.

By expanding and fortifying our world-class supplier base in this dedicated manner, the value of BI products and services is enhanced—which in turn benefits our customers and local communities. BI recognizes that supplier diversity is an important goal for many agencies. Accordingly, the BI Supply Chain Department plays an important role in our continuous mission to create distinctive value for our customers—while maintaining the highest quality standards and public safety.

██████████, Supply Chain Manager and Small Business Liaison Officer, administers the BI Supplier Diversity program. ██████████ dedicated to sourcing goods and services related to our whole supply chain from diverse subcontractors. BI exceeds our internal sourcing goals while reducing costs and maintaining high quality product standards. In order to secure diverse business subcontractors, we perform the following duties:

- BI develops and maintains a master bidders' list of diverse businesses
- BI's business strategy is endorsed by our senior management to ensure that diverse businesses were given equal consideration for each subcontracting opportunity
- BI representatives attend business opportunity workshops, seminars, and national supplier diversity development council events

Proposed Subcontractors

BI is subcontracting IT, janitorial, catering, advertising, and staff recruiting services that will support the Indiana Department of Correction contract. BI identified these Indiana certified third-party partners using resources provided by the State's Division

of Supplier Diversity and contacted them via email regarding operational support for services required in RFP #25-79278. BI has committed to using the following MBE, WBE, IVOS subcontractors:

- [REDACTED]

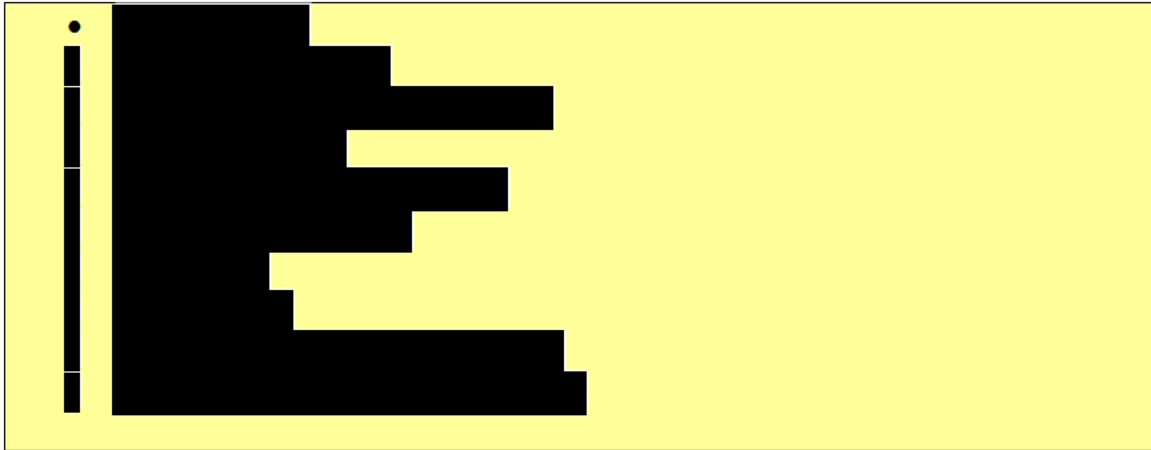
BI's proposal submission contains the following documentation for each proposed subcontractor:

- Signed Letter of Commitment complete with official subcontractor signatures. This document contains an indication from each subcontractor of their willingness to carry out these responsibilities.
- Completed RFP Attachment A and RFP Attachment A1.
- IDOA Certification information.

BI has provided the RFP-required documentation for all proposed subcontractors in the *Business Proposal*.

Additional subcontractor partners contacted BI regarding their interest in supporting us for the provision of services detailed in this RFP. BI carefully vetted and accessed each company to determine the most appropriate partner to support the State. BI also identified additional businesses to discuss potential partnerships related to services detailed in this RFP. BI considered the following companies for potential partnerships related:

- [REDACTED]



2.3.11 Evidence of Financial Responsibility – Removed at the request of the agency.

2.3.12 General Information - Each Respondent must enter your company's general information including contact information.

