



OFFICE OF STATE COURTS ADMINISTRATOR
P.O. Box 104480
2112 Industrial Drive
Jefferson City, MO 65110-4480

RFP NUMBER: OSCA 23-01792
TITLE: Drug/Alcohol Testing Equipment,
Monitoring Equipment, & Services

CONTACT: Mitchell Bonine
E-MAIL: osca.contracts@courts.mo.gov
PHONE NO.: (573) 522-6766

ISSUE DATE: April 11, 2023

Proposal submission: Proposals may be sent electronically to osca.contracts@courts.mo.gov. If you would like to submit a written proposal, please print or type the RFP number on the lower left hand corner of the envelope.

(U.S. Mail)
Office of State Courts Administrator
Attn: Contract Unit
PO Box 104480
Jefferson City, MO 65110 - 4480

(Courier Service)
Office of State Courts Administrator
Attn: Contract Unit
2112 Industrial Dr.
Jefferson City, MO 65109

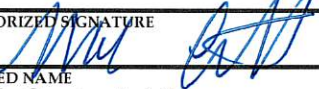
CONTRACT PERIOD: DATE OF AWARD THROUGH JUNE 30, 2025

DELIVER SUPPLIES/SERVICES FOB DESTINATION TO THE FOLLOWING ADDRESS:

VARIOUS TREATMENT COURTS THROUGHOUT THE STATE OF MISSOURI

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal (RFP). The offeror further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Office of State Courts Administrator or when this RFP is countersigned by an authorized official of the Office of State Courts Administrator, a binding contract shall exist between the offeror and the Office of State Courts Administrator.

SIGNATURE REQUIRED

AUTHORIZED SIGNATURE 	DATE 12-18-2024
PRINTED NAME Mark Contestabile	TITLE Chief Business Development Officer
COMPANY NAME Sentinel Offender Services, LLC	
MAILING ADDRESS 1220 North Simon Circle, Unit C	
CITY, STATE, ZIP Anaheim, California 92806	
TELEPHONE NUMBER 949.453.1550 x 2104	E-MAIL ADDRESS mcontestabile@sentineladvantage.com

NOTICE OF AWARD (OSCA USE ONLY)

ACCEPTED BY OFFICE OF STATE COURTS ADMINISTRATOR AS FOLLOWS: As submitted in its entirety		
CONTRACT NO. 23-01792-30		CONTRACT PERIOD 12/24/2024 through June 30, 2025
CONTRACTS SECTION Mitchell Bonine	DATE 12/24/2024	DEPUTY STATE COURTS ADMINISTRATOR R. Morrissey

2 TRANSMITTAL LETTER

Mitchell Bonine
Office of State Courts Administrator
2112 Industrial Dr.
Jefferson City, Missouri 65109

Re: Sentinel Proposal Response Submission to RFP Number OSCA 23-01792

Dear Mr. Bonine:

Sentinel Offender Services, LLC (Sentinel), is pleased to provide this proposal to the State of Missouri, Office of State Courts Administrator (OSCA) for the provision of electronic monitoring equipment and services. We are honored to have this opportunity, and we believe our proposal is the best and most proven solution to address the requirements and needs of the programs under the supervision of the treatment courts. Sentinel management has carefully reviewed the Scope of Services, terms, conditions, requirements, and we have a clear and concise understanding of OSCA's expectations and needs.

EXPERIENCE/CORPORATE STABILITY

Sentinel has been providing offender supervision equipment and services to criminal justice agencies for 31+ years. Since beginning operations in 1993, we have been entirely focused on providing criminal justice agencies with top-quality service and equipment, along with the personnel to assist agency staff with the operation of programs nationwide. Much of our success hinges upon our commitment to continual innovations and improvements addressing supervision needs and equipment enhancements, which have changed over the past years requiring us to expand our offering to include a wider continuum of offender management solutions. Our operational model has always been and will continue to be based on collaborating with agency personnel to ensure we provide top quality service and state-of-the-art equipment so that all program goals are met.

A testament to our commitment is Sentinel's acquisition of Omnilink Systems, Inc., a Division of Sierra Wireless. As an industry leader of electronic monitoring systems, Omnilink's addition to the Sentinel portfolio solidifies a relationship that has existed for more than a decade. The acquisition of Omnilink created a unique opportunity to integrate best-in-class GPS device and tracking technology with the full continuum of Sentinel's products, software, and services to deliver an unmatched customer experience. Together, Sentinel is positioned to transform the electronic monitoring industry by focusing on delivering advanced technologies through our OM500 GPS tracking device and SentinelDNA monitoring platform.

Sentinel's commitment to the dynamic needs of our customers makes us a well-qualified provider fully prepared to successfully collaborate with the OSCA to

develop and implement an effective, state-of-the-art electronic monitoring program that is uniquely tailored to distinct programmatic needs of the treatment courts throughout Missouri. Our industry leading experience, expertise, support structure, and proven ability position us to be the optimum choice for this contract.

