



# Request for Proposal Submitted to Indiana Department of Correction

for Electronic Monitoring  
Equipment and Services

RFP No. 25-79278

EXECUTIVE SUMMARY



RELIABLE • PROVEN • INNOVATIVE

## Executive Summary

August 6, 2024

*Sent via web portal*

ATTN: Mr. Robert Cohen, Procurement Consultant  
Indiana Department of Administration  
Procurement Division  
402 W. Washington St., Room W468  
Indianapolis, Indiana 46204

Re: RFP 25-79278 for *Electronic Monitoring Equipment and Services*  
August 8, 2024 at 3:00PM EST

Dear Mr. Cohen,

Throughout the Electronic Monitoring Equipment and Services RFP, Indiana Department of Correction (the State) emphasizes the need for reliable GPS monitoring solutions for up to 625 sex offenders. The State requires an experienced vendor to support supervising sex offenders throughout Indiana. BI Incorporated (BI) understands these needs from our Indiana-based Monitoring Operations Center and staff that directly support the State's program. With our proven experience, we are confident our solution represents the best technologies available today.

Our submission not only details the established processes, infrastructure, and experience associated with BI's solution, but also describes our approach to supporting the next contract term of the State's electronic monitoring program. Throughout our response, BI describes how our solution supports the State with reliably monitoring sex offenders in the community. We have more than 45 years of experience supporting the unique objectives and operations associated with managing electronic monitoring programs and other supervision programs similar in size and scope to the State. As the incumbent provider, BI's expertise and knowledge of Indiana Department of Correction program needs and challenges are unmatched.

While BI has an excellent history of successful collaboration with the State, our response will not rely solely on our past performance. Detailed throughout our submission, BI explains how our reliable, proven solution that is made in America, meets or exceeds all specifications and will substantially mitigate many of the risks inherent with monitoring programs. BI offers a continuity of services—from officer training to alert notification protocols—that is simply unavailable from other providers. We look forward to continuing to provide the most advanced, reliable, and consistent technology in support of the Indiana Department of Correction. Detailed within our proposal, examples of our advanced technology offering include our new victim app, BI Notifi, providing victims with alert notifications when a monitored individual enters within an agency-determined range, and the patented LOC8 XT Proximity Tamper which generates an alert once the ankle worn GPS tracking device loses contact with the client's leg, promptly notifying officers of potential absconding attempts.

## RFP-Required Information

In accordance with RFP Section 2.2, this component of BI's proposal submission includes all required information requested in the *Executive Summary*. BI certifies that we fully comply with all RFP provisions, requirements, clauses, and amendments.

RFP-Required Information	
Requirement	
Bidder ID	12750
FEIN	840769926
Type of Business	Corporation
NAICS Code	333999
Principal Proposal Contact	Mr. Daniel Hooven, Partnership Development Director Address: 6265 Gunbarrel Ave Suite B, Boulder, Colorado 80301 Phone number: 717.790.2919 Email: <a href="mailto:Daniel.Hooven@bi.com">Daniel.Hooven@bi.com</a>
Authorized Signatory	Ms. Isabel Yang, Executive Vice President of BI

## Summary of Ability and Desire to Supply the Required Products or Services

*The Executive Summary must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Section One of this solicitation.*

BI has thoroughly read all RFP attachments, amendments, clauses, instructions, and requirements. As demonstrated by the following table, BI explicitly acknowledges our understanding of the general information presented in RFP Section One; BI agrees with all requirements/conditions listed within each section of the RFP.

RFP Section One Requirements			
Requirement	BI Complies	Requirement	BI Complies
1.1 Introduction	✓	1.15 Confidential Information	✓
1.2 Definitions and Abbreviations	✓	1.16 Taxes	✓
1.3 Purpose of the Solicitation	✓	1.17 Procurement Division Registration	✓
1.4 Summary of Scope of Work	✓	1.18 Secretary of State Registration	✓
1.5 Solicitation Outline	✓	1.19 Compliance Certification	✓
1.6 Pre-Proposal Conference	✓	1.20 Equal Opportunity Commitment	✓



## RFP Section One Requirements

Requirement	BI Complies	Requirement	BI Complies
1.7 Question/Inquiry Process	✓	1.21 Minority & Women Subcontractor Commitment (MWBE)	✓
1.8 Due Date for Proposals	✓	1.22 Indiana Veteran Owned Small Business Subcontractor Commitment (IVOSB)	✓
1.9 Modification or Withdrawal of Offers	✓	1.23 Americans with Disabilities Act	✓
1.10 Pricing	✓	1.24 Summary of Milestones	✓
1.11 Proposal Clarifications	✓	1.25 Evidence of Financial Responsibility (25 IAC 1.1-1.5)	✓
1.12 Base and Final Offer (BAFO)	✓	1.26 Conflict of Interest	✓
1.13 Reference Site Visits	✓	1.27 Procurement Protest Policy	✓
1.14 Type and Term of Contract	✓		

### BI's Proposed Solution

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

- **Advanced GPS Tracking:** BI LOC8 XT® is an ankle-worn GPS tracker that monitors offender locations 24/7/365
- **Advanced Data Engine:** BI Analytics® transforms State data into meaningful and actionable information from analyzing behavioral data to identify potential risk, trends, and anomalies
- **Offender Mobile Application:** BI SmartLINK® Connect, a mobile application downloaded on the offender's phone that provides comprehensive supervision tools including messaging and access to the offender's calendar
- **Web-Based Monitoring Software:** BI TotalAccess®, available as a mobile application and desktop interface, to support supervising personnel with monitoring compliance, managing alerts, and running reports
- **Victim Notification Mobile Application.** The BI Notifi® mobile application provides victims with notifications of participant zone violations, allowing the user to take precautions, and is available at no additional cost to the State
- **Knowledgeable 24/7/365 Support:** BI Monitoring Operations, wholly owned and operated by BI and located within the United States with its primary Monitoring Center in Anderson Indiana, provides knowledgeable support from live specialists who are thoroughly familiar with proposed technology
- **"Buy Indiana":** BI has made significant capital investment in our Monitoring Operations

#### "Buy Indiana" Preference

*BI's significant investment of more than \$5,000,000 in the construction and continuing improvements to our Monitoring Operations Center in Anderson, Indiana combined with our employment of more than 130 BI staff demonstrates our commitment to economic development within Indiana.*

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

- **Seamless System Integration:** Interface TotalAccess software components securely with the Access Indiana database via Web Services approach
- **Bilingual Services:** BI mobile applications and features, such as LOC8 XT audio messages to offenders, are available in numerous languages to support officers and offenders
- **MBE, WBE, and IVOSB Partnerships:** BI has established subcontractor partnerships with Minority and Women’s Business Enterprises and Indiana Veteran Owned Small Businesses and will continue to collaborate with our valued partners for services required in this RFP

## ELECTRONIC MONITORING PROGRAM

Reliable, Proven, Innovative



### BI LOC8 XT

Ankle-worn  
GPS Tracking



### BI SmartLINK

Client App with  
Video Conferencing



### BI TotalAccess BI TotalAccess Mobile

Caseload Management  
Software and App



### BI Analytics Suite

Statistical  
Software Tool



### BI Account Manager

Training Certification,  
Installation, and Inventory

• TECHNOLOGY • SERVICES

## Optional Equipment and Services

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

- **Two-Piece GPS:** The LOC8 XT® used in combination with BI Mobile®, a secure mobile device pre-loaded with SmartLINK, provides enhanced offender monitoring ideal for high-risk populations
- **Wrist-worn GPS Tracking:** BI VeriWatch® is a wrist-worn GPS tracker that continuously monitors participant locations and verifies participant identity via biometric facial comparison technology
- **Secure Mobile Device:** BI Mobile® is a secure mobile device pre-loaded with SmartLINK, and uses a custom operating system that limits participants’ access to traditional smartphone features

- **Offender Mobile Application:** BI SmartLINK®, a mobile application downloaded on the offender's phone is available with enhanced features through the advanced Report and Verify versions
  - SmartLINK Connect, designed to assist communications between officers and offenders, is available at no additional cost to all agencies for their offenders being monitored by BI equipment
- **Biometric Breath Alcohol Testing:** BI SL3® is a handheld breath alcohol testing device that confirms participant identity via facial comparison technology
- **Continuous Transdermal Alcohol Testing:** BI TAD® is an ankle-worn device that continuously monitors participant perspiration for alcohol vapors
- **Victim Notification:** BI Notifi® is a mobile application that provides victims with alert notifications when a monitored individual enters within an Agency-determined range

### Advantages to the BI Solution

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

**Innovative Technology Offering.** BI heavily invests in product development, agile software development, emerging technologies, continuous improvement processes, and service enhancements that best support programs similar in size and scope to the Indiana Department of Correction. In 2023, BI invested more than \$7 million in research and development. BI's dedicated Innovation Labs explores technology concepts and ideas that can be applied to create cutting-edge solutions designed for the electronic monitoring industry. BI employs more than 50 product and software engineers to develop these new products and build features based on officer feedback, device operational efficiency, and BI Innovation Labs research.

Our proposed solution includes several proven technologies from BI's continuum of electronic monitoring products in addition to newly released products, the BI VeriWatch wrist-worn GPS tracker and BI Mobile secure cell phone—these products are used by agencies throughout the United States today. BI Mobile is a secure cell phone that only has BI SmartLINK accessible—

GPS device and Bluetooth wrist-worn band which will be made available to the State upon release.

**Advantage**—Our commitment to continuing to provide new, innovative solutions will ensure the agency receives the most recent, relevant, and secure technologies throughout the next contract term. This includes the release of BI's next-generation GPS device, which will be made available to the Department upon release.

**Advantage**—BI is currently in the advanced stages of development of the BI SmartBand, a

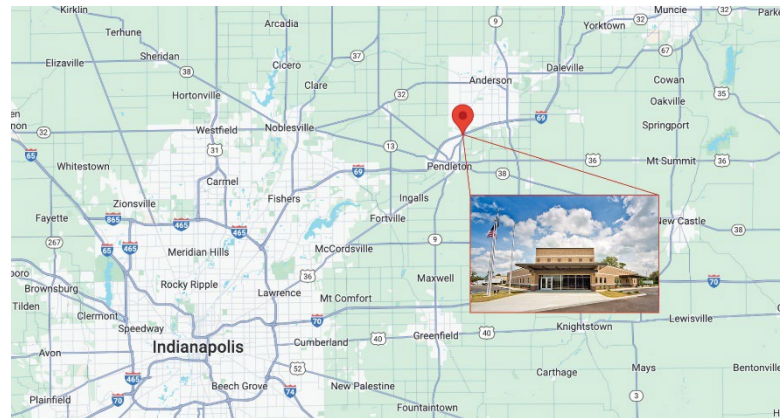
improve supervision outcomes. The BI SmartBand will be released during the next contract term and made available to the State.

**Advantage**— BI is continually innovating to bring solutions to the criminal justice market. The dedicated personnel in BI Innovation Labs seek new technologies, customize them to criminal justice needs, and deliver reliable technologies to support government partners. BI values the feedback of our government partners and is open to collaborating with the State on innovative solutions and features to support monitoring up to 625 high-risk sex offenders.

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

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

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



Anderson, Indiana – BI Monitoring Operations Center

**Strong Indiana Presence.** In addition to the approximately 52 unique

construction and continued improvement to our state-of-the art Monitoring Operations Center in Anderson, Indiana. BI remains committed and dedicated to supporting Indiana communities throughout the next contract term.

**Advantage**—BI has the necessary experience and knowledge of the unique objectives, challenges, policies, and procedures specific to operating an electronic monitoring program in Indiana.

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

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

Account Manager provides close, continuous support of the Indiana Department of Correction account through on-site technical support, report analysis, programmatic assistance and guidance.

BI serves as the liaison for all aspects of contract compliance and performance. Prior to joining BI, [REDACTED] worked for the Indiana Department of Correction for more than 10 years, gaining an in-depth understanding of IDOC program operations.

#### Supporting Inventory Management

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

**Advantage**—[REDACTED] brings an unrivaled understanding of the State's program to BI and has demonstrated how vital she is to supporting efficient operation. [REDACTED] in coordination with Department staff, has helped the State remain within its allowance for lost, stolen and damaged equipment every year of the current contract with BI. This allows the State and State personnel to focus time on positive supervision outcomes for supervised clients rather than program administration.

**United States-based Operations and Manufacturing.** BI's corporate headquarters and wholly owned manufacturing facility are located in Boulder, Colorado. Our primary Monitoring Operations Center resides in Anderson, Indiana, and our secondary Monitoring Operation Center is located in Aurora, Illinois. In addition, BI is an organization dedicated to manufacturing equipment entirely in the United States, with a focus on subcontracting with certified small businesses. All of BI's key suppliers are based in the United States, with many local to our manufacturing facility in Boulder, Colorado. Manufacturing, assembly, and testing are completed in the United States. Our Boulder facility is state of the art, and BI does not rely on subcontractors in China or other countries that offer cheaper labor.

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

**Advantage**—BI has complete control and oversight over the development and manufacturing of our products—down to the individual components.

### BI's Ability to Supply Required Products and Services

BI has extensive monitoring, administrative, and financial/fiscal experience critical to managing large, statewide electronic programs. As the incumbent provider, we have direct, proven experience effectively supporting the State's electronic monitoring program with reliable equipment and services.

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

- BI holds more than [REDACTED] contracts in the United States
- BI supports government agencies in every state in the nation
- There are more than [REDACTED] in the U.S. that are monitored by BI technologies:



- [REDACTED] tracked via GPS solutions
- [REDACTED] led in curfew monitoring, via our RF solutions
- [REDACTED] using SmartLINK
- [REDACTED] red via alcohol detection solutions

## BI's Supplier Diversity Program

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

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

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

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

## Proposed Subcontractors

BI is subcontracting IT, janitorial, catering, advertising, and staff recruiting services that will support the Indiana Department of Correction contract. BI identified these Indiana certified third-party partners using resources provided by the State's Division of Supplier Diversity and contacted them via email regarding operational support for services required in RFP #25-79278. BI has committed to using the following MBE, WBE, IVOS subcontractors:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

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

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

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

### Signature of Authorized Representative

Ms. Isabel Yang, Executive Vice President of BI, is an authorized signatory on behalf of BI.

The Principal Contact for the proposal is Mr. Daniel Hooven, Partnership Development Director. His contact information is below.

Address: 6265 Gunbarrel Ave Suite B, Boulder, Colorado 80301

Phone number: 717.790.2919

Email: [Daniel.Hooven@bi.com](mailto:Daniel.Hooven@bi.com)

### Respondent Notification

BI understands the State will notify vendors via email.

### Secretary of State

BI is currently in good standing with the Office of the Indiana Secretary of State. Please refer to the *Supporting Attachments* document in for a copy of *BI's Certificate of Good Standing*.

### Other Information

#### Optional Equipment and Services

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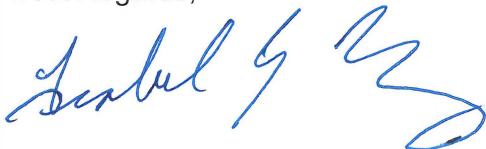
BI will provide pricing for these solutions upon request.

#### Extending Pricing to Other Governmental Bodies

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

We are confident the State will conclude that our advanced technologies, proven experience, and overall project approach make BI the most highly qualified company able to provide the low risk, high value solution the agency requires. We are excited and prepared to earn the opportunity to continue serving the Indiana Department of Correction during the next contract term.

Best Regards,



Isabel Yang, Executive Vice President, BI  
303.218.1262 | [Isabel.Yang@bi.com](mailto:Isabel.Yang@bi.com)

## Buy Indiana Preference

Please refer to the screenshot of the email below from Indiana Department of Administration confirming that BI qualifies for the Buy Indiana certification.

[EXTERNAL] State of Indiana Buy Indiana Status

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

Mon 7/29/2024 1:47 PM

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

Dear BI Incorporated,

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

Thank you.

**INDIANA DEPARTMENT OF ADMINISTRATION**