Business Information	
Legal Name of Company	BI Incorporated
Contact Name	Mr. Daniel Hooven
Contact Title	Partnership Development Director
Contact E-mail Address	Daniel.Hooven@bi.com
Company Mailing Address	6265 Gunbarrel Avenue, Suite B
Company City, State, Zip	Boulder, Colorado, 80301
Company Telephone Number	303.218.1000
Company Fax Number	303.218.1280
Company Website Address	www.bi.com
Federal Tax Identification Number (FTIN)	840769926
Number of Employees (company)	1,285
Years of Experience	45
Number of U.S. Offices	72
Year Indiana Office Established (if applicable)	1988
Parent Company (if applicable)	The GEO Group, Inc.
Revenues (\$MM, previous year)	2023 - \$495,268,000
Revenues (\$MM, 2 years prior)	2022 - \$278,934,000
% Of Revenue from Indiana customers	Less than 1%

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes, BI maintains a formal Disaster Recovery Plan, which is included in the *Supporting Attachments* document.

- b. What is your company's technology and process for securing any State information that is maintained within your company?

BI has robust established processes for securing State data within our systems detailed below.

Preventing Unauthorized Access

Two-Factor Authentication. TotalAccess has remote capability and is available 24/7/365 from any web-enabled computer, smartphone, or tablet. From this streamlined platform, authorized users can view their caseloads, close alerts, send messages, and view offender locations.

Authorized personnel must enter their unique username and password to access the TotalAccess platform. BI uses Okta for this authentication every time an individual accesses the software. The BI-issued login restricts each internal and external user's access to specific data, as appropriate. TotalAccess also requires users to periodically change passwords every 60 days, for an added level of protection. BI's system will automatically deactivate login credentials that have no activity for a period of 45 days.

Maintain Data Integrity. An audit trail feature security log records all login and log-off activities. The system also records all changes to program information. Login ID codes enable the BI System Administrator to identify who modified the information, when it was modified, and the original information before the change. In addition, BI offers an Audit Trail Report.

User-Defined Privileges. To provide agencies with multiple layers of control over who can access and alter data, TotalAccess includes two levels of user permissions that are able to edit data (Agency Administrator and Officer), and one level of permissions for read-only users (Officer Read-Only).

Secure IT Infrastructure

[REDACTED]

[REDACTED]

[REDACTED]

BI's current solution is web-based, using Tier III data centers that feature comparable security standards to cloud hosted alternatives.

Tier 3 Data Centers. BI's current, fully redundant monitoring system includes a primary infrastructure located in a Tier 3-certified data center in Nashville, Tennessee, and a backup infrastructure located in a Tier 3-certified data center more than 500 miles away in Denver, Colorado. Within this classification of data center, IT components are powered with multiple active and independent sources of power and cooling resources, including redundant diesel generators to continue power through Uninterrupted Power Systems (UPS). If the monitoring system in Nashville became unavailable, the backup server in Denver would function as the primary server for as long as needed. Each of BI's colocation facilities has horizontal and geographic redundancy and real-time replication, maintaining synchronized data between primary and backup facilities.

These redundancies ensure offsite provision of monitoring services 24/7/365. The figure below outlines our redundant computer services and Monitoring Operations facilities.

Security Structure. Electronic monitoring produces sensitive data and information, and system security is critical to protecting confidential State data, offender information, and public safety. Accordingly, TotalAccess incorporates various protocols that comply with National Institute of Science and Technology (NIST) security standards. This includes multiple levels of user permissions and protocols for password expiration, maximum login attempts, and forgotten passwords. TotalAccess uses a comprehensive Audit Trail report to record all user interactions within the interface.

The BI monitoring computer system has been accredited under the Federal Information Security Management Act (FISMA) since 2010. Signed into law in 2002, FISMA is a detailed framework designed to protect federal government information. Because BI holds an electronic monitoring contract with the United States Department of Homeland Security (DHS), we must comply with FISMA policies and procedures. BI follows the security control standards outlined by the National Institute of Standards and Technology (NIST) to maintain our FISMA accreditation.

Anti-Virus Practices. BI has established anti-virus software practices to ensure our solution remains secure and available. Key aspects of BI's approach to anti-virus software include:

[REDACTED]

• [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Secure Connection. To ensure internet communications remain secure for both TotalAccess and TotalAccess Mobile, BI uses digital certificates and the Transport Layer Security (TLS) protocol. This offers the most convenient and reliable means to ensure authenticated, encrypted communications between offender monitoring devices and servers.

NIST 800-53. BI TotalAccess is designed with a focus on securing confidential information and strictly adhering to NIST 800-53 security controls. Below are the detailed strategies to ensure compliance and limit the scope of audits required by law, regulations, and global standards.

Network Design. BI TotalAccess employs a zero-trust network architecture model. Data is encrypted both in transit and at rest, leveraging standard encryption methods such as AES-256. We use network segmentation and firewall configurations and Distributed Denial of Service (DDOS) protections that strictly control access to network systems, minimizing the attack surface. Intrusion Detection Systems (IDS) and Intrusion Prevention Systems (IPS) are implemented for constant monitoring and alerting of potential threats.

Web Design. Web applications are designed using the latest secure coding practices. All communications to TotalAccess utilize HTTPS to ensure secure communication over the network. We leverage web application firewalls (WAFs) for further protection against web-based threats.

Application Design. TotalAccess employs a least privilege model, ensuring users have only the permissions they need to perform their duties. Multi-factor authentication (MFA) and strong password policies are enforced. All code is regularly reviewed and scanned for security vulnerabilities via both dynamic and static analysis. We also maintain strict access controls to uphold data confidentiality.

Database Design. Database design is guided by the principle of least privilege and separation of duties. Databases are encrypted using advanced encryption methods. We also replicate databases to an alternate processing site, leverage secure backups, and employ database activity monitoring to ensure any unauthorized activities are

promptly detected and mitigated.

Interface Design. Interfaces to TotalAccess, whether they be user interfaces or APIs, are designed to be secure and limit access to sensitive data. We employ secure API design principles, including authentication, authorization, input validation, and proper error handling. User interfaces are designed with usability in mind but without compromising on security.

Audits. TotalAccess undergoes regular audits, including an annual Security Controls Assessment (SCA) and penetration testing. The TotalAccess solution addresses the need for stringent security controls and compliance with CJIS. We are committed to upholding the highest standards of data protection and ensuring that probation and pretrial records remain confidential.

Secure Integration with Access Indiana. BI has successfully integrated TotalAccess with dozens of agencies and State-level systems. BI IT staff reviewed the integration requirements and are confident in our ability to meet the State's needs, including those detailed in RFP specification 2.4.3 Staff Access to GPS System Specifications.

2.3.13 Experience Serving State Governments - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

BI has extensive monitoring, administrative, and financial/fiscal experience critical to managing large, statewide electronic programs. As the incumbent provider, we have direct experience managing the monitoring, administrative, and financial aspects of the State's electronic monitoring program. In addition, we have demonstrated the ability to support the State's program.

As further evidence of our ability to support large-scale programs, please consider the following metrics:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- BI provides several Account Managers that offer technical management services to our large electronic monitoring programs, including the Colorado Department of Corrections, Florida Department of Juvenile Justice, Broward County Sheriff's Office, Indiana Department of Correction, Illinois Department of Corrections, North Carolina Department of Public Safety, and Administrative Office of the United States Courts

2.3.14 Experience Serving Similar Clients - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

As the OEM of all products offered in this proposal, BI has acted as the prime contractor for numerous agencies—including more than 30 state-level accounts—throughout the nation. The table below provides a sampling of our history and experience with providing advanced solutions to large-scale programs.

[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]

<div data-bbox="256 296 505 405"></div>	<div data-bbox="521 254 1040 447"></div>	<div data-bbox="1081 212 1325 489"></div>
<div data-bbox="256 562 505 766"></div>	<div data-bbox="521 520 1052 804"></div>	<div data-bbox="1081 621 1230 709"></div>
<div data-bbox="256 911 505 1020"></div>	<div data-bbox="521 827 1040 1094"></div>	<div data-bbox="1081 873 1263 1056"></div>
<div data-bbox="256 1136 505 1312"></div>	<div data-bbox="521 1125 1060 1325"></div>	<div data-bbox="1081 1178 1230 1272"></div>
<div data-bbox="256 1396 505 1539"></div>	<div data-bbox="521 1354 1052 1581"></div>	<div data-bbox="1081 1398 1255 1535"></div>
<div data-bbox="256 1671 505 1812"></div>	<div data-bbox="521 1612 1117 1871"></div>	<div data-bbox="1081 1629 1325 1854"></div>

<div data-bbox="256 281 440 422"></div>	<div data-bbox="518 226 1057 478"></div>	<div data-bbox="1078 218 1325 485"></div>
<div data-bbox="256 596 440 737"></div>	<div data-bbox="518 527 1057 793"></div>	<div data-bbox="1078 554 1325 779"></div>
<div data-bbox="256 917 440 1058"></div>	<div data-bbox="518 842 1057 1115"></div>	<div data-bbox="1078 917 1232 1052"></div>

2.3.15 Indiana Preferences - Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent’s ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent’s Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Approval will be system generated and sent to the point of contact email address provided within the Bidder Registration profile. This is to be attached as a screenshot (copied/pasted) for response evaluation.

Buy Indiana

Refer to Section 2.7 for additional information.

BI qualifies for the Buy Indiana Preference through our Substantial Capital Investment in the construction of our BI Monitoring Operations Center in Anderson, Indiana. BI demonstrated a minimum capital investment of more than \$5,000,000 and has continued to have a positive economic impact in Indiana through the employment of 130 Monitoring Operations Center staff. Please refer to the screenshot below for a copy of BI's approval for the Buy Indiana Preference.

[EXTERNAL] State of Indiana Buy Indiana Status

gmisworkflow@iot.in.gov <gmisworkflow@iot.in.gov>

Mon 7/29/2024 1:47 PM

To: BI-Proposals <Proposals@bi.com>

Dear BI Incorporated,

After a thorough review of the information and/or documents submitted, BI Incorporated does qualify for Buy Indiana certification. This email serves as confirmation of that determination. Please note this Buy Indiana designation will expire on 07/29/2025.

Thank you.

INDIANA DEPARTMENT OF ADMINISTRATION

2.3.16 Payment - Please provide the requested information in RFP Section 2.3.15.

Per RFP Section 2.3.15 Indiana Preferences, BI qualifies for the Buy Indiana preference by spending more than \$5,000,000 on the construction of our wholly owned Monitoring Operations Center in Anderson, Indiana. Please refer to the *Supporting Attachments* document for documentation demonstrating BI's capital investments in Indiana.

2.3.17 Extending Pricing to Other Governmental Bodies – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17.

BI will extend pricing for our offered electronic monitoring products to other qualifying governmental bodies requesting to source the State contract for their own electronic monitoring products and services. Available products and services at the corresponding pricing will include equipment rental, standard automated monitoring services, spares allowance, lost/damaged equipment allowance, 24/7/365 support from BI's wholly owned Monitoring Operations Center, program implementation support, and initial and ongoing training for officers. BI cannot reasonably offer a dedicated account manager to support each of those programs, but we will ensure sufficient account support, both remote and on-site, from our Indiana-based Partnership Development Executive, our Regional Account Executive, and other members of the BI Partnership Development Team, as well as the entire BI organization.