



# Request for Proposal Submitted to Indiana Department of Correction

for Electronic Monitoring  
Equipment and Services

RFP No. 25-79278

TECHNICAL PROPOSAL



**RFP 25-79278**  
**TECHNICAL PROPOSAL**  
**ATTACHMENT F**

Please supply *all* requested information *in the yellow-shaded areas* and indicate any attachments that have been included. Document all attachments and which section and question they pertain to.

**2.4.0 General Information**

The Respondent shall provide Active Global Positioning Satellite (GPS) services 24 hours a day, 7 days a week, (including holidays) which shall include a monitoring system that is capable of being accessed through a secure internet connection and fully supported by a secure database for transactional records. The service shall be inclusive of all technology, equipment, systems and related support services, data storage support services and shall be fully supported by twenty-four (24) hours, 7 days a week, (including holidays) monitoring services and staff. Respondent should provide supporting documentation for security features whenever possible throughout their proposal. Documentation should include Help Desk and support features, Incident Management, and Business Recovery Operating Plans. **The agency requires bilingual services aimed at helping officers keep clients accountable.**

**2.4.1 Services**

The Respondent shall provide a proposal regarding how they will deliver the requested services:

- GPS services for 625 high risk sex offenders, with Respondent assuming all monitoring duties;
- A Local Dedicated Account Manager (AM)
  - The Respondent's staff shall not display favoritism to, or preferential treatment of, one offender or group of offenders over another.
  - AM shall be exclusively responsible for the support of the Indiana Department of Correction Program and shall not have responsibility for additional programs outside the state without permission from the Department. (Any additional programs shall not take precedence over the Indiana Department of Correction Program.)

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.0 General Information and specification 2.4.1 Services upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

#### 2.4.0 General Information

*The Respondent shall provide Active Global Positioning Satellite (GPS) services 24 hours a day, 7 days a week, (including holidays) which shall include a monitoring system that is capable of being accessed through a secure internet connection and fully supported by a secure database for transactional records. The service shall be inclusive of all technology, equipment, systems and related support services, data storage support services and shall be fully supported by twenty-four (24) hours, 7 days a week, (including holidays) monitoring services and staff. Respondent should provide supporting documentation for security features whenever possible throughout their proposal. Documentation should include Help Desk and support features, Incident Management, and Business Recovery Operating Plans. The agency requires bilingual services aimed at helping officers keep clients accountable.*

#### **BI's Solution for Indiana Department of Correction**

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

- Accurately tracking the sex offender population on a 24/7/365 basis
  - o Reviewing offender movement to gain insight 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 offender understanding of supervision conditions

#### **Proven Hardware and Software Services**

Reliable technologies, responsive services, and advanced software ensure continual monitoring of offender populations, provides tools for officers to effectively perform their duties, and offer State leadership insights into programmatic trends. With the needs of the State in mind, BI has developed a customized solution geared towards effectively monitoring this sex offender and parolee population.

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, 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

**Secure Monitoring Software Platform:** BI TotalAccess is designed with a focus on securing confidential information and strictly adhering to NIST 800-53 security controls. BI TotalAccess' database securely stores all transactional records in accordance to these strict standards.

**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, located within the United States and wholly operated by BI, 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 Ms. Quintina Lopez-Roque, who previously supported IDOC program operations for more than 14 years

**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

**Data Storage Support Services:** State personnel can contact BI staff at any time for support regarding all aspects of IDOC's program, including data storage

**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

The image below provides an overview of BI's solution for Indiana Department of Correction.



## 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

### Supporting Documentation

BI has included the following documentation in our separate *Supporting Attachments* document:

- Help Desk and Support Features
- Incident Management Process
- Disaster Recovery Plans

IT security documentation can be shared upon request.

#### 2.4.1 Services

*The Respondent shall provide a proposal regarding how they will deliver the requested services:*

- *GPS services for 625 high risk sex offenders, with Respondent assuming all monitoring duties;*
  - o *A Local Dedicated Account Manager (AM)*
  - ⑦ *The Respondent's staff shall not display favoritism to, or preferential treatment of, one offender or group of offenders over another.*
  - ⑦ *AM shall be exclusively responsible for the support of the Indiana Department of Correction Program and shall not have responsibility for additional programs outside the state without permission from the Department. (Any additional programs shall not take precedence over the Indiana Department of Correction Program.)*

### Full-Service Monitoring for 625 High Risk Sex Offenders

As the State's current electronic monitoring provider, BI has demonstrated our ability to support 400-500 offenders daily and has the capability and capacity to serve hundreds more. BI is the largest provider of electronic monitoring solutions in the United States. BI's Colorado-based manufacturing facility combined with a mostly United States-based supplier network for critical equipment components, gives us the ability to produce large quantities of equipment rapidly. In the previous year, [REDACTED]

[REDACTED] BI is proud to employ more than

[REDACTED] to provide quality support to our government partners.

BI's 24/7/365 Monitoring Operations Center staff—located in Anderson, Indiana—are responsible for monitoring duties and have proven their ability to support the State's monitoring requirements. BI maintains a comprehensive certification and training program for all Monitoring Specialists. Security and confidentiality of program and client data is a key component of training. Successful completion of security and confidentiality training and certification is required for all Monitoring Operations personnel, and they must achieve certification prior working in Monitoring Operations. Intensive security and confidentiality training occurs during new hire training and ongoing refresher training.

BI's state-of-the art Monitoring Operations Center in Anderson also houses dedicated training personnel and space that is available for the State's use at any time for equipment refresher training. BI qualifies for the "Buy Indiana" preference through the construction of our Monitoring Operations Center.

#### **One-Piece GPS: BI LOC8 XT**

BI's proposed one -piece GPS solution is the BI LOC8 XT (FCC Certification: CSQ-LC800A) is a small, lightweight GPS device used to track participant movements 24/7/365. The one-piece LOC8 XT uses GPS, RF, Wi-Fi, and LTE cellular technologies to pinpoint the exact location of the monitored participant. As the only device on the market that combines all of these technologies with proximity tamper detection, the LOC8 XT is one of the most advanced tracking devices available. The LOC8 XT battery is completely sealed inside the device. To recharge the battery, the offender places a wireless recharger device on the LOC8 XT. The LOC8 XT incorporates a single use, field replaceable, and adjustable strap that securely fits around the offender's leg. BI also offers a small strap upon request. The device incorporates multiple tamper detection technologies. Other key features of the LOC8 XT include:

- **LTE Connectivity.** BI engineers designed the LOC8 XT to support 24/7/365 program operations. BI equipment operates on the LTE network. LTE modems are 5G, Low Power Wide Area (LPWA) technologies that provide longer range signal, improved battery life, and superior coverage. The LTE network consists of Verizon Wireless or T-Mobile and more than 20 roaming providers.

[REDACTED]

[REDACTED]

[REDACTED]

- **Location Information on Demand.** State personnel can manually and remotely locate (“ping”) a LOC8 XT an unlimited number of times—at no additional charge. Authorized users simply initiate an on-demand location request from within the TotalAccess software.

- **Communicates with Participants.** The LOC8 XT can communicate pre-defined messages via the waterproof, built-in speaker and/or vibration. State personnel use TotalAccess to specify when the system delivers messages, with the ability to send on-demand messages. The participant can acknowledge audio and vibration notifications by simply tapping on the device.

- **Extended Battery Life.** The LOC8 XT offers up to 60-hour battery life. The battery is completely sealed inside the device. To recharge the battery, the participant places a wireless recharger device on the LOC8 XT.

- The participant simply removes the external battery charger from the docking station

and places it on LOC8 XT. It takes two hours to fully recharge the internal battery of the LOC8 XT. The docking station can also function as a beacon with RF monitoring.

- **Minimal Impact on Participant Activities.** With a “cut to fit” strap and a sleek, horizontal design, the LOC8 XT provides a highly secure and customized fit with an ergonomically comfortable feel. Wearing the device does not impede a participant’s day-to-day activities. The participant can still bathe, exercise, attend school or work, and perform other routine tasks with minimal restriction.

- **Automatic Updates.** The LOC8 XT seamlessly incorporates the most current firmware available with automatic “over the air” updates. Since these updates conveniently and quickly occur in the field—while the participant continues to wear the device— State personnel can streamline inventory management by reducing the need to swap out equipment.

### **Dedicated Account Manager**

BI will continue to provide a dedicated Indiana Account Manager to support the State’s electronic monitoring program. [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. Ms. Lopez-Roque 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. [REDACTED]

[REDACTED] duties include:

- Meeting with agency leadership on both an informal and formal basis
  - o Providing locally based account support including on-site availability
  - o Ensuring that BI leverages its workforce of Indiana-based employees to facilitate the ongoing success of the State’s program
- Conduct monthly status meetings to discuss evolving objectives, needs, and the overall health of the program
- Support Supervisors of high-risk offenders
- Refer officers to agency leadership for inquiries on policy changes or deviations
- Provide a first line of response to officer inquiries when directed from agency leadership
- Provide program management support, including:
  - o Receiving and documenting programmatic status updates
  - o Responding to supply requests
  - o Scheduling training sessions
  - o Coordinating the retrieval of historical information for court purposes
  - o Coordinating all inventory levels
- Treat all offenders equally, and not display favoritism to, or preferential



treatment of, one offender or group of offenders over another

### Optional Solutions

In addition to the solutions described throughout BI's proposal, BI is excited to offer the State several other solutions that are not required specifically by the RFP but that can enhance IDOC's program:

#### Two-Piece GPS: BI Mobile used in conjunction with BI LOC8 XT

BI's two-piece solution includes a LOC8 XT device and BI Mobile (FCC Certification: 2AJZP-D215PRO), a BI-provided smartphone equipped with a Secure Operating System and the BI SmartLINK app. The Secure Operating System provides security features that prevent the offender from generating false monitoring data or accessing smartphone features that are not associated with monitoring. BI Mobile alleviates challenges agencies and participants, such as sex offender and unhoused populations, may face related to accessing a smartphone. BI is the first provider to offer a mobile device that runs on a proprietary operating system and provides a high level of device security.

Key features associated with BI Mobile include:

- **Secure Device Managed by BI.**

MDM technology has made significant advancements in recent years and Knox is one of the leaders in the market.

BI Mobile MDM limits

participant access to traditional smartphone functionality and only provides access to SmartLINK application features.

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- **Community Resources.** Participants can access Department approved, Indiana community resources via SmartLINK.

BI Mobile is available as a standalone solution.



#### BI VeriWatch

The VeriWatch is the newest addition to BI's advanced continuum of GPS trackers, and we look forward to providing the agency with this highly reliable, innovative device during the next contract term.

### Wrist-worn GPS Tracking: BI VeriWatch

BI is excited to provide the agency with the newest addition to our continuum of GPS solutions: the BI VeriWatch (FCC Certification: 2AJZP-A4100). Understanding that the State continually strives to operate the most effective monitoring program, BI believes that our state-of-the-art VeriWatch will be a valuable addition to the State's operation.

BI designed the wrist-worn VeriWatch to monitor participant locations with an unobtrusive device, providing discreet tracking. Comparable in size to a consumer smartwatch, the device runs on a secure, custom operating system designed for the unique needs and rigors of community supervision. The VeriWatch supports communications between participants and supervising officers and provides new biometric sensors that have never before been widely used in the location monitoring industry. Key features of the VeriWatch include:

- BI VeriWatch has already undergone rigorous testing and is proven to reliably operate in diverse environments
- Ability to control device activity via the pre-installed mobile application which runs on a secure, custom operating system protects against loading other applications, removes access to iTunes and the Google Play stores, and prevents third parties from gathering information
- Receives and displays written messages, with the option to require participant acknowledgement
- Uses flashing LCD or audible alarms to alert the participant that interaction is needed
- Multi-layer Tamper Detection Features

o [REDACTED]

[REDACTED]

o [REDACTED]

[REDACTED]

- Convenient wireless charging with up to 20 hours on a single charge

### Client Mobile Application: BI SmartLINK

The BI SmartLINK mobile monitoring app offers a central location for all monitoring resources, increasing offenders' ability to comply. When developing SmartLINK capabilities, BI realized that community supervision programs would require the ability to customize features based on State preference and offender needs. To support a variety of offender populations and supervision requirements, BI categorized SmartLINK features into distinct programs: Connect, Report, and Verify.

**SmartLINK Connect** includes features aimed at streamlining officer and offender communications, supporting accurate data collection, and providing reentry support to monitored individuals. SmartLINK Connect application features include: My Info; My Documents; Calendar; Messages; and Resources.

**SmartLINK Report** includes features that enable the offender to proactively report changes to their supervising officer, including changes to schedules and life circumstances. SmartLINK Report application features include: Offender-Submitted Schedules; Self-Report; and all SmartLINK Connect features.

**SmartLINK Verify** allows officers to confirm compliance with supervision conditions via GPS and biometric technology. SmartLINK Verify features include: Self Report with Biometrics; Biometric Check-In; all SmartLINK Connect features; and all SmartLINK Report features.

Officers can select the most appropriate SmartLINK program for each offender based on offender need and supervision requirements.

### Biometric Breath Alcohol Testing: BI SL3

The BI SL3 (FCC Certification: CSQ-SL300A) allows participants to have their sobriety monitored remotely. The high-resolution internal camera uses infrared technology to capture pictures in low-light or dark spaces, and the SL3 is equipped with GPS capabilities to capture the participant's location during the test. Each test report includes a high-resolution participant photo, breath alcohol content reading, GPS location, and time and date stamp to ensure accuracy. To support participant compliance, the SL3 is equipped with a high-resolution color LCD screen that displays battery status, messages, and test directions.



#### Remote Breath Alcohol Testing

The SL3 is a court validated alcohol monitoring technology that is able to report test results remotely using LTE cellular technology.

Key SL3 features include:

o Should a participant not have a cell phone, IDOC officers can print hard copies of schedules for the participant to reference.

• **Court Admissibility of Test Results Devices.** The results of SL3 tests are court admissible using the Daubert standard. BI's remote breath alcohol solutions are some of the most widely used devices for court-mandated alcohol monitoring programs throughout the United States. More than 7,500 of BI's alcohol monitoring devices are currently tracking individual sobriety in jurisdictions across the country. Test results from BI have all been validated many times in court. BI will provide experts to testify about the accuracy of the SL3 in court, upon request by Agency administration.

### Continuous Transdermal Alcohol Testing: BI TAD

The TAD solution consists of an ankle-worn transdermal monitor (FCC Certification: CSQTAD001) and a receiver (FCC Certification: GNU7MM00B01-EX-520) located in the participant's home or primary location. The TAD continually detects the presence of alcohol through insensible perspiration and communicates all monitoring data to the HomeBase receiver. Connected to cellular network or landline, the HomeBase transmits all



#### BI TAD and HomeGuard 20|20 Receiver

The BI TAD continuously monitors for alcohol while also providing reliable curfew monitoring.



monitoring data directly to TotalAccess. Available with RF curfew monitoring capabilities, or as a standalone alcohol monitoring solution, the TAD incorporates the following key features:

[REDACTED]

- **Monitor Curfew Compliance.** Officers can create or customize curfew schedules for participants wearing a TAD device. From TotalAccess, officers can easily modify RF schedules and assign preset schedules to participants on a daily, weekly, or monthly basis. The HomeBase receiver records each time the TAD device enters and exits and compares this data to the RF schedule. The HomeBase reports all curfew violations to TotalAccess.

[REDACTED]

[REDACTED]

- **Court Validated Technology.** When BI first introduced the TAD device to the location monitoring industry, we provided expert testimony in several cases regarding the alcohol data collected by TAD. The BI representative interpreted data related to the alleged drinking event and defended the reliability of the TAD device. BI's testimony was accepted by the Court as admissible evidence using the Daubert Standard.

- o Frye and Daubert Tests are the recognized standards for admitting scientific evidence into most courts. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community. The Courts applied the Daubert Standard when qualifying BI's witness as an expert and accepting the evidence provided in a Mason, Ohio Municipal Court.

- **Next-Generation Receiver: HomeGuard 20|20.** The BI TAD is interoperable with our newest receiver, the HomeGuard 20|20. The HomeGuard receiver is equipped with three axis motion sensor, GPS sampling capabilities, a full-color and highly durable LCD touchscreen, and audio alarm technologies—providing some of the most advanced

monitoring capabilities available in the industry.


The BI TAD provides secure, continuous alcohol monitoring available in several versions: a standalone cellular alcohol monitor; a standalone landline alcohol monitor; a landline alcohol monitor with built in RF curfew monitoring; a cellular alcohol monitor with built in RF curfew monitoring. The standalone versions of TAD automatically and continuously sample the participant's skin perspiration for the presence of alcohol and record corresponding measurements on an ongoing basis—regardless of the participant's location.

The TAD and RF solution offers the same objective, reliable alcohol monitoring as the standalone versions, but also includes RF curfew monitoring within a single system. This version of the ankle-worn TAD automatically and continuously emits RF signals that are detected by a HomeBase receiver in the participant's home. The HomeBase detects the participant's presence/absence from the home by detecting the presence/absence of the TAD RF signals within a specified range.

In each of these versions, the TAD transmits all stored alcohol data to the HomeBase when in range.

#### **Victim Notification: BI Notifi**

BI Notifi is a smartphone application that offers the State an additional solution for individuals who are considered to be vulnerable victims (for example, someone involved in a domestic violence case).



### **2.4.2 Software and Equipment**

The Respondent shall provide, at its own expense, all systems, all shipping logistics, and all equipment (software and hardware) required for the service delivery, regardless of the actual number of units including, but not limited to:

- A system with a database to monitor offender activity;
- Hardware and Software that provides coverage and position data for the entire State of Indiana, and preferably the United States, which can be accessed by anyone designated in the Indiana Department of Correction
- one-piece and/or two-piece monitoring units (transmitter, receiver/dialer and other related equipment) to communicate location data to the Respondent's system;

- All software, hardware, and Five (5) iPad or Equivalent with mobile data plans for Parole Leadership to have access to the provided software, with the exception of Department personal computers; and
- All labor, materials, equipment, cellular wireless service costs and consumables necessary to perform GPS services on an as-needed basis.
- Shipping of Equipment
  - Provided shipping of equipment to and from New Castle Correctional Facility, Sex Offender and Monitoring Vender Office, and all 10 Parole Districts. Including all shipping materials required to return devices from the Facility back to the Respondent.
  - All shipping of replacement equipment shall be sent via 2-day shipping or overnight if requested by the Electronic Monitoring Program Director.
  - The equipment shall be provided in a shipping container with unpacking/packing instructions, all accessories parts list assembly instructions, care and maintenance instructions and a user manual.
- All accessories, including replacement batteries, straps, waist packs, carrying bags, clips and other related supplies necessary for proper operation of the program.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.2 *Software and Equipment* upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*A system with a database to monitor offender activity;*

#### **Web-Based Case Management Software: BI TotalAccess**

Designed for maximum flexibility and usability, TotalAccess provides State personnel with 24/7/365 access to all offender electronic monitoring data. TotalAccess is highly customizable, capable of sending automated notifications in accordance with State procedures and includes more than 40 predefined reports. Additional advantages and features of TotalAccess include:

- **Fully Functional Mobile Application.** Available on Apple and Android devices, TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices and developed by BI engineers based on user feedback, TotalAccess Mobile enables officers to effectively manage alerts, modify schedules and zones, locate nearby offenders, and many other features.

- **Useful Reports.** TotalAccess includes standard reports to help the State review offender activities, alert summaries, and caseload statistics. TotalAccess reports provide critical information on a variety of program metrics—including inventory levels and program trends.

-TotalAccess reports include compliance information—such as number of tampers generated, Inclusion and Exclusion Zone violations, and terminated offenders. With multiple designations available within the software, TotalAccess allows State personnel to indicate reasons for offender termination from the program—for example, successful, unsuccessful, and administrative discharges.

- **Alert Notifications.** Automated alert notifications allow the State to respond to critical situations in a timely manner—enhancing public safety and driving offender compliance. TotalAccess also prioritizes alerts to direct officer priorities and increase efficiencies. From within the software, State personnel can view, process, and close alerts; view the status and the history of alerts and events; and note trends in offender behaviors and compliance.

- **Virtual Security Measures.** Web-based information systems must securely maintain sensitive data. BI does not compromise on data security and protection. TotalAccess incorporates various protocols at the user-level that comply with industry standards—

- **Electronic Database of Offender Information.** TotalAccess is designed to be a secure repository of all offender information required to administer an electronic monitoring program. To best support searching and sorting of data fields, TotalAccess incorporates a universal database search feature based on the best practices used by Microsoft and Google. For example, users can enter the offender's name, equipment number, or supervising officer in the TotalAccess search engine to locate the desired information quickly.

- **View GPS Data and Location Maps.** The ability to create custom GPS zones and monitor offender locations at all times are powerful software features that play a central role in the success of the electronic monitoring program. TotalAccess uses Google Maps to display offender movements and geographical information—providing the most up to date satellite imagery available. TotalAccess allows authorized personnel to display GPS points, view corresponding alerts and events, request an on-demand offender location fix, and view zones.

#### **Officer-centered Mobile Application: BI TotalAccess Mobile**

BI TotalAccess Mobile is a dedicated application that maintains the security and functional standards of our entire web-based monitoring platform. Our Software Development team built this application from a mobile perspective—processes and workflows from web-based TotalAccess were adjusted to ensure efficient, on-the-go functionality. In addition to incorporating most features of TotalAccess, BI added functions that are solely accessible via TotalAccess Mobile.

*Hardware and Software that provides coverage and position data for the entire State of Indiana, and preferably the United States, which can be accessed by anyone designated in the Indiana Department of Correction*

The LOC8 XT collects and reports location information in all environments, including



challenging conditions such as indoors and in moving vehicles, by incorporating multiple location technologies—

BI engineers designed the cellular communication capabilities of our hardware and software to support 24/7/365 program operations, and we have built LOC8 XT GPS monitoring units using LTE cellular chips.

Indiana Department of Correction offender electronic monitoring data can be accessed by any State staff that has an account created in TotalAccess.

*One-piece and/or two-piece monitoring units (transmitter, receiver/dialer and other related equipment) to communicate location data to the Respondent's system;*

As a complete monitoring solution, BI designed our monitoring units to reliably communicate offender monitoring data to TotalAccess on a 24/7 basis.

BI LOC8 XT is a single piece GPS tracker that continuously monitors offender location and transmits compliance data to TotalAccess via cellular networks. The LOC8 XT can be paired with an optional beacon to provide in-home curfew monitoring. The BI LOC8 XT can also be accompanied with a BI-provided, secured mobile phone with the enabled SmartLINK application for offender and officer functions. These functions include secured, two-way text messaging that is stored in our software system, calendar syncing, electronic capturing and storage of documents, listing of community resources, on-demand or random biometric check-ins, and a complete self-report function.

BI is proposing two-piece GPS monitoring as an optional solution.

*All software, hardware, and Five (5) iPad or Equivalent with mobile data plans for Parole Leadership to have access to the provided software, with the exception of Department personal computers; and*

With the understanding that the State requires access to all monitoring data while in the field, BI's solution includes five iPads and all related equipment and software necessary to monitor offenders in Indiana communities. During the previous contract term, BI replaced all provided iPads—at no additional cost to IDOC—to ensure the Department had the most up-to-date technology. [REDACTED]

*All labor, materials, equipment, cellular wireless service costs and consumables necessary to perform GPS services on an as-needed basis.*

Building on our successful partnership with IDOC during this past contract term, BI will continue to provide the State with all labor, materials, equipment, cellular wireless costs, and consumables necessary to operate a fully functional and highly reliable electronic monitoring program with GPS services.

*Shipping of Equipment. Provided shipping of equipment to and from New Castle Correctional Facility, Sex Offender and Monitoring Vender Office, and all 10 Parole Districts. Including all shipping materials required to return devices from the Facility back to the Respondent. All shipping of replacement equipment shall be sent via 2-day shipping or overnight if requested by the Electronic Monitoring Program Director. The equipment shall be provided in a shipping container with unpacking/packing instructions, all accessories parts list assembly instructions, care and maintenance instructions and a user manual.*

BI will ship all equipment from our manufacturing facility in Boulder, Colorado to agency-designated locations, including correctional facilities, State offices, and districts. The State will not be responsible for any costs related to the shipment of materials or equipment to, from, or between any State offices.

In accordance with State requirements, BI will ship units to locations across Indiana via standard, 2-day shipping. In emergencies, or upon request of the State, BI agrees to ship equipment overnight. However, through the advanced inventory management features of TotalAccess—in conjunction with a dedicated Account Manager responsible for assisting with inventory maintenance—the State will have access to a 30% spare equipment inventory on hand at any given time. This greatly reduces the likelihood that overnight equipment delivery will be necessary, providing a cost-effective solution.

BI will include all necessary accessories and consumables within each shipped unit's container, along with all necessary instructions for unpacking/packing, components/parts, and care/maintenance.

*All accessories, including replacement batteries, straps, waist packs, carrying bags, clips and other related supplies necessary for proper operation of the program.*

BI will provide all accessories, including replacement batteries, straps, clips and all other consumables required to operate the LOC8 XT device.

With the understanding that inventory management is critical to successfully operating a program the size and scope of the Indiana Department of Correction, BI's solution includes several features that ease inventory management activities. Specifically, [REDACTED] the dedicated Account Manager, will be a part of a team of representatives to support State operations. Through this team approach—via account management, billing, and inventory specialists—BI will oversee equipment inventory for the State, including managing accessories and consumables.

### 2.4.3 Staff Access to GPS System Specifications

The Respondent shall provide a web-based system that is capable of being accessed through a secure (password protected) internet connection from desktop, laptop, Mobile Device, or remote means by Department personnel, who have appropriate security clearance and have been provided with Respondent supplied security codes.

The proposed solution is expected to integrate with Access Indiana. The [IN.gov Program](#) is tasked with implementing a single sign-on authentication mechanism and Identity Provider for online applications for the State of Indiana, referred to as Access Indiana. The benefits of a standard authentication solution, integration strategy, integration process, and more can be found at [Access Indiana Authentication](#).

The System shall be able to notify by electronic and phone notification of alerts to both Department Staff and approved outside vendors contracted to assist with the Department Electronic Monitoring Program 24 hours a day, 7 days a week, (including holidays). The System shall be able to notify all employees designated by the Department to receive specific notifications.

The system shall provide for offender enrollments and scheduling to be performed via direct telephone request (password accessible) when Department staff does not have immediate access to an internet connection.

The system shall provide security features, which prevent unauthorized individuals from accessing any information held by the Respondent. Secure access to the system shall be maintained at all times. Any cloud-based system considered should be at least FedRAMP moderate authorized.

The system shall provide the capability for every voice call in and out of the system to be recorded with a transaction record that indicates the called number or calling number, length and the result of the call. This information shall be made available to the Electronic Monitoring Program Director or designee quarterly to report access by Department staff, or at the Department's request.

The Respondent should describe how it intends to meet this specification, as well as the following specific questions:

- Can the proposed product or solution integrate with Access Indiana (<https://www.in.gov/inwp/applications/authentication/>)?
- Outline any issues your solution may encounter with utilizing Access Indiana.
- Provide recommendations/possibilities for implementing (or not implementing) Access Indiana for the various areas of the solution with explanations for each.
- If the proposed solution cannot currently accommodate Access Indiana, what actions and accompanying timelines would need to be completed for utilization?

Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.3 Staff Access to GPS System Specifications upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*The Respondent shall provide a web-based system that is capable of being accessed through a secure (password protected) internet connection from desktop, laptop, Mobile Device, or remote means by Department personnel, who have appropriate security clearance and have been provided with Respondent supplied security codes.*

Department personnel can login to TotalAccess from any web-enabled device via a secure internet connection. The software updates in near real-time and includes several time saving features designed specifically for users in the field. For example, an officer can close an alert with a single click, and a supervisor can receive a prompt notification of the update.

[REDACTED] Upon their first login, TotalAccess will prompt the user to create a new unique password. TotalAccess passwords must include one number and one symbol in addition to alphanumeric characters. Users are required to reset passwords [REDACTED]

*The proposed solution is expected to integrate with Access Indiana. The IN.gov Program is tasked with implementing a single sign-on authentication mechanism and Identity Provider for online applications for the State of Indiana, referred to as Access Indiana. The benefits of a standard authentication solution, integration strategy, integration process, and more can be found at Access Indiana Authentication.*



BI TotalAccess is capable of supporting Single-Sign-On (SSO) from multiple identity providers and can integrate with Access Indiana.

TotalAccess incorporates a standard Application Programming Interface (API) design that uses SOAP web services in an XML format. This allows us to interface TotalAccess software components securely with specific external software systems. By implementing web services with SOAP, TotalAccess communicates in real time with the State's system. Our web services solution ensures that Agency personnel can easily use an internet connection to securely access consolidated and accurate data from a single source.

BI has a proven approach to data integration that empowers us to implement a secure and effective integration solution for the State. BI will work with IDOC to coordinate a working design session, or series of sessions, through each department's respective product owners over all systems IDOC is seeking to integrate with TotalAccess. The working sessions will cover and define all data points for both one-way and two-way data sharing. BI teams will continue to iterate through each tangible set of requirements with IDOC to ensure all data integration needs are fully supported and met.

BI has successfully established interoperability with TotalAccess and numerous county, state, and Federal data systems over the last 18 years. [REDACTED]

*The System shall be able to notify by electronic and phone notification of alerts to both Department Staff and approved outside vendors contracted to assist with the Department Electronic Monitoring Program 24 hours a day, 7 days a week, (including holidays). The System shall be able to notify all employees designated by the Department to receive specific notifications.*

Upon receipt of violation information from the field equipment, the monitoring computer system can automatically text, page, and/or email designated State personnel. These automated notifications specify the type of violation, the name of the corresponding offender, the date, time when the event occurred, and the date, and time when the monitoring system received the data from the equipment. TotalAccess automatically escalates violation notifications to supervisory personnel, as designated by the State. In addition, BI's solution can notify other State-approved contacts of violations.

### Live Phone Call Notification

As an enhancement to automated notifications delivered by TotalAccess, BI Monitoring Operations can perform manual notifications. Upon receipt of an alert the State has designated as high-priority or requiring manual notification, BI Monitoring Specialists will attempt to directly contact State personnel and/or the offender via live phone call. During the phone call, Monitoring Specialists will follow customized steps as outlined by the State's pre-approved, manual notification process.

[REDACTED] ur Monitoring Specialists draw upon years of direct experience and in-depth knowledge of electronic monitoring programs to support the State.

BI Monitoring Operations staff have consistently and successfully provided prompt, live phone call notifications to State personnel throughout the previous contract period, following State-defined alert notification protocols. BI will continue to reliably provide notifications following State guidelines into the next contract term.

Regardless of type of notification—automated or manual—BI has the proven resources and is committed to promptly notifying officers or other designated State personnel on a 24/7/365 basis.

*The system shall provide for offender enrollments and scheduling to be performed via direct telephone request (password accessible) when Department staff does not have immediate access to an internet connection.*

BI will support offender enrollments and scheduling for officers in the field through BI Monitoring Operations. Knowledgeable Monitoring Specialists are continuously present at BI's two U.S.-based Monitoring Operations facilities in Indiana and Illinois. BI will support officers with enrollments and schedule creation, we will enact the following operating procedure:

1. Officers will call BI Monitoring Operations at any time, 24/7, via toll free number [REDACTED]

[REDACTED]

a. From these recordings, the BI Training Department and the BI Quality Department regularly analyze randomly selected calls to verify Monitoring Specialists follow proper security procedures

BI's Indiana-based Monitoring Operations processes [REDACTED]

[REDACTED]

*The system shall provide security features, which prevent unauthorized individuals from accessing any information held by the Respondent. Secure access to the system shall be maintained at all times. Any cloud-based system considered should be at least FedRAMP moderate authorized.*

#### **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. 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, and one level of permissions for read-only users. Specific user roles include:

- **The Agency Administrator Level** of permission allows a user to edit the agency

profile, as necessary, after initial setup. The Agency Administrator can perform the following tasks:

- o Complete initial setup of agency personnel, enter and manage users, and enter login, personal, and contact information for each staff member
- o Complete initial setup of agency-level settings, such as Master Inclusion Zones and Group Zones
- o View the agency's equipment inventory and transfer equipment to various departments within the agency, as applicable
- o Set up and manage contact lists
- o Set default settings for alert notifications
- o Transfer offenders to specific departments and/or other agency staff

• **The Officer Level user can perform the following tasks:**

- o Set up offenders
  - o Monitor offenders
  - o Create offender-level zones and schedules
  - o Configure individual defaults according to the officer's profile
  - o Transfer offenders to specific departments and/or officers
- **The Officer Read-Only user can access and view program and offender data without altering any information in the system.**

#### Secure IT Infrastructure

[REDACTED]

[REDACTED]

[REDACTED]

**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.

**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]

**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.

**Monitoring.** A strong vulnerability management program proactively identifies, and tracks to remediation, all identified vulnerabilities. Our centralized logging and monitoring capabilities provide 24/7 monitoring and alerting in accordance with OMB 21-31: "Improving the Federal Government's Investigative and Remediation Capabilities" for logging maturity. Operating systems and databases are configured to CIS benchmark Level 1 for system hardening.

**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 both Illinois Statutes 730 ILCS 110/12 (4) and 725 ILCS 185/31. We are committed to upholding the highest standards of data protection and ensuring that probation and pretrial records remain confidential.

*The system shall provide the capability for every voice call in and out of the system to be recorded with a transaction record that indicates the called number or calling number, length and the result of the call. This information shall be made available to the Electronic Monitoring Program Director or designee quarterly to report access by Department staff, or at the Department's request.*

As a component of BI's established Quality Control Plan, Monitoring Operations records all incoming and outgoing calls. This allows us to monitor specified call center metrics consistently to ensure compliance with established quality objectives. To ensure that we meet these established quality objectives, BI tracks the following metrics on a monthly, quarterly, and annual basis:

- Number of outbound calls
- Number of inbound calls

o [REDACTED]

- Number of answered calls
- Percentage of calls answered within 60 seconds
- Average answer time (in seconds)
- Percentage of abandoned calls

BI's dedicated Account Manager, [REDACTED], will coordinate with the Department to ensure required information that BI Monitoring Operations tracks is provided to the Department as frequently as needed.

*The Respondent should describe how it intends to meet this specification, as well as the following specific questions:*

- *Can the proposed product or solution integrate with Access Indiana (<https://www.in.gov/inwp/applications/authentication/>)?*

BI TotalAccess can support seamless integration with Access Indiana's single sign-on capabilities via OpenID Connect, facilitating a user experience that allows state personnel to access services through one set of credentials.

- *Outline any issues your solution may encounter with utilizing Access Indiana.*
- BI's IT team will need to coordinate with Indiana IT to exchange configurations in order to set up and test the authentication workflow.

- *Provide recommendations/possibilities for implementing (or not implementing) Access Indiana for the various areas of the solution with explanations for each.*

- *If the proposed solution cannot currently accommodate Access Indiana, what actions and accompanying timelines would need to be completed for utilization?*
- BI is confident we will integrate with Access Indiana and will collaborate with the State's IT staff to resolve issues.

#### 2.4.4 GPS System Specifications and Contents

The system shall be supported by a database that allows for multiple data fields, subject to final approval by the Department.

It is requested that the system provide the capability for the Department to download data and reports from the database, through secured internet access. The system should utilize the Indiana Office of Technology's enterprise standard technologies for secure data transmission, integration, and exchange. These technologies include MuleSoft API Management Services for API integrations and GoAnywhere Managed File Transfer (MFT) Services for file exchanges. The system should provide for 100% redundancy to avoid any downtime due to hardware or software issues.

Pursuant to the terms of the contract, the Department will retain ownership of all data that is not developed or licensed prior to execution of the contract, but all work done, data collected, or maintained during the term of the Contract is deemed "work for hire" and will be transferred and assigned ownership to the State. The Department may request data for retrieval, removal and/or export at any time.

The system shall provide that all data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database when requested by Department personnel in accordance with the following:

- a. All historical data shall be centrally stored and accessible for reporting purposes;
- b. This information shall be available for reporting in a standard transaction file format using GoAnywhere MFT for file exchange, as applicable; and
- c. All current and historical data files shall be retained for a period of three (3) years from the contract end date by the Respondent and this information shall be available at no charge to the Department after termination of the contract.

The system shall enable the Department to monitor the near real time position for a specific offender's location at any and all times. Respondent should describe whether it is able to utilize WIFI, Bluetooth, satellite signal, etc. to ensure accurate usage throughout the State. Offender location data shall be uploaded a minimum of once every 60 minutes while in

compliance and immediately uploaded when the offender is in violation status for GPS. The system shall provide offender locations upon demand. The system shall also be capable of the following:

- a. Establishing configurable inclusion and exclusion zones;
- b. Collecting offender points at a minimum of once every 1-minute while in compliance and once every 30 seconds while in zone violation status;
- c. Communicating (in an understandable manner) with the offender (e.g. two-way voice communication, text communication) or notifying the offender (e.g. light or sound);
- d. Providing location mapping;
- e. Providing alarm notification via electronic and phone; and
- f. Providing mobile computing devices with wireless capability for constant communication with the monitoring center and providing access to offender tracking information.

The system shall have the capability to query the database for any/all GPS offenders based on one or more specified dates, times, GEO Code, and locations.

The Department reserves the right to request points be downloaded (at no additional charge) to other crime data integration systems as required by other law enforcement agencies.

The system shall provide the capability for the entry of narrative-style notes by Department personnel and/or the Respondent's monitoring center staff. These notes will be utilized as documentation of steps taken to resolve offender alarms.

The system shall provide a software application for enrollment, scheduling and reviewing of offender location and mapping. System software shall allow for a non-erasable alpha numeric identification designated by the Department (DOC number), between 5-8 characters. A unique identification shall be used for each offender within the Respondent's system. In addition, the software shall require the following minimum mandatory fields for initial offender enrollment:

- a. Name;
- b. DOC number;
- c. Physical address;
- d. Serial number of equipment;
- e. Time zone;
- f. Assigned officer; and
- g. Offender photo.

Respondent should address the means by which it handles low service areas, outages, recovery plans, etc. Respondent should address the use of wifi, Bluetooth, and or other means to compensate for satellite issues.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the

specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.4 *GPS System Specifications and Contents* upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*The system shall be supported by a database that allows for multiple data fields, subject to final approval by the Department.*

Designed for maximum flexibility and usability, TotalAccess provides State personnel with 24/7/365 access to all electronic monitoring data. TotalAccess is highly customizable, capable of supporting multiple Department-defined data fields. In addition, to best support searching and sorting of data fields, TotalAccess incorporates a universal database search feature based on the best practices used by Microsoft and Google. For example, users can enter an offender's name, equipment number, or supervising officer in the TotalAccess search engine to locate the desired information quickly.

*It is requested that the system provide the capability for the Department to download data and reports from the database, through secured internet access. The system should utilize the Indiana Office of Technology's enterprise standard technologies for secure data transmission, integration, and exchange. These technologies include MuleSoft API Management Services for API integrations and GoAnywhere Managed File Transfer (MFT) Services for file exchanges. The system should provide for 100% redundancy to avoid any downtime due to hardware or software issues.*

TotalAccess provides custom reports to enable State and BI staff to effectively manage diverse and growing offender populations. BI's on-demand reporting capabilities allow users to query and download information based upon more than 60 fields in our web-based TotalAccess. Users can create ad hoc reports from fields related to the State, offender, officer, device, or device events.

For increased report customization, authorized staff can easily export data to Microsoft Excel. This export functionality enables users to: add data visualizations, such as pie chart, or bar and line graphs; apply formatting; filter, sort, and group data; and select information fields to be included in the report. Advantages of this data export/ad hoc solution include:

- Data is replicated in near real-time; there are no periodic batch loads of data. This means that the State will always have access to the most recent data available.
- TotalAccess generates and displays information in report design templates. BI designed these formats to be easy to read and ready to be delivered as a final product.



- With a user-friendly interface, authorized users are not required to have any specialized technical skills to access the information they need.

BI TotalAccess allows users to securely access system reports. All data downloaded from TotalAccess is done via an HTTPS secure connection. BI leverages continuous replication to its standby data center to ensure no loss of data in the event of a failover, providing 100% redundancy and minimal downtime. [REDACTED]

[REDACTED] will work directly with IDOC staff to ensure all connections are secure and adhere to Indiana IT requirements.

*Pursuant to the terms of the contract, the Department will retain ownership of all data that is not developed or licensed prior to execution of the contract, but all work done, data collected, or maintained during the term of the Contract is deemed "work for hire" and will be transferred and assigned ownership to the State. The Department may request data for retrieval, removal and/or export at any time.*

BI understands the Department will retain ownership of all State data and can request data for retrieval, removal and/or export at any time. Department staff can access electronic monitoring data at any time via TotalAccess. In addition, Department staff can call the Monitoring Operations Center for live support accessing data.

Per Q&A State Responses, State's response to question 12, BI looks forward to discussing specific terms regarding "work for hire" upon contract award.

*The system shall provide that all data be recorded with a historical transaction record and stored/archived for retrieval/backup in a database when requested by Department personnel in accordance with the following:*

- All historical data shall be centrally stored and accessible for reporting purposes;*
- This information shall be available for reporting in a standard transaction file format using GoAnywhere MFT for file exchange, as applicable; and*
- All current and historical data files shall be retained for a period of three (3) years from the contract end date by the Respondent and this information shall be available at no charge to the Department after termination of the contract.*

TotalAccess maintains detailed records of all alert notification events, including successful alert communications, regardless of notification type (email, text, etc.). In the unlikely event TotalAccess is unsuccessful at alerting State staff of noncompliant activities, the software will continually retry to reach the designated officer. All unsuccessful and "retry" communication events are recorded in TotalAccess history logs. BI offers this data retrieval feature at no additional charge.

In addition, TotalAccess stores all data with a historical transaction record, which includes all changes made to data, when the user modified the information, and the user who made the change. To track this information, TotalAccess includes an Audit Trail Report that allows authorized users to view activity. The State will have a record of the past history of an offender profile, device assignment, procedure, and service level. BI tracks all data with date and timestamps.

BI follows industry best practices in archiving and retrieving data. For instance, the TotalAccess database is replicated in near real time to database clusters in our primary and secondary Tier-3 data centers. BI archives data based on contract requirements as well as security framework standards and can store Department data centrally for at least three years. BI will provide Department data in a standard file transaction format using approved Department file sharing applications.

*The system shall enable the Department to monitor the near real time position for a specific offender's location at any and all times. Respondent should describe whether it is able to utilize WIFI, Bluetooth, satellite signal, etc. to ensure accurate usage throughout the State. Offender location data shall be uploaded a minimum of once every 60 minutes while in compliance and immediately uploaded when the offender is in violation status for GPS. The system shall provide offender locations upon demand.*

#### **Location Detection Technologies**

BI's GPS solution monitors each offender's location at any and all times by providing officers with accurate, [REDACTED]

Specific to BI's proposed GPS tracking technologies, [REDACTED]



### Locating Offenders

TotalAccess contains multiple reports that can detail offender information including time-specific information. For on-demand offender location, at no additional charge, State personnel can manually and remotely “ping” an offender’s LOC8 XT to obtain the most recent GPS point by sending a find client request in TotalAccess. The LOC8 XT promptly sends its current location and all stored information—regardless of the selected service plan.

BI’s solution also includes our fully functional, feature-rich smartphone and tablet application, TotalAccess Mobile. Notable TotalAccess Mobile features for locating offenders at any time include:

- **Viewing Offender Locations.** While in the field, officers can request an on-demand location point from any offender tracked with a GPS device. This feature provides real-time location information, supporting offender supervision activities and compliance priorities.
- **Show Offenders Near Me.** Officers can view offenders within a specified distance of their location providing an investigative tool and information that can enhance officer safety.
- **Pursuit Mode.** When searching for absconding offenders, Officers can enable GPS devices to collect and report location points at an increased rate for near-real time location tracking

Users can configure the LOC8 XT

[REDACTED]

*The system shall also be capable of the following:*

*a. Establishing configurable inclusion and exclusion zones;*

Users can create multiple zone types in TotalAccess, including inclusion and exclusion zones, using both feet and mile measurements. After drawing a zone, users can select parameters, such as feet and miles in the shape of the zone, regardless of circle, rectangle, or customized shape.

For inclusion zones, the offender must remain within a Mandatory Inclusion Zone during specified times. For example, the client may be required to remain at work between 09:00 and 17:30. If the client leaves work during this time period, the system generates an alert.

Exclusion zones are areas the client may not enter at any time. For example, the client may be required to stay at least one mile away from a specific address or predefined locations such as schools. TotalAccess automatically creates 1,000-foot Buffer Zones around all Exclusion Zones. When a client crosses into a Buffer Zone, it does not constitute a zone violation, but the device increases its GPS collection rate to once every 15 seconds. The device will then report into the central monitoring computer once per minute, providing agency personnel with up-to-date location information on the client.

*b. Collecting offender points at a minimum of once every 1-minute while in compliance and once every 30 seconds while in zone violation status;*

As noted above, users can configure the LOC8 XT to collect location points and report data to the monitoring system at [REDACTED]

*c. Communicating (in an understandable manner) with the offender (e.g. two-way voice communication, text communication) or notifying the offender (e.g. light or sound);*

LOC8 XT has beeping, vibrating, and multi-language communication capabilities. In situations where cellular coverage is poor, the device will attempt to download data to the central monitoring computer until it is successful, emitting a beep when the download is complete. The device also has audio capability to deliver messages to offenders. A waterproof internal speaker plays prerecorded audio messages on demand or in response to certain events. Audio message functionality includes:

- English and Spanish audio notifications



- Waterproof speaker protected by a tamper-evident back-plate
- Volume can be adjusted or turned off in TotalAccess
- Ability to require offenders to acknowledge messages by tapping the case

The following table summarizes the types of audio notifications generated by the LOC8 XT.

| LOC8 XT Audible Client Notifications |                                  |                                       |
|--------------------------------------|----------------------------------|---------------------------------------|
| Category                             | On-Demand Messages               |                                       |
| Case Management                      | Call your officer now            | Remember your appointment             |
|                                      | Please pay your fees immediately | Report to the office immediately      |
| Equipment                            | Low battery, recharge unit       | Battery charged                       |
| Location and Movement                | Leaving an Inclusion Zone early  | Entering an Exclusion Zone; leave now |
|                                      | Leaving an Exclusion Zone        | Leaving your Master Inclusion Zone    |

The BI SmartLINK Connect mobile application supports text message communication and is available at no additional cost to any offender wearing a BI device. Offenders can download the application from the iTunes or Google Play stores to their personal device.

The Messaging feature of SmartLINK allows agency personnel and clients to securely communicate via text-message-like conversations. All conversations are available for review in TotalAccess. Officers may use mass messaging to notify any number of clients at one time. The agency has the ability to communicate with clients from TotalAccess Mobile or web-based TotalAccess. Multiple officers and authorized personnel can send messages to each client, and each message indicates which user sent the message.

*d. Providing location mapping;*

TotalAccess uses Google Maps application programming interface (API) to provide accurate real-time geographic data, including satellite imagery, street maps, 360-degree panoramic street views, and route planning. Google Maps satellite view provides a “bird’s eye” perspective and is automatically updated with the latest satellite imagery available. Most satellite imagery displayed is no more than three years old.

Authorized users have several map views to choose from when setting up zones, running reports, and viewing offender movement in TotalAccess. State personnel can easily zoom in and out of maps from street level to statewide. With this feature-rich functionality, users can create precise zones and see offender movement with extreme accuracy.

TotalAccess provides the following mapping features:

- Rewind and fast-forward GPS points at three different speeds
- View GPS points can be viewed one point at a time

- Select arrows to show the direction of a client's movement
- Display a scrolling list of events that correspond to the GPS point
- View a color gradient bar to show the passage of time
- Hover the mouse a GPS point to display the client's name, latitude, longitude, direction, speed, number of visible satellites, and a link to the nearest address
- Display maps in two- or three-dimensional forms
- View road, aerial, and bird's eye views of GPS points

e. *Providing alarm notification via electronic and phone; and*

Using the TotalAccess interface, the State can define a multitude of customized alert notification parameters, including:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Declaring how much time should elapse before the monitoring computer delivers a notification
  - Pairing specific equipment events together to receive a notification when both of the paired events occur within a specified period, reducing false or nuisance alerts.
  - Customizing notifications for a specific officer or offender
- Creating notification schedules that accommodate an officer's temporary assignments, weekend coverage, and holiday duty

f. *Providing mobile computing devices with wireless capability for constant communication with the monitoring center and providing access to offender tracking information.*

BI will continue to provide the Department with a minimum of five iPads (mobile computing devices) connected to the cellular network—allowing designated Department personnel to promptly and wirelessly access offender tracking data and comprehensive monitoring information.

*The system shall have the capability to query the database for any/all GPS offenders based on one or more specified dates, times, GEO Code, and locations.*

*The Department reserves the right to request points be downloaded (at no additional charge) to other crime data integration systems as required by other law enforcement*

agencies.

## Query Offender Locations

TotalAccess includes a variety of mapping reports that display collected GPS points. Geo-coding, embedded within TotalAccess, generates an approximate address for each GPS point associated with every individual offender. [REDACTED]

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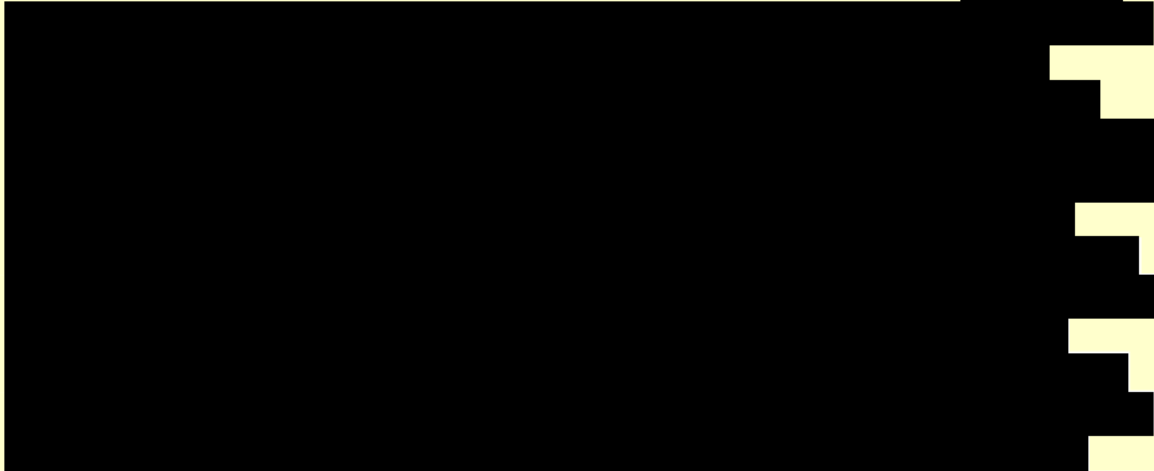
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#### **Crime Scene Correlation**

BI understands and supports the Department's right to request points be downloaded to other crime data integration systems as required by other law enforcement agencies, at no additional charge.

**Experienced Provider.** First integrated into TotalAccess in 2008, our crime scene correlation feature has been a vital feature used by several BI customers.



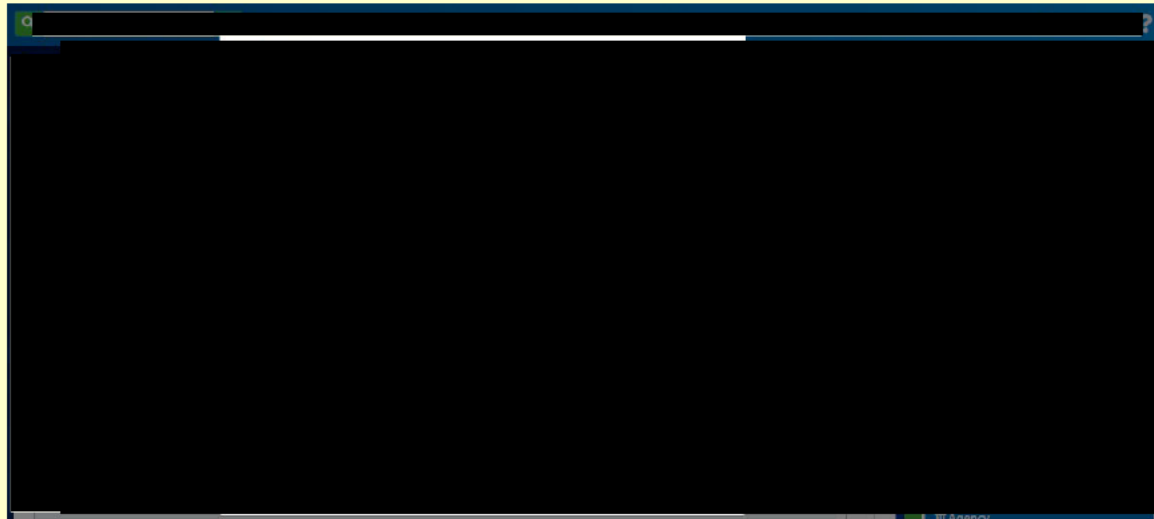




• [REDACTED]

*The system shall provide the capability for the entry of narrative-style notes by Department personnel and/or the Respondent's monitoring center staff. These notes will be utilized as documentation of steps taken to resolve offender alarms.*

The TotalAccess Offender Profile contains a comments field where officers can enter specific information about an individual. TotalAccess displays these notes when an authorized user views the Offender Profile screen without expanding or accessing any additional fields. Similarly, authorized users can enter comments or case notes within each alert or event to provide additional detail about the possible violation. State personnel can enter narrative-style notes, as is depicted in the image below.

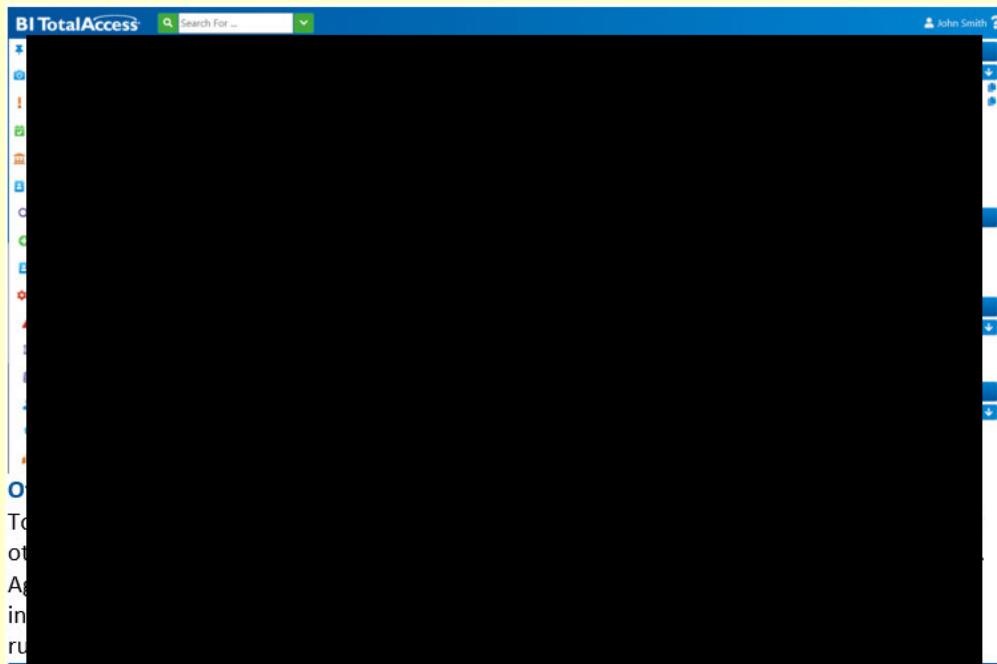


*The system shall provide a software application for enrollment, scheduling and reviewing of offender location and mapping. System software shall allow for a non-erasable alpha numeric identification designated by the Department (DOC number), between 5-8 characters. A unique identification shall be used for each offender within the Respondent's system. In addition, the software shall require the following minimum mandatory fields for initial offender enrollment:*

- a. Name;
- b. DOC number;
- c. Physical address;
- d. Serial number of equipment;
- e. Time zone;
- f. Assigned officer; and
- g. Offender photo.

As a single system, TotalAccess includes the ability to enroll, schedule, and review offender information—including detailed maps that display offender location, movement, nearest street address, and several other features. Within TotalAccess, a unique identifier is used for each offender added to our system.

During enrollment, authorized users will access the Offender Profile Page to enter key information about the monitored individual. TotalAccess can accommodate the State's specified non-erasable alphanumeric DOC number in the Case ID Field. In addition, from within the Offender Profile Page, the State can create, delete, and modify the offenders' personal information at any time which includes: offender name; physical address; alpha numeric DOC number; serial number of equipment; time zone; assigned officer; and offender photo. Please see the image below for an example of the Offender Profile Screen.



*Respondent should address the means by which it handles low service areas, outages, recovery plans, etc. Respondent should address the use of wifi, Bluetooth, and or other means to compensate for satellite issues.*

[Redacted content]



## LOC8 XT and Beacon

Reliable RF curfew  
monitoring eliminates GPS  
drift points and conserves  
tracker battery life.

### **Disaster Recovery Plans**

As part of our established Disaster Recovery Plan, our fully redundant monitoring system includes a primary production server cluster and two backup servers. We maintain the primary server cluster and an on-site backup server in an Aurora, Colorado location and a second backup server within our Monitoring Operations facility in Anderson, Indiana. All monitoring system data is replicated across these separate servers in real time. In addition, BI's solution includes two fully redundant Monitoring Operations Centers staffed on a continual basis.

BI maintains and regularly updates a comprehensive Disaster Recovery Plan. Should our primary monitoring systems fail, on-duty System Administration personnel will fully implement this plan. Since all data is replicated in real time between the primary and backup servers, the backup servers can take over as the primary servers with no loss of data or interruption of service.

If any of our monitoring facilities lose commercial power, an uninterruptible power supply (UPS) will instantly deliver backup power to all servers for up to 15 minutes. If a power loss occurs, a diesel-powered generator will come online to deliver power to our

data center facilities in real time. From the field, any shift in power supply is seamless. The diesel generator will run indefinitely with an unrestricted fuel supply.

In the case of a natural disaster or other unforeseen events, BI has an established plan to move to a backup Monitoring Operations center or data center. We will implement this plan in the unlikely event BI System Administrators detect a malfunction. Swift implementation of BI's comprehensive Contingency Plans will prevent a widespread loss of monitoring services. While we acknowledge that technology issues occur, we do not take these situations lightly and believe in transparent, timely customer communication regarding coordinated efforts with other providers, updates, and resolution efforts. Key components of our Contingency Plans include:

- Monitoring Specialists have emergency access to critical BI systems from home in the event of a natural disaster
- BI maintains an Emergency Response Team comprised of employees who will relocate to the backup call center
- Geographically redundant server architecture that automatically replicates data in multiple locations across the United States
- Geographically redundant, wholly owned Monitoring Operations centers staffed by knowledgeable specialists dedicated to supporting 24-hour operations

BI has included a copy of our Disaster Recovery Plan in the separate *Supporting Attachments* document.

#### 2.4.5 GPS System Mapping Specifications

The system shall provide for mapping of offender locations and for saving of mapped locations.

The mapping software utilized shall include but not be limited to the following:

- a. Allow unlimited access to the most up-to-date maps available with state of the art graphics with aerial photography capabilities.
- b. Allow for zooming/scaling from street level to statewide;
- c. Allow for identification/labeling of streets;
- d. Display offender location information in a sequenced event and/or at a specific date and time; and
- e. Display inclusion and exclusionary zones that shall be printable from the screen. Any software necessary for Department interface shall be provided at the expense of the Respondent, with no licensing fee to the Department. Any and all software shall be subject to pre-approval and testing by the Department.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the

specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.5 *GPS System Mapping Specifications* upon contract award resulting from this RFP. BI's detailed response on how we will meet RFP specifications is described below.

*The system shall provide for mapping of offender locations and for saving of mapped locations.*

The ability to create custom GPS zones and monitor offender locations at all times are powerful software features that play a central role in the success of the electronic monitoring program. TotalAccess uses Google Maps to display offender movements and geographical information—providing the most up to date satellite imagery available. TotalAccess allows authorized personnel to display GPS points, view corresponding alerts and events, request an on-demand offender location fix, and view zones. Key features of TotalAccess mapping capabilities include:

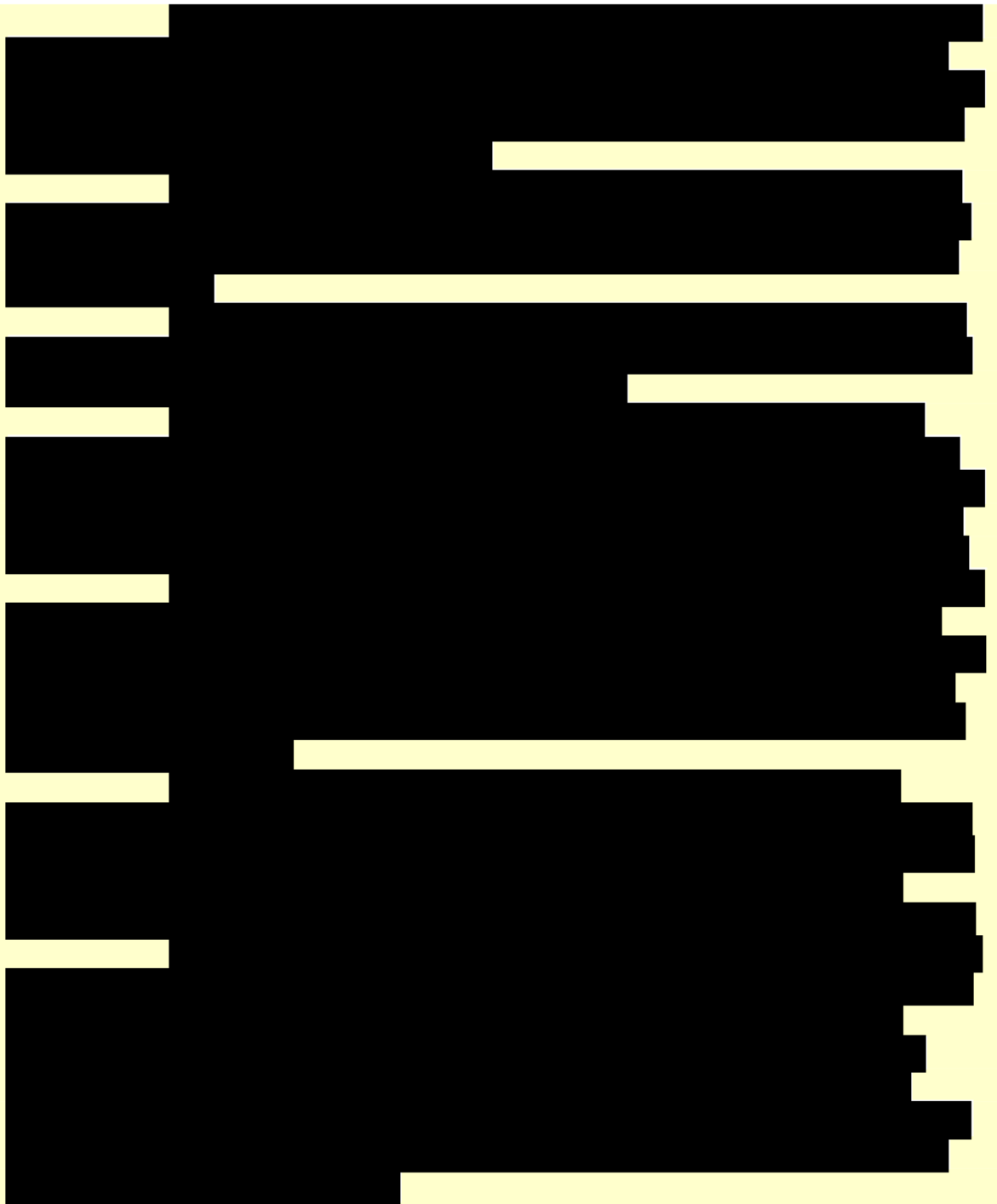
- [REDACTED]

- Display maps in two- or three-dimensional forms
- View road, aerial, and bird's eye views of GPS points
- [REDACTED]

[REDACTED]

- From within TotalAccess, State personnel can create and modify GPS zones with or without associated schedules. This highly flexible and customizable zone functionality accommodates the most complex geographic and offender monitoring situations. The State can create color-coded zones in any shape and size. Available zone types include:





*a. Allow unlimited access to the most up-to-date maps available with state of the art graphics with aerial photography capabilities.*

BI TotalAccess is integrated with sophisticated mapping technologies. Harnessing the power of Google Maps, TotalAccess allows authorized personnel to display the location points collected for an offender in sequential order. TotalAccess uses Google Maps application programming interface (API) to provide accurate real-time geographic data,

including satellite imagery, street maps, 360-degree panoramic street views, and route planning. Google Maps satellite view provides a “bird’s eye” perspective and is automatically updated with the latest satellite imagery available. Most satellite imagery displayed is no more than three years old.

b. Allow for zooming/scaling from street level to statewide;

Authorized users have several map views to choose from when setting up zones, running reports, and viewing offender movement in TotalAccess. State personnel can easily zoom in and out of maps from street level to statewide and beyond. With this feature-rich functionality, users can create precise zones and see offender movement with extreme accuracy and comprehensive perspective.

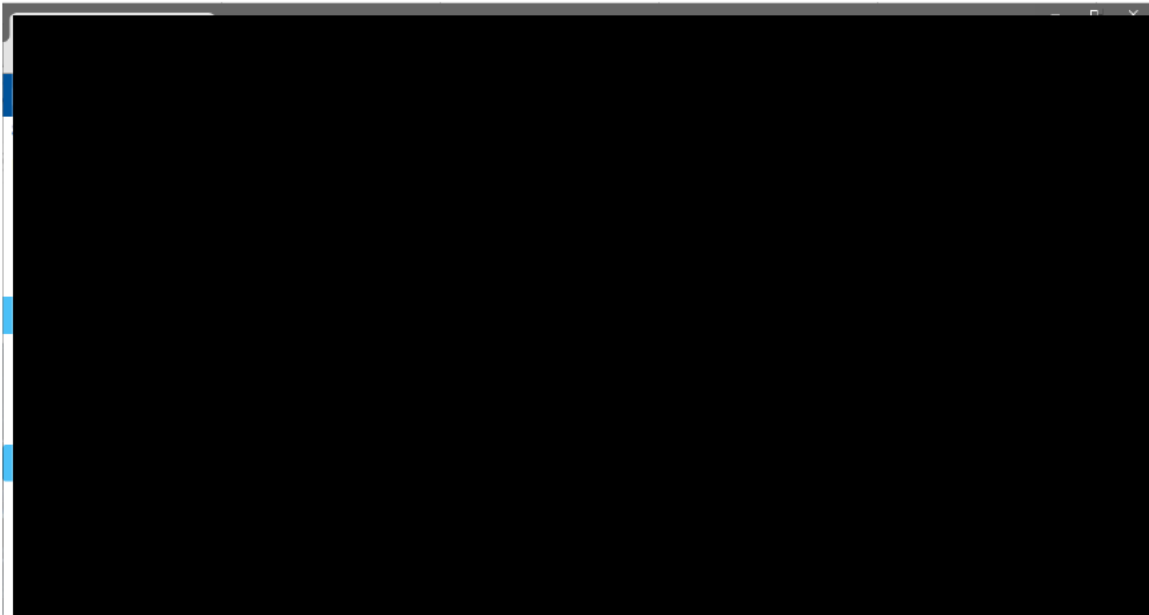
c. Allow for identification/labeling of streets;

TotalAccess maintains a data link with Google Maps and is updated automatically with the latest satellite imagery available. This ensures that all maps within TotalAccess display the most current streets, parks, schools, retail areas, transportation centers, and other local landmarks available from Google.

d. Display offender location information in a sequenced event and/or at a specific date and time; and

TotalAccess will display offender location in a sequenced event or at a specific date and time. State personnel supervising offenders with GPS monitoring have access to sophisticated mapping technologies integrated with TotalAccess. Harnessing the power of Google Maps, TotalAccess provides the following mapping features:

- Display maps in two- or three-dimensional forms
- View road, aerial, and bird's eye views of GPS points



*e. Display inclusion and exclusionary zones that shall be printable from the screen. Any software necessary for Department interface shall be provided at the expense of the Respondent, with no licensing fee to the Department. Any and all software shall be subject to pre-approval and testing by the Department.*

Authorized Department users can view inclusion and exclusion zones from a printable screen within TotalAccess. Department personnel can view historical GPS points via mapping functionality in TotalAccess including displaying established zones.



TotalAccess uses unique symbols, color coding, and other features to help authorized personnel easily and quickly determine offender compliance. Specific features of TotalAccess that support this capability include:

- [Redacted]
- [Redacted]

• [REDACTED]

TotalAccess is completely web-based and does not require installation on, or modification of, the State's computers to function properly. Authorized users can login to TotalAccess via any device with internet access, including PCs, laptops, smartphones, and tablets. BI will be responsible for the costs of all aspects of our solution—including all TotalAccess and data center software components; we will never charge the State licensing fees. BI agrees that the State will have the right to approve and test any software associated with BI's solution.

#### 2.4.6 GPS System Specifications

The Respondent shall provide a web-based application that includes, but is not limited to the following:

- a. The web system will allow access to all equipment proposed with the ability to switch between device types easily and to fully integrate all reports and case management files for offenders assigned to a mix of equipment.
- b. An internet link to the Respondents web-based data application software with all data processing functions occurring solely on the Respondents servers.
- c. The web site shall not require any software downloads or remote access to the Department's computers to utilize the system.
- d. The web-based application shall provide the ability to efficiently stream aerial mapping data and offender tracking points with minimal latency during critical hours of operations and concurrency.
- e. The web-based application shall be accessible twenty-four (24) hours per day, seven (7) days per week (including Holidays) while maintaining acceptable processing performance for offender mapping and tracking data.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.6 *GPS System Specifications* upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*a. The web system will allow access to all equipment proposed with the ability to switch between device types easily and to fully integrate all reports and case management files for offenders assigned to a mix of equipment.*

BI is the Original Equipment Manufacturer (OEM) of all proposed electronic monitoring equipment, which is manufactured in our ISO 9001:2015-certified manufacturing facility in Boulder, Colorado. BI is ISO 9001:2015-certified for product design, testing,

manufacture, sales, service, support, and monitoring.

When the State monitors offenders with BI's continuum of technologies, case information remains within the offender's profile in TotalAccess, regardless of the technology assigned to the offender. This saves valuable officer time by reducing the amount of time spent on tasks such as data entry. In addition, BI's web-services link can further reduce administrative tasks by eliminating the need for duplicate entry in BI and State systems. Further saving officers time for all monitoring needs, BI will provide State personnel with a single phone number for all inquiries, including technical support, equipment troubleshooting, and alert resolution assistance.

*b. An internet link to the Respondents web-based data application software with all data processing functions occurring solely on the Respondents servers.*

Users access our completely web-based system via an internet link. TotalAccess does not require installation on, or modification of, the State's computers to function properly. Authorized users can login to TotalAccess via any device with internet access, including PCs, laptops, smartphones, and tablets. The user interface is compatible with Google Chrome, Microsoft Edge, and current versions of common web browsers. All data processing functions occur on BI's servers.

*c. The web site shall not require any software downloads or remote access to the Department's computers to utilize the system.*

TotalAccess is a standalone, web-based software platform that does not require any downloads or remote access to State computers.

*d. The web-based application shall provide the ability to efficiently stream aerial mapping data and offender tracking points with minimal latency during critical hours of operations and concurrency.*

Designed for maximum flexibility and usability, TotalAccess provides State personnel with 24/7/365 access to all offender monitoring data. State personnel can view zones and GPS points on street and aerial map views; locate local landmarks such as parks, schools, and retail areas; and monitor tracking points with minimal latency.

Our web-based platform, TotalAccess, currently monitors and maintains data on more than

*e. The web-based application shall be accessible twenty-four (24) hours per day,*

*seven (7) days per week (including Holidays) while maintaining acceptable processing performance for offender mapping and tracking data.*

BI's solution is highly resilient and flexible to meet the needs of Indiana Department of Correction programs. We are proposing a flexible and comprehensive monitoring system that agencies can customize to their particular needs. In addition, our system includes highly resilient, state-of-the-art hardware and software components and platforms—ensuring 24/7/365 availability. Our systems are extremely durable and will withstand the data processing load with proven reliability throughout the life of the contract.

#### **2.4.7 GPS System Support**

The Respondent shall provide remote diagnostic support and trouble-shooting technical assistance via toll-free telephone line 24 hours a day, seven (7) days a week, (including holidays). In the event of technical problems that are not resolved from a remote location, the Electronic Monitoring Program Director or designee may, upon request, require the Respondent to provide on-site, technical assistance within 24 hours.

Respondent should describe if it has any intent to use a third-party contractor, they should include that in their response.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.7 *GPS System Support* upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*The Respondent shall provide remote diagnostic support and trouble-shooting technical assistance via toll-free telephone line 24 hours a day, seven (7) days a week, (including holidays). In the event of technical problems that are not resolved from a remote location, the Electronic Monitoring Program Director or designee may, upon request, require the Respondent to provide on-site, technical assistance within 24 hours.*



Knowledgeable Monitoring Specialists are continuously present at BI's Monitoring Operations facilities in Indiana and Illinois. Monitoring Operations staffing levels are based on a continuous analysis of call traffic and workload. BI assigns Monitoring Specialists to shifts based upon call volume forecasts. We develop these forecasts by analyzing historical call volumes, enabling BI to adjust staffing levels in support of providing prompt 24/7/365 support to the



officers we serve. BI's staffing patterns, our dedicated quality department, and the daily, weekly and monthly generation of Key Performance Indicators (KPI) ensure BI Monitoring Operations delivers high quality monitoring services, 24/7/365. Our monthly review of KPIs allows BI to adjust labor and scheduling to meet or exceed our quality benchmarks.

—prepared and enthusiastic to support the Indiana Department of Correction on a 24/7/365 basis. After completing of initial training, receiving ongoing call and alert critiques, and attending training specific to State policies and procedures, Monitoring Specialists become equipped to provide valuable support and services to officers.

In the unlikely event a Monitoring Specialist is unable to resolve the issued remotely, BI has an established, multi-tiered approach to problem escalation that includes:

- Monitoring Technical Leads that are available, onsite, 24/7; these individuals provide advanced technical support
- Monitoring Customer Service department, that support requests associated with research, data analysis, special requests, and alert notification management
- Training department that can respond to any training requests and are expert in BI's continuum of software and hardware
- Management and monitoring leadership that are on call, 24/7, including:
  - o Manager of Monitoring Customer Service
  - o Director of Operations
  - o Reporting Specialist
  - o Manager of Training
  - o Vice President of Monitoring Operations
- Shift Supervisors that are onsite and available 24/7
- Support from BI's System Administration and Engineering departments, which are on call on a 24/7 basis

**On-Site Support**

[REDACTED]

In addition, BI's Monitoring Operations Center in Anderson has numerous staff that could be made available to provide critical onsite support in exceptional situations.

*Respondent should describe if it has any intent to use a third-party contractor, they should include that in their response.*

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, IVOSB subcontractors:

[REDACTED]

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

**2.4.8 Monitoring and Notification of Alarms**

The Respondent shall provide twenty-four (24) hours per day, seven (7) days per week (including holidays) monitoring of assigned service units. Upon receipt of an alarm, the system shall have the capability to provide automated notification by electronic (email and/or text message) and by telephone in accordance with the following:

- a. Transmitter out of range: (GPS) The System shall provide a means of notification (alarm) to the offender's receiver/dialer when the radio frequency signal is lost between the offender's transmitter and receiver/dialer. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols via email, text messaging or by telephone (does not apply to a single body worn unit).
- b. Motion No GPS: (GPS Only) The System shall provide a clear means of notification (alarm) to the offender when the system receiver loses the GPS signal,

but the receiver still acknowledges motion. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols email, text messaging or by telephone.

- c. Inclusion Zone: (GPS Only) The System shall provide a clear means of notification (alarm) to the offender when the offender is late returning home from an approved absence or leaves home when unscheduled. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols email, text messaging or by telephone.
- d. Exclusion Zone: (GPS Only) The System shall provide a clear means of notification (alarm) to the officer when the offender is in an area defined to be off limits (exclusionary zone). The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols email, text messaging or by telephone.
- e. Strap / Tamper: (GPS) Monitoring unit equipment failures (Strap) or tampering shall be considered an alarm and shall be reported to the Department. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols via email, text messaging or by telephone.
- f. Unable to Connect: (GPS) Monitoring unit communication failures shall be considered an alarm and shall be reported to the Department. Notification of the alarm shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols via email, text messaging or by telephone.

Respondent is encouraged to review Department parole protocols in Attachment E. The Respondent is encouraged to discuss proposed revisions with the Department for parole protocols outlining response times and procedures.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.8 *Monitoring and Notification of Alarms* upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*The Respondent shall provide twenty-four (24) hours per day, seven (7) days per week (including holidays) monitoring of assigned service units. Upon receipt of an alarm, the system shall have the capability to provide automated notification by electronic (email*

*and/or text message) and by telephone in accordance with the following:*

BI understands that communication of critical events is crucial to accurately monitoring offenders in the community. The LOC8 XT can communicate pre-defined messages via the waterproof, built-in speaker and/or vibration to offenders. State personnel use TotalAccess to specify when the system delivers messages, with the ability to send on-demand messages. The participant can acknowledge audio and vibration notifications by simply tapping on the device. In addition, the LOC8 XT design includes an LED light on top of the unit that flashes every five seconds and indicates:

- A blue light indicates that GPS is available
- A green light indicates that a charged transfer battery has been inserted into the device
- A red light indicates that the internal battery is low

The LOC8 XT will generate the events detailed below and communicate the alert to TotalAccess. TotalAccess will automatically alert designated personnel of the violation in near real time and on a 24/7/365 basis. Should the State continue to require live phone call notification, a knowledgeable Monitoring Specialist will place a live call to the designated officer in accordance with established notification and escalation procedures.

Please see below for the generated key messages for the LOC8 XT in response to the events identified below.

*a. Transmitter out of range: (GPS) The System shall provide a means of notification (alarm) to the offender's receiver/dialer when the radio frequency signal is lost between the offender's transmitter and receiver/dialer. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols via email, text messaging or by telephone (does not apply to a single body worn unit).*

This specification describes the RF tether signal between a traditional two-piece GPS solution's transmitter component and its receiver component. As a one-piece, body worn GPS monitoring unit, the LOC8 XT eliminates the need for this RF tether and any corresponding alarm notification for loss of signal due to separation of the two-piece solution's components. The specification as written does not apply to the LOC8 XT single body worn unit.

LOC8 XT alerts that pertain to the offender's presence or absence of their assigned RF beacon and corresponding schedule include:

"Beacon Unauthorized Leave" – The offender left the beacon range during a time when they were scheduled to remain in range.

“Beacon Unauthorized Enter” – The offender returned in range, during a time period when they were scheduled to already be in range.

The LOC8 XT beacon leave/enter timeframe is configurable by the State and can be made immediately, complying with the maximum 5-minute notification requirement. Alert notifications can be made by email, text messaging or by telephone, and all alert data is stored in TotalAccess.

*b. Motion No GPS: (GPS Only) The System shall provide a clear means of notification (alarm) to the offender when the system receiver loses the GPS signal, but the receiver still acknowledges motion. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols email, text messaging or by telephone.*

#### LOC8 XT Alerts:

“No Motion” – The LOC8 XT has been motionless for a State-configurable amount of time.

“Beacon Moving” – The beacon sensed motion, which may indicate that the offender is attempting to relocate the unit.

“No Position Fix Available” – The LOC8 XT loses GPS signal.

The BI LOC8 XT incorporates the industry leading, patented Proximity Alert, which generates an alert once the device loses contact with the skin. In addition, our “No Motion” event is a secondary tamper technology—complementing strap and proximity sensors.

The LOC8 XT alerts are configurable by the State and can be made immediately, complying with the maximum 5-minute notification requirement. Alert notifications can be made by email, text messaging or by telephone, and all alert data is stored in TotalAccess.

*c. Inclusion Zone: (GPS Only) The System shall provide a clear means of notification (alarm) to the offender when the offender is late returning home from an approved*

*absence or leaves home when unscheduled. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols email, text messaging or by telephone.*

**LOC8 XT Alerts:**

“Failed to Enter Inclusion Zone” – the offender failed to enter a required zone in accordance with State-designated schedules.

“Inclusion Zone Enter” – The offender entered a required zone.

The LOC8 XT alerts are configurable by the State and can be made immediately, complying with the maximum 5-minute notification requirement. Alert notifications can be made by email, text messaging or by telephone, and all alert data is stored in TotalAccess.

*d. Exclusion Zone: (GPS Only) The System shall provide a clear means of notification (alarm) to the officer when the offender is in an area defined to be off limits (exclusionary zone). The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols email, text messaging or by telephone.*

**LOC8 XT Alerts:**

“Exclusion Zone Enter Alert” – The offender entered a forbidden zone.

“Exclusion Zone Leave Alert” – The offender left a forbidden zone.

The LOC8 XT alerts are configurable by the State and can be made immediately, complying with the maximum 5-minute notification requirement. Alert notifications can be made by email, text messaging or by telephone, and all alert data is stored in TotalAccess.

*e. Strap / Tamper: (GPS) Monitoring unit equipment failures (Strap) or tampering shall be considered an alarm and shall be reported to the Department. The alarm notification shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols via email, text messaging or by telephone.*

**LOC8 XT Alerts:**

“GPS Jam Detect” – The device has detected RF interference.

“Tracker Case Tamper” – The device case has been tampered with or opened.

“Tracker Proximity Tamper” – The device has lost contact with the offender’s ankle.



“Tracker Strap Tamper” – Fiber-optic circuitry in the strap has been interrupted.

The LOC8 XT alerts are configurable by the State and can be made immediately, complying with the maximum 5-minute notification requirement. Alert notifications can be made by email, text messaging or by telephone, and all alert data is stored in TotalAccess.

*f. Unable to Connect: (GPS) Monitoring unit communication failures shall be considered an alarm and shall be reported to the Department. Notification of the alarm shall be made to the Department immediately, but not longer than 5 minutes after the alarm processing has expired according to mutually agreed upon Respondent response protocols via email, text messaging or by telephone.*

LOC8 XT Alerts:

“Cell Signal Lost” – The device is not within cellular coverage.

The LOC8 XT will generate these events and communicate the alert to TotalAccess. TotalAccess will automatically alert designated personnel of the violation in near real time, no longer than five minutes after occurrence. Should the State require live phone call notification, a knowledgeable Monitoring Specialist will place a live call to the designated officer in accordance with established notification and escalation procedures. In addition, offenders are notified of loss of cell signal via the LOC8 XT speaker and directed to go to a location to reconnect to the cellular network. Monitoring Operations can also place live outbound calls to offenders to address alerts.

The LOC8 XT alerts are configurable by the State and can be made immediately, complying with the maximum 5-minute notification requirement. Alert notifications can be made by email, text messaging or by telephone, and all alert data is stored in TotalAccess.

*Respondent is encouraged to review Department parole protocols in Attachment E. The Respondent is encouraged to discuss proposed revisions with the Department for parole protocols outlining response times and procedures.*

Per RFP Addendum 3, State’s answer to question 20, the State will share protocols with the awarded vendor. As the incumbent provider, BI is aware of current Department parole protocols and looks forward to collaborating with the State on modifying or implementing new protocols during the next contract term.

#### **2.4.9 General Equipment Requirements**

The Respondent shall provide one-piece and if available two-piece tracking equipment to that meet the following requirements (this includes all, transmitters, receiver/dialers, re-

charging systems, straps, batteries, and any equipment used to secure any of the equipment to the offender):

- a. The Respondent should be the owner of the electronic monitoring equipment and the GPS tracking software and not a reseller or subcontractor (proposing company must own the design and be capable of modifying/supporting the equipment without the involvement of a third party). The Respondent should not subcontract or purchase GPS tracking devices or equipment from a third party. The monitoring center services, training, and/or help desk facility positions should not be subcontracted. However, should the Respondent intend to use a third party for any of these items/services, the Respondent should provide a full description of how they are able to modify/support the equipment, hardware, monitoring center services, training, help desk facility with the involvement of a third party. The Respondent's account management positions SHALL NOT be subcontracted.
- b. The Respondent shall provide only equipment that meets the highest levels of ruggedness, durability and performance available, when considering the following: operating temperature, stored temperature range, temperature cycling, shock and vibration, water resistance or waterproofing, operating humidity range, stored humidity range and tamper resistance.
- c. The equipment shall be capable of tracking an offender on a twenty-four (24) hour, seven (7) day a week (including holiday) basis and shall be able to confirm the date, time and location of the tracking event.
- d. The equipment shall be currently registered and approved by the Federal Communications Commission (FCC).
- e. The equipment shall be capable of wireless communication over using the network and/or alternative approved networks including, but not limited to LTE and be approved by the wireless authorities (i.e., PTCRB) and the wireless carrier(s) to insure uninterrupted service capability.
- f. The equipment shall be equal or equivalent to the latest industry standards and of the latest technology currently in use by the Respondent.
- g. All equipment shall be designed so that if an offender tampers with the equipment an alarm is generated.
- h. All equipment assigned to the offender shall be manufactured to allow for repeated proper sanitization. The Respondent shall provide instructions to sanitize the equipment, including recommended cleaning agents and methods.
- i. The equipment shall not have any sharp edges and shall be designed so not to cause excessive chafing or bruising.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

|  |
|--|
| BI understands and is willing to meet the requirements detailed in RFP specification |
|--|

**2.4.9 General Equipment Requirements** upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*The Respondent shall provide one-piece and if available two-piece tracking equipment to that meet the following requirements (this includes all, transmitters, receiver/dialers, re-charging systems, straps, batteries, and any equipment used to secure any of the equipment to the offender):*

BI is proposing a solution for one-piece GPS (LOC8 XT) as our standard offering and BI will provide all devices, straps, security clips, charging cords, batteries, and other consumables required for device operation.

BI is offering two-piece GPS monitoring (LOC8 XT and BI Mobile) as an optional solution.

*a. The Respondent should be the owner of the electronic monitoring equipment and the GPS tracking software and not a reseller or subcontractor (proposing company must own the design and be capable of modifying/supporting the equipment without the involvement of a third party). The Respondent should not subcontract or purchase GPS tracking devices or equipment from a third party. The monitoring center services, training, and/or help desk facility positions should not be subcontracted. However, should the Respondent intend to use a third party for any of these items/services, the Respondent should provide a full description of how they are able to modify/support the equipment, hardware, monitoring center services, training, help desk facility with the involvement of a third party. The Respondent's account management positions SHALL NOT be subcontracted.*

As the OEM for all electronic monitoring units proposed herein, BI has the flexibility and capability to manufacture and process the equipment and accessories in the quantities required or in larger quantities if the State's needs expand during the course of the contract. Our in-house manufacturing facility can produce high volumes of units in a short time. BI's dedicated training staff and account management positions will not be subcontracted.

BI Monitoring Operations is wholly owned by BI and employs approximately 130 dedicated Monitoring Center staff at our Anderson, Indiana facility, including our training staff and our help desk staff. Our secondary Monitoring Operations Center in Illinois is wholly owned and staffed by an additional 130 BI staff—no part of BI monitoring services is subcontracted, including secondary support provided by our account management positions.

*b. The Respondent shall provide only equipment that meets the highest levels of ruggedness, durability and performance available, when considering the following: operating temperature, stored temperature range, temperature cycling, shock and vibration, water resistance or waterproofing, operating humidity range, stored humidity*

*range and tamper resistance.*

During the development and design of the LOC8 XT, internal personnel and third-party companies performed rigorous durability testing. This Highly Accelerated Life Testing (HALT) exposed the equipment to extremes in environment, shock, and vibration to ensure accurate functionality under normal atmospheric and human living conditions. Additional information on device durability is detailed in the following table.

| LOC8 XT Specifications      |                                       |
|-----------------------------|---------------------------------------|
| Device Feature              | LOC8 XT                               |
| Device Dimensions           | 4.36 x 2.5 x 1.6 inches               |
| Device Weight               | 6.0 oz.                               |
| Operating Temperature Range | 32°F to 140°F                         |
| Stored Temperature Range    | 0°F to 160°F                          |
| Temperature Cycling         | Withstands multiple cycles            |
| Shock and Vibration         | Shock and vibration proof             |
| Water Resistant/Waterproof  | Waterproof up to 15 feet              |
| Operating Humidity Range    | Maximum 90% noncondensing             |
| Stored Humidity Range       | 0% to 99%                             |
| Tamper Resistance           | Strap, case, motion sensor, proximity |

In addition, the LOC8 XT is compliant with MIL-STD-810H which includes surviving a thermal shock of: “Low to high temperature differences between -30 C to 75 C for up to 30 minutes” (-22 Fahrenheit to 167 Fahrenheit). Components in batteries are sensitive to extreme temperatures. Regardless of device protections in place, sustained exposure to extreme temperatures for excessive periods of time will impact the battery’s operation.

*c. The equipment shall be capable of tracking an offender on a twenty-four (24) hour, seven (7) day a week (including holiday) basis and shall be able to confirm the date, time and location of the tracking event.*

BI designed the LOC8 XT to accurately track offenders in the community on a continual basis, 24/7/365.

[REDACTED]

*d. The equipment shall be currently registered and approved by the Federal Communications Commission (FCC).*

The BI LOC8 XT is properly registered and certified under FCC Rules and Regulations, #CSQ-LC800A. The LOC8 XT is the eighth GPS-equipped device designed and manufactured by BI to be certified by the FCC.

Our company has a long history of working with the FCC to ensure that all of our equipment communicates information in accordance with Title 47 of the Code of Federal Regulations.

*e. The equipment shall be capable of wireless communication over using the network and/or alternative approved networks including, but not limited to LTE and be approved by the wireless authorities (i.e., PTCRB) and the wireless carrier(s) to insure uninterrupted service capability.*

BI equipment operates on the LTE network. LTE modems are 5G, Low Power Wide Area (LPWA) technologies that provide longer range signal, improved battery life, and superior coverage in areas where other devices may struggle to maintain connectivity.

The LTE network consists of [REDACTED]

[REDACTED] BI proactively built our devices to operate on the LTE network prior to the 2022 CDMA network shutdown to ensure our customers did not experience any period of dysconnectivity.

*f. The equipment shall be equal or equivalent to the latest industry standards and of the latest technology currently in use by the Respondent.*

The BI LOC8 XT is the latest one-piece ankle-worn GPS device available from BI and some of the most reliable equipment in the industry—[REDACTED] in the United States.

BI [REDACTED] features based on

officer feedback and device operational efficiency. The LOC8 XT automatically updates with the newest firmware while the device is active in the field. These firmware over-the-air (FOTA) updates are approximately thirty seconds in duration, and the client is unaware of the update process. Within TotalAccess, authorized users can see a record of FOTA activities.

*g. All equipment shall be designed so that if an offender tampers with the equipment an alarm is generated.*

All BI equipment has the ability to detect and report various tamper events. When a transmitter tamper occurs, the transmitter continuously emits a tamper signal.

*h. All equipment assigned to the offender shall be manufactured to allow for repeated proper sanitization. The Respondent shall provide instructions to sanitize the*



*equipment, including recommended cleaning agents and methods.*

BI designed all of our devices to be reused in the field. As such, trained personnel can easily sanitize each unit between offenders. Regardless of the type of monitoring equipment, and in addition to our simple “in-field” sanitization process, BI recommends that the State regularly send units back to BI for upgrades to firmware, inspection, and detailed sanitization. An instructional summary of the cleaning procedures associated with our equipment include:

- After removing the unit from an offender’s ankle, BI recommends that State personnel wipe the device with a soft cloth—using Lysol or Sporidicin as a disinfectant. Officers can order Sporidicin from the BI Customer Business Services Department on an as needed basis
- Alternatively, IDOC staff can place the unit in a standard dishwasher, without detergent and run on the standard light cycle

*i. The equipment shall not have any sharp edges and shall be designed so not to cause excessive chafing or bruising.*

As a device designed by BI specifically for monitoring offenders in the community, the small LOC8 XT does not have sharp edges. The strap is made of hypoallergenic material and does not contain any metal, steel, or alloy. Accordingly, BI devices do not pose a health hazard or unduly restrict the daily activities of the offender.

#### **2.4.10 Spare/Replacement Inventory**

The Respondent shall provide to the designated IDOC backup inventory location and maintain a spare /replacement inventory of monitoring units equal to or exceeding thirty percent (30%) of the actual number of units currently in use in the state. The number of spare /replacement units will increase as additional monitoring units are placed in service. The location of the back-up inventory in the state will be determined by the Electronic Monitoring Program Director.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.10 *Spare/Replacement Inventory* upon contract award resulting from this RFP. BI’s response on how we will meet RFP specifications is detailed below.

*The Respondent shall provide to the designated IDOC backup inventory location and*

*maintain a spare /replacement inventory of monitoring units equal to or exceeding thirty percent (30%) of the actual number of units currently in use in the state. The number of spare /replacement units will increase as additional monitoring units are placed in service. The location of the back-up inventory in the state will be determined by the Electronic Monitoring Program Director.*

The dedicated local Account Manager, [REDACTED], will be responsible for working closely with the State to support spare and replacement unit inventory management. BI's solution includes a 30% spare equipment allotment. This collaboration between [REDACTED] and the [REDACTED]

#### Supporting Inventory Management

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

#### Approach to Inventory Management

The Indiana Department of Correction operates a large program responsible for monitoring hundreds of offenders; inventory management is critical to operating a cost-effective program. A key component of BI's solution is our comprehensive inventory management services that combine local personnel, invoicing processes, and powerful software.

Key components of our inventory management approach include:

- **TotalAccess Inventory Management Software.** Through TotalAccess, State personnel can run reports to see an accurate snapshot of equipment inventories.
  - **Inventory Oversight from Account Manager.** As with all other aspects of the State's program, BI's Customer Business Services, with support from the Account Manager, will oversee all inventory management activities.
  - **Established Billing Processes.** BI has established billing processes for all customers, ensuring that invoices accurately reflect State equipment usage.
- This approach to inventory management ensures that the State is only billed for active units, spare levels are adequate to monitor all populations, and lost and damaged equipment expenses are minimal.

#### 2.4.11 Lost, Stolen, or Damaged Equipment

The Respondent shall provide the Department an allowance towards lost, stolen and damaged equipment. The allowance shall be equal to eight percent (8%) of the total annual cost of the Contract to the Department. The result of this calculation will be the dollar

amount that the value of lost, stolen or damaged equipment must exceed before a liability is attributed to the Department.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.11 *Lost, Stolen, or Damaged Equipment* upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*The Respondent shall provide the Department an allowance towards lost, stolen and damaged equipment. The allowance shall be equal to eight percent (8%) of the total annual cost of the Contract to the Department. The result of this calculation will be the dollar amount that the value of lost, stolen or damaged equipment must exceed before a liability is attributed to the Department.*

BI's solution includes an 8% lost, damaged, and stolen equipment allotment that aligns with State requirements. BI's local Account Manager will work closely with the State to ensure that lost and damaged equipment is minimal. The Account Manager will be a critical resource to minimizing lost and damaged levels, and will support this aspect of BI's solution by:

- Reviewing State inventory data to ensure officers mark equipment as lost or damaged when appropriate
- Providing follow-up training on inventory management practices, upon request or as appropriate

Similar to the State's success with spare inventory management as described above, it is through the diligent efforts of Department personnel and [REDACTED] that the State has remained within its allowance for lost, stolen and damaged equipment every year of the current contract with BI. Few vendor/agency partnerships are able to recognize such success with inventory management. BI is proud to participate with the State in these exceptional efforts toward efficient and responsible stewardship of resources.

#### 2.4.12 Training

The Respondent shall provide appropriate training for all Respondent staff, IDOC staff, and any vender approved to assist with the Electronic Monitoring program to ensure that they have sufficient knowledge regarding the system to allow them to effectively respond to questions and to fully utilize the system and equipment.

- The Respondent shall develop and provide on-site training for Department staff and outside vendors approved to assist with the program on the operational use of the system and the use of all associated equipment and services, specifically training in use of new electronic monitoring technology.
- The Respondent shall develop and provide on-site training at the Sex Offender Monitoring offices, Basic Parole Academy, and district offices as needed.
- All training and all associated training manuals shall be provided at no cost to the Department

The Respondent should describe how it intends to meet this specification, as well as the following questions:

- Describe your company's high-level training strategy / plan.
- What training model will be used for application users for instructor-led training (respondent trained, train-the-trainer, combination)?
- How will new users be trained going forward and what options exist for refresher training?
- Will online help be created / maintained?
- Will there be a repository for training materials accessible by users that is maintained?

Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

BI understands and is willing to meet the requirements detailed in RFP specification 2.4.12 Training upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*The Respondent shall provide appropriate training for all Respondent staff, IDOC staff, and any vendor approved to assist with the Electronic Monitoring program to ensure that they have sufficient knowledge regarding the system to allow them to effectively respond to questions and to fully utilize the system and equipment.*

- *The Respondent shall develop and provide on-site training for Department staff and outside vendors approved to assist with the program on the operational use of the system and the use of all associated equipment and services, specifically training in use of new electronic monitoring technology.*

BI will support the Department's training needs through our dedicated Training department, comprised of five certified Training Specialists with an average tenure of nearly seven years. BI's Training department is responsible for all internal and external training for the approximately [REDACTED] we support. All training personnel are experienced professionals who are intimately familiar with policies, procedures, equipment, software, and monitoring systems.

- *The Respondent shall develop and provide on-site training at the Sex Offender*

*Monitoring offices, Basic Parole Academy, and district offices as needed.*

BI is fully prepared to provide the training required to educate agency personnel on the BI solutions effectively. As the State's current electronic monitoring provider, not only do we possess direct experience in training and understanding the IDOC's program, but also, we are positioned to provide targeted refresher trainings to all officers required for the ensuing contract activities at no additional cost. To enhance the standard trainings offered covering all equipment, BI has developed specific curricula designed to meet the distinct needs of the agency.

Initial, onsite training provided during contract implementation (conducted by Account Manager, [REDACTED])

Ongoing, onsite training throughout the life of the contract (conducted by Account Manager, [REDACTED])

With BI's strong local presence in Indiana, we have the unique ability to provide onsite training at any time, with any frequency, and with limited notice, exceeding requirements. Our Account Manager, [REDACTED] acts as a direct line of feedback, helping ensure BI's training not only includes all necessary areas for the operation of the equipment and software, but also directly addresses officer concerns. In addition, the Account Manager will be supported by BI's training department, also based out of our Indiana Monitoring Operations center.

The BI Training Department works with the BI Partnership Development Department to develop customer-specific training agendas for our continuum of monitoring equipment and software. In addition to initial and ongoing training for field officer staff, the Training Department provides new hire training, certification, and periodic equipment and software re-training for BI employees. [REDACTED]

To meet the training requirements at all levels of the agency's organizational structure, BI will provide both onsite and online training for officers, supervisors, administrators, vendors, and all other required personnel. These training courses will consist of sessions specific to all technology and systems proposed herein and utilized by the agency. Similarly, if the agency requires new employee or refresher training, we will provide







to assist with electronic monitoring programs. BI understands the demands of running an electronic monitoring program, and the importance of this training to be onsite and available to all staff. A dedicated Account Manager will assist in training requirements, technical support, as well as be available to the agency for additional training needs. To ensure that agency and vendor staff receive comprehensive training and preparation, BI administers certification tests following training. The BI Training Department reviews completed tests to confirm that agency and vendor staff demonstrate familiarity with crucial topics. Agency and vendor staff must pass the tests to achieve certification. Key aspects of our approach to training Indiana DOC staff and approved vendors include:

- Developing and providing onsite training for the officers, agency staff, and outside vendors, specifically training in use of new electronic monitoring technology
- Teaching agency staff to use TotalAccess to view offender information, violation events, equipment alerts, and enrollment/scheduling
- Providing training within business hours
- BI proposes that trainings occur on business days (Monday-Friday)
- BI will provide one-day training sessions from 7:45 am. to 4:45 pm., Monday through Friday
- Offering training session schedules that include:
  - o LOC8 XT GPS equipment training
  - o TotalAccess software training
  - o Any optional equipment, software, or app training
  - o All aspects of officer training on equipment and software
  - o Other related monitoring center and administrative functions as defined by the agency
- Focusing training on all BI's proposed equipment and software with an emphasis on agency staff's specific responsibilities
- Providing training materials in an electronic format and distributing materials to staff prior to training
- Offering online equipment and/or software training prior the onsite sessions, to further reinforce the training materials and learning objectives
- Providing web-based, ongoing training on multiple aspects of TotalAccess, Monday through Thursday, every week, making additional training easy and accessible
- Requiring all users to complete TotalAccess certification before gaining permission to use the system to ensure agency personnel understand how to use the software.

#### **Benefit of Local Presence**

BI has a large employee workforce located in Indiana—specifically, our Monitoring Operations, training department, account management team, implementation project manager, and Account Manager, [REDACTED]. This provides BI with the ability to provide customized training at agency locations with minimal notice, a benefit few other providers can offer. BI's Monitoring Operations Center in Anderson can be used for IDOC officer training sessions for equipment and software refresher

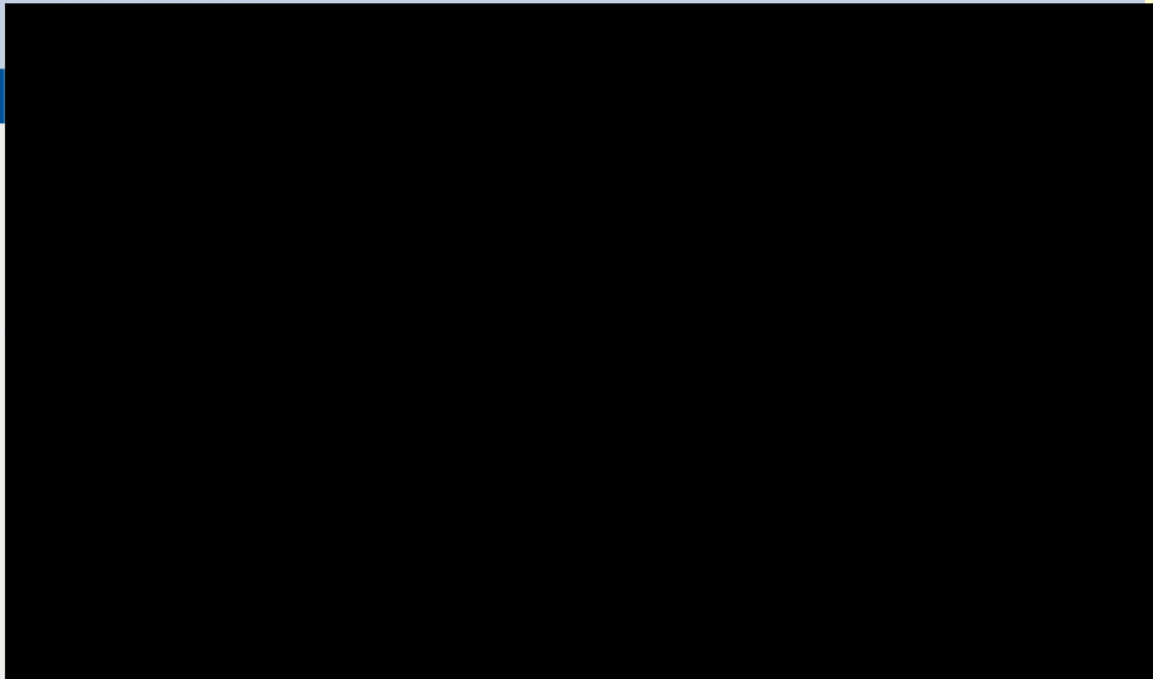
trainings.

- *All training and all associated training manuals shall be provided at no cost to the Department*

BI will use a variety of training materials to provide personnel with an in-depth knowledge of monitoring systems—at no cost to the Department. Written instructions concerning the use of the software and equipment, detailed user reference manuals, and all other documentation and necessary forms will be supplied upon request throughout the life of the contract. BI training materials include the following:

- Installation instructions
- Report descriptions
- Tracking rules, zones, and schedule descriptions
- GPS information
- Unit configuration settings and descriptions
- Event message descriptions

Training resources are available at any time through the TotalAccess Help Center, as depicted below.



*The Respondent should describe how it intends to meet this specification, as well as the following questions:*

- *Describe your company's high-level training strategy / plan.*

BI's experienced training department will develop and provide a comprehensive, onsite training specifically for all respondent staff, Indiana DOC staff, and any vendor approved to assist with the electronic monitoring program. BI understands the demands of running an electronic monitoring program, and the importance of this training to be onsite and available to all staff. A dedicated Account Manager will assist in training requirements, technical support, as well as be available to the State for additional training needs. To ensure that State and vendor staff receive comprehensive training and preparation, BI administers certification tests following training. The BI Training Department reviews completed tests to confirm that State and vendor staff demonstrate familiarity with crucial topics. State and vendor staff must pass the tests to achieve certification. Key aspects of our approach to training Indiana DOC staff and approved vendors include:

- Developing and providing onsite training for the officers, State staff, and outside vendors, specifically training in use of new electronic monitoring technology
- Teaching State staff to use TotalAccess to view offender information, violation events, equipment alerts, and enrollment/scheduling
- Providing training within business hours
- BI proposes that trainings occur on business days (Monday-Friday)
- BI will provide one-day training sessions from 7:45 AM to 4:45 PM (EST)., Monday through Friday
- Offering training session schedules that include:
  - o LOC8 XT GPS equipment training
  - o TotalAccess software training
  - o All aspects of officer training on equipment and software
  - o Other related monitoring center and administrative functions as defined by the State
- Focusing training on all BI's proposed equipment and software with an emphasis on IDOC staff's specific responsibilities
- Providing training materials in an electronic format and distributing materials to staff prior to training
- Offering online equipment and/or software training prior the onsite sessions, to further reinforce the training materials and learning objectives
- Providing web-based, ongoing training on multiple aspects of TotalAccess, Monday through Thursday, every week, making additional training easy and accessible
- Requiring all users to complete TotalAccess certification before gaining permission to use the system to ensure State personnel understand how to use the software.

- *What training model will be used for application users for instructor-led training*

*(respondent trained, train-the-trainer, combination)?*

Currently, our training model is respondent trained; however, we can accommodate both if the Department would like to incorporate a train-the-trainer model.

- *How will new users be trained going forward and what options exist for refresher training?*

BI will provide onsite formal refresher training or training for newly assigned staff at the direction of the State at no additional cost. Initial and ongoing training is a free service throughout the life of the contract. Training consists of hardware and software, including all equipment, monitoring software operations, monitoring interface, and reporting and maintenance.

- *Will online help be created / maintained?*

Yes, online help will be available. BI provides multiple training methods, including online sessions; webinar sessions staffed by online instructors; and onsite, in-person seminars. This multitude of options allows officers to attend training sessions at their leisure and attend sessions that are specifically targeted to increasing officer efficiencies. As a supplement or refresher, self-directed, web-based equipment training is available any time. Officers simply enter a BI-provided access code and create a username and password to enroll. This training is designed to assist officers in managing caseloads more efficiently to assist supervisors in providing oversight of officers who supervise offenders.

- *Will there be a repository for training materials accessible by users that is maintained?*

Yes, as stated above Department staff can access training materials at any time via TotalAccess.

### **2.4.13 ANALYTICS SOFTWARE**

It is highly preferred that Respondent provide advanced analytical software that is fully integrated with proposed electronic monitoring software. This analytical analysis feature should be designed to evaluate trends in client behavior and calculate potential risk. Analytics has been revolutionizing the way agencies use electronic monitoring and provides officers and managers with a convenient tool to quickly target and address issues that impact the overall health of an agency's monitoring program and support public safety by keeping agents focused on the high risk offenders.

#### **2.4.13.1 Analyzing Alert Actions**

- The agency requires analysis that supports supervisors with monitoring officer efficiencies in managing and responding to alerts.
- The Respondent software must provide consolidated alert closure information, including: the number of alerts by officer within a specific period; categories of alerts and associated resolution times; and average time of alert resolution.
- The Respondent software must provide a graphical display that details outliers of alert trends.

#### **2.4.13.2 Comparing and Analyzing Alerts**

- The software should display monitored clients for a specific officer and be able to categorize alert information based on established time periods.
- The software should easily identify clients that generate a high number of alerts.

#### **2.4.13.3 Analyzing Areas of Interest**

- The Respondent software should provide the ability for officers to search for clients that were in proximity of a specific address at a certain time. This feature is critical to assisting officers with determining which clients were in close proximity to a crime scene, victim, or exclusion zone.
- The Respondent software should display all monitored clients that were in a certain area at a predetermined time on a map.

#### **2.4.13.4 Identifying Absconder Behavior**

- The Respondent software must generate a historical report that details areas where clients frequently stop for a specified timeframe. The offeror's software must analyze this historical information to identify where the client frequently visits—enabling officers to prioritize enforcement activities when clients have absconded.
- The analysis should detail the locations of family, friends, employers, and other locations and the amount of time spent at each location.

The Respondent should describe how it intends to meet this specification. Additionally, the Respondent should respond to this specification by indicating it understands the specification and is willing to meet the requirements upon being awarded a contract resulting from this RFP.

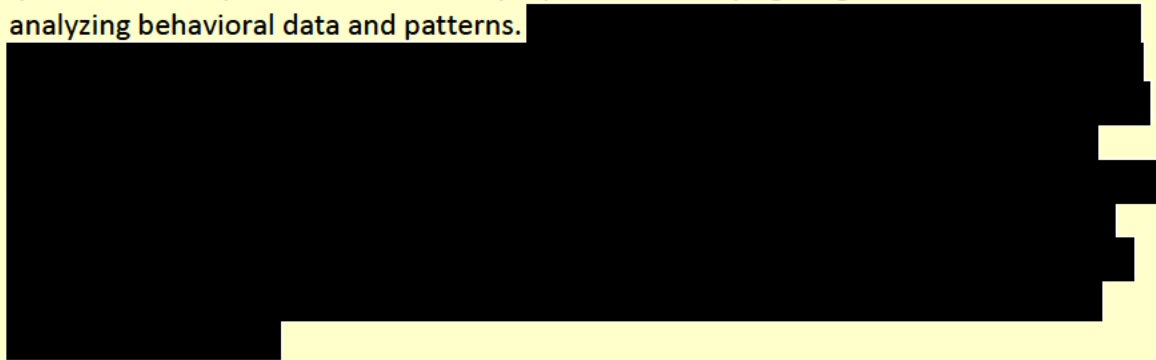
BI understands and is willing to meet the requirements detailed in RFP specification 2.4.13 *Analytics Software* upon contract award resulting from this RFP. BI's response on how we will meet RFP specifications is detailed below.

*It is highly preferred that Respondent provide advanced analytical software that is fully integrated with proposed electronic monitoring software. This analytical analysis feature should be designed to evaluate trends in client behavior and calculate potential risk.*

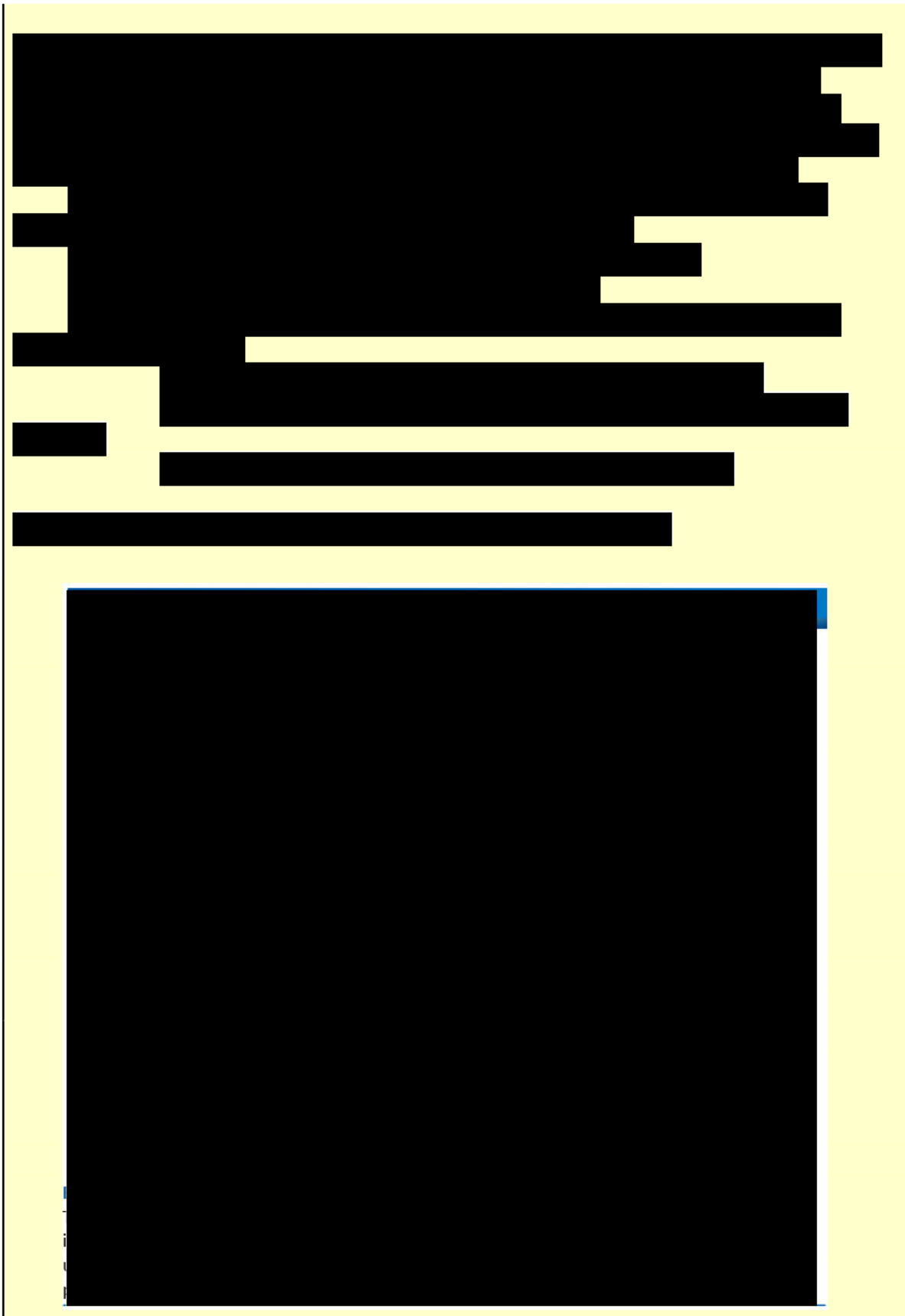
*Analytics has been revolutionizing the way agencies use electronic monitoring and provides officers and managers with a convenient tool to quickly target and address issues that impact the overall health of an agency's monitoring program and support public safety by keeping agents focused on the high risk offenders.*

BI developed a specialized analytic application that strengthens the TotalAccess reporting features to further maximize State employees' time and enable administrators to proactively manage the health of the State's electronic monitoring program. With BI Analytics, agencies are able to access sophisticated trends in offender behavior, allowing them to make more educated monitoring decisions.

BI Analytics is the science of using qualitative and quantitative tools to analyze large quantities of corporate data with the purpose of identifying insights derived from analyzing behavioral data and patterns.



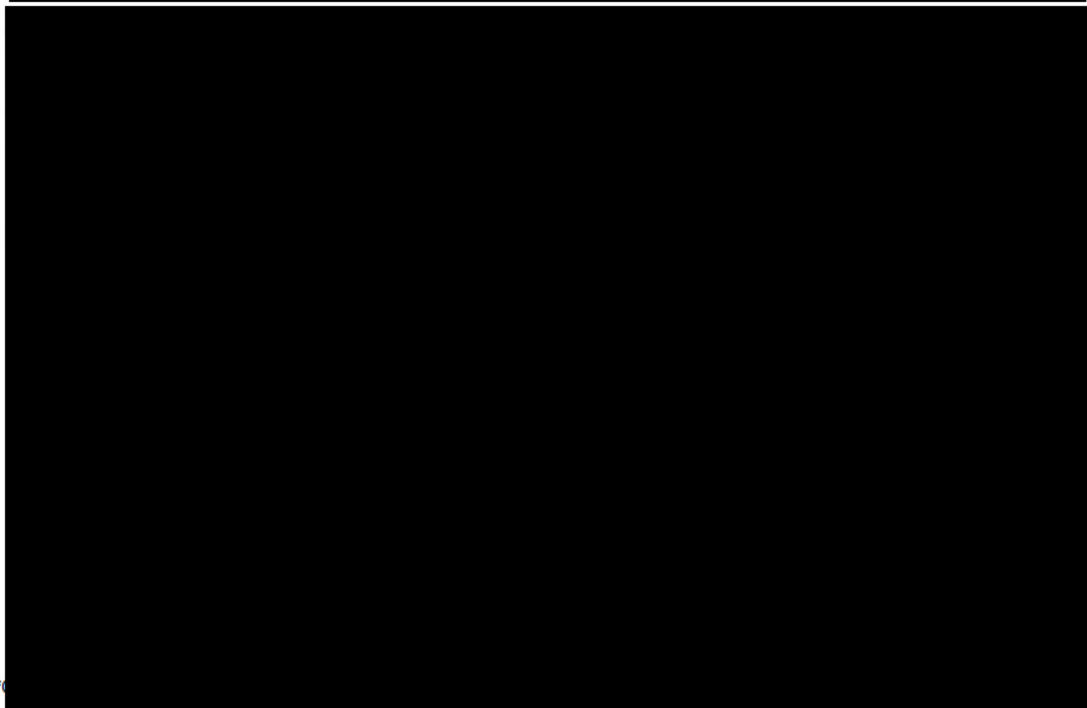
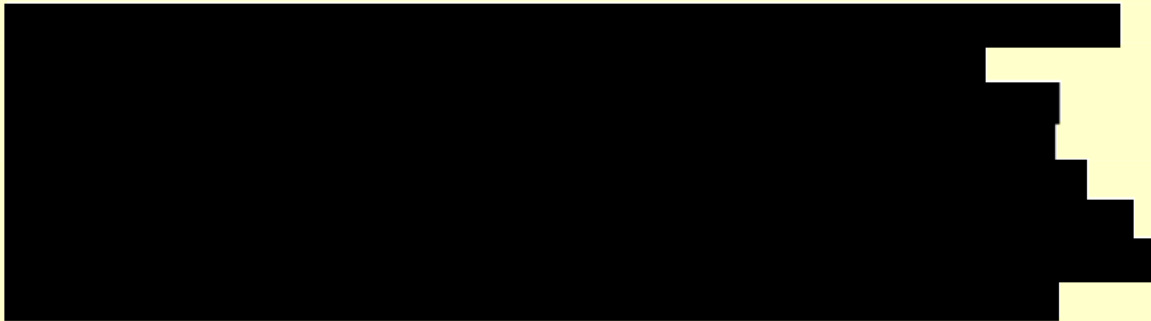








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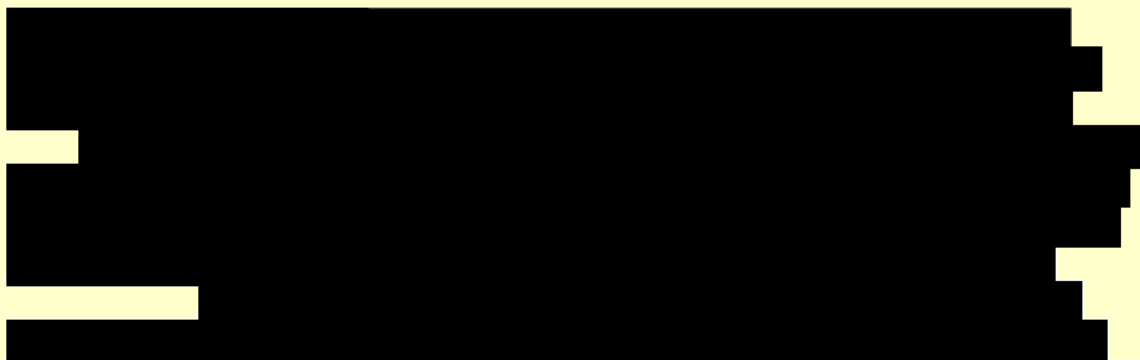
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TotalAccess includes a variety of mapping reports that display collected GPS points. Geo-coding, embedded within TotalAccess, generates an approximate address for each GPS point. Reverse geo-coding uses the latitude and longitude coordinates of a location to determine the closest street—producing a likely address along that street, relative to nearby cross streets.



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As public safety is paramount in any offender monitoring program, locating offenders who have absconded from their court-ordered supervision is of the highest importance.