QUALIFIED STAFF

Sentinel has a team of staff members currently assembled who will add significant value because of their direct experience and extensive knowledge of the electronic monitoring industry. Throughout the contract, this staff will also ensure that the program operates efficiently and in accordance with each treatment court's expectations. Sentinel's dedicated Project Team led by Ms. D.J. Williamson, Midwest Regional Sales, and Mr. Darin Simion, Senior Regional Account Manager, bring more than 50 years of combined experience within the electronic monitoring industry. Under the guidance provided by this team, and in close coordination with each treatment court, Sentinel will provide unsurpassed experience, equipment, and the necessary commitment and dedication needed to ensure the success of the Electronic Monitoring Services program.

STATEMENT OF INTEREST AND SUMMARY OF OFFERING

Since 1993, Sentinel has been and continues to be committed to providing offender supervision services to community corrections agencies, probation departments, courts, sheriff's departments, and parole agencies nationwide. Our commitment to the dynamic needs of our customers makes us a well-qualified provider fully prepared to successfully collaborate with each treatment court to develop and implement an effective, state-of-the-art electronic monitoring program that is uniquely tailored to the distinct individual programmatic needs of the treatment court. Our interest, industry leading experience, expertise, and proven capability to perform the services position us to be the optimum choice for this contract. OSCA can award a Contract for Electronic Monitoring Services to Sentinel with full confidence that the current programs will have access to industry leading, state-of-the-art equipment and services, while being managed and operated successfully by a team of professionals with the most experience in the industry.

We understand the objectives of the program and are specifically proposing the use of state-of-the-art global positioning satellite tracking with our secure web-based monitoring and data hosting services for supervision of the program participants. Sentinel has proposed a complete turnkey electronic monitoring solution with the use of our proven latest generation OM500™ one-piece global positioning satellite tracking solution backed with the support of our secure Internet-based monitoring systems with the choice of the SentinelDNA™ Monitoring Application or the FocalPoint™ Monitoring Application. Sentinel has also proposed the services of our Regional Account Manager, 24-hour-a-day monitoring center support team, and experienced corporate quality assurance program managed through our California corporate headquarters.

In addition to these field-proven technologies, we are highly experienced in delivering full-service on-site technician services along with the ability to offer case management and fee collection services, cognitive behavioral courses as well as mobile check-in services. We also provide solutions such as state-of-the-art alcohol monitoring, including both portable breath testing as well as transdermal, continuous alcohol monitoring. No other company in the industry can offer the wide range of equipment choices and services Sentinel has to offer.

NEXT GENERATION PRODUCTS AND SERVICES

Sentinel is committed to continuously monitoring technology, policy, and customer trends and invests heavily in Research and Development to improve our Continuum of Technologies. This commitment allows us to develop and deliver next generation products and services for the Electronic Monitoring Services program. We have provided details within our proposal of these “Value-Add” enhancements that are currently available and feature the following:

- + **Optional OM500 Beacon** designed to be used in conjunction with the OM500 location monitoring and tracking devices thereby allowing the OM500 tracking unit to obtain location data using Wi-Fi radio frequency as an option in dense residential areas and high-rise residential structures or low GPS signal areas;
- + **Optional Cut-Resistant Strap** for the proposed GPS device that contains a heat-treated, hardened, stainless steel insert designed to make cutting the strap extremely difficult; and
- + **Optional Triage Services and Closed-Loop Escalating Notification** whereby monitoring center staff triage and escalate and/or troubleshoot alerts.

QUALITY OF SERVICE

Sentinel is dedicated to delivering quality services, equipment, and a web-based information system and has achieved and recently successfully completed a recertification audit that confirms our quality management system meets the requirements of the ISO 9001:2015 standard. **Sentinel’s ISO certification encompasses Design, Production, and Delivery of Electronic Monitoring Technologies, Monitoring Center Services, Case Management Services and Community-Based Offender Management Programs.** All of Sentinel’s facilities and case management field offices are also certified under the ISO certification. ISO Certification is important to our customers, as it demonstrates that Sentinel is committed to quality and ensures that we have audited systems, processes, and procedures in place that cover all aspects of our business.

The logo for Sentinel, featuring the word "SENTINEL" in a bold, white, sans-serif font with a registered trademark symbol. To the right of the text is a large, stylized white graphic on a dark red background, resembling a thick, curved line or a stylized 'S' that forms a partial circle.

SENTINEL®

CLOSING STATEMENTS

It is Sentinel's firm belief that this combination of extensive experience in the criminal justice industry, unique technology and service offering, exceptional customer service, and superior support capabilities provide the "Best Value" solution for the Electronic Monitoring Services program.

As Midwest Regional Sales, I am authorized to negotiate this proposal, answer questions, and provide clarification on behalf of Sentinel regarding this proposal and will act as contract manager for any resulting contract. Mark Contestabile, Chief Business Development Officer, is authorized to bind the company to contract. Should OSCA have any questions concerning Sentinel's offering, please contact me directly at 765.247.9101, via email at dwilliamson@sentineladvantage.com, by fax at 800.327.1178, or U.S. mail at 1220 North Simon Circle, Unit C, Anaheim, CA (92806). Again, thank you for this opportunity to provide services to the State of Missouri, Office of State Courts Administrator and the treatment courts throughout Missouri.

Sincerely,

A handwritten signature in black ink, appearing to read "D.J. Williamson".

D.J. Williamson
Midwest Regional Sales

A handwritten signature in blue ink, appearing to read "Mark Contestabile".

Mark Contestabile
Chief Business Development Officer

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4 OFFERING TO OSCA

Since 1993, Sentinel has been and continues to be committed to providing offender supervision services to courts, community corrections agencies, probation departments, sheriff's departments, and parole agencies nationwide. Our commitment to the dynamic needs of our customers makes us a well-qualified provider fully prepared to successfully collaborate with the State of Missouri, Office of State Courts Administrator (OSCA), to develop and implement an effective, state-of-the-art electronic monitoring program that is uniquely tailored to the distinct individual programmatic needs of the treatment courts, such as the Adult Drug Court, Juvenile Drug Court, Family Drug Court, Veterans Treatment Court and DWI Court. Our interest, industry leading experience, expertise, and proven capability to perform the services position us to be the optimum choice for this contract. OSCA can award a contract for electronic monitoring equipment and services to Sentinel with full confidence that the current programs will have access to industry leading, state-of-the-art equipment and services, while being managed and operated successfully by a team of professionals with the most experience in the industry.

The foundation for Sentinel's proposed offering is to provide state-of-the-art equipment and services to meet the electronic monitoring needs for the supervision of the participant populations. We will provide the required program services through the provision of our Global Positioning Satellite (GPS) tracking equipment with a choice of proprietary monitoring platforms and services. All equipment provided by Sentinel is the latest model available, and as a provider of electronic monitoring and tracking equipment, Sentinel stays at the forefront of technology to ensure we maintain our competitive advantage. This drive for enhanced products and any future modifications will benefit each treatment court as Sentinel offers advanced features and enhancements at no cost. Furthermore, Sentinel will offer all system upgrades and revisions to our available web-based system at no additional cost.

—IMPORTANT SENTINEL ADVANTAGE—

All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring center that is operational 24 hours a day, 7 days a week, 365 days a year. Sentinel owns, staffs, and operates both its Primary Monitoring Center and Secondary Monitoring Center.

Sentinel's proposed GPS device, the OM500, is Sentinel's most advanced GPS tracking unit in the industry providing a device with advanced features including LTE connectivity utilizing the Verizon or AT&T networks, an optional metal reinforced cut-resistant strap, direct voice communication features, break-away magnetic charger for optimal charging, and 5+ day battery performance outlasting the battery lives of all other GPS devices in the industry.

This ankle-worn device uses multiple methods of confirming the participant's location continuously including the presence at their residence to verify curfew compliance. It does not require the use of a secondary device or home unit to perform this function. Its features also include geographic zone monitoring that prevents the participant from entering restricted locations and/or requires the participant to remain inside a specific location or area. The device utilizes GPS satellites, cellular telephone towers, and Wi-Fi connectivity to determine the participant's location at any time. This triple level of tracking capabilities ensures secure tracking and monitoring of the participant in the community.

Our proposed equipment does not pose a safety or health threat to the wearer or unduly restrict the activities of the participants. Additionally, our ankle-worn equipment includes a hypoallergenic design to reduce any discomfort in wear to the participant. All of Sentinel's proposed equipment has been properly registered and certified under Federal Communications Commission (FCC) rules and regulations.

Sentinel is pleased to propose the use of our SentinelDNA (DNA) secure web-based application that is easily accessible for authorized users 24 hours a day, 7 days a week, 365 days a year. No software components, applications, or client requirements need to be installed by the agency. The DNA Monitoring System is designed to simplify access and usage across modern browsers on both workstation computers (Windows, Mac OS X, Linux) and mobile devices (iOS, Android). Additionally, users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves the overall management of program information providing direct access to monitoring data for all authorized program personnel.

DNA makes it easy for officers to access real time information about individual participants or their caseload as a whole from a secure environment (username and password are required for login). Designed with the needs of end-users in mind, DNA uses a straightforward, intuitive user interface that allows users to efficiently complete all monitoring tasks including: Enroll a participant; Perform data management administration; Create/edit schedules; Create and edit zones (inclusion and exclusion); View, create notes; Review device battery status and charging events; Clear events and alerts; Locate participants; and Create and print reports.

We are also offering the choice of the FocalPoint secure web-based application that is designed to help increase the productivity of the government agencies and officers we serve by providing flexible options for tracking program participants regardless of location or active, hybrid, or passive mode setting on the device. The feature enhancements allow for a more intuitive system that is user-friendly, easy to learn, and increases efficiency through customizable system configurations allowing for faster response to program participants who abscond, take flight, or do not follow their terms and conditions of program.

The FocalPoint tracking and location-based monitoring application is a secure web-based application that is easily accessible for authorized users 24 hours a day, 7 days a week, 365 days a year. No software components, applications, or client requirements need to be installed. The application can be accessed via any internet-enabled device. This open architecture relational database application is used for enrolling and maintaining program participants, activating and deactivating devices, monitoring the current and prior status of any or all program participants, providing current and historical location information, and making real-time adjustments to the monitoring information and schedules of the program participants and generating all management reports. Users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves overall management of program information providing direct access to monitoring data in the hands of all agency authorized staff.

The following table summarizes our offer, and we have provided a narrative overview of our proposed equipment and services, including available options, for the electronic monitoring programs under the supervision of the treatment courts.

SUMMARY OF SENTINEL'S EQUIPMENT AND SERVICE OPTIONS FOR OSCA & THE TREATMENT COURTS

Program Function	Proposed Equipment and Service	EM Program
Active and Passive GPS Tracking	OM500 1-Piece GPS Tracking Device	X
Electronic Monitoring Platform	SentinelDNA Monitoring Application or the choice of the FocalPoint Monitoring Application	X
Mobile Application	DNA Mobile Application	X
24-Hour Monitoring Support	Sentinel National Monitoring Center	X
Administrative and Account Support	Contract Management and Support	X
	Implementation and Installation	X
	Training – Initial and On-Going	X
	Equipment Delivery, Repair, and Maintenance	X
	Billing	X
'Tough Strap'	OM Series Cut-Resistant Strap	Optional
GPS Home Based Receiver	OM500 Beacon	Optional
Advanced Monitoring Operator Involvement	Sentinel National Monitoring Center Triage and Closed-Loop/Escalating Notification Services	Optional

4.1 OM500™ Global Positioning Satellite Tracking System

Sentinel is proposing the most advanced member of the OM Series one-piece GPS device family, the OM500™ GPS tracking unit that is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities and communicates with the host system via the Verizon or the AT&T LTE network. This multi-carrier functionality provides a benefit to the agency as based on any geographic limitations of cellular/communication coverage in remote areas, authorized staff can use the preferred carrier for that region. Prior to program transition, Sentinel would work closely with contracting agency's staff to determine which communication carrier works best in that region, thereby ensuring optimal service provision.



The unit allows for customized tracking and reporting intervals to be assigned at the client level and can store more than ten (10) days of tracking information in the onboard memory, regardless of the mode of

operation, should the unit be unable to communicate with the web-based system. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7. Through the use of a geographic Home Zone, the system ensures the participant's compliance with curfew or home detention restrictions.

In order to address the need to provide Beacons in areas of impaired GPS coverage, Sentinel does offer our OM500 Beacon that has been designed to be used in conjunction with the OM500 location monitoring and tracking devices. The beacon allows the OM500 tracking devices to obtain location data using Wi-Fi radio frequency signals. Beacons are also an option in dense residential areas and high-rise residential structures to reduce participant's movements vertically and horizontally.

The OM500 is a discrete unit that is easily, securely, and comfortably attached to the ankle of the participant. The OM500 tracking device is a one-piece device that is FCC certified (FCC ID TS5-WP76-OM500) and is small and light weight with the device's dimensions at approximately 3.9 x 2.6 x 1.5 inches and weighs only five (5) ounces, without the strap. In addition, the OM500 is available with an optional metal reinforced tamper detecting strap that increases device security by being cut resistant.

The OM500 is a continuous Global Positioning System (GPS) electronic monitoring solution that is secure, robust, waterproof, submersible, and tamper proof/evident. The unit is ergonomically designed for efficient application, usability, safety, and comfort fit with both standard and large size straps available. For security purposes, the OM500 uses a unique signal to communicate with the monitoring system; other commercially available products do not use the OM500 unit's transmission signal / same coding scheme. The OM500 utilizes encrypted communications to prevent tracing and/or signal duplication. The units are unaffected by atmospheric conditions as well as normal human or environmental conditions, including other devices normally present in a residential setting.

The OM500 has interference detection that will alert the agency should a participant attempt to mask, jam, or shield the OM500 GPS tracking device. If this were to occur, cellular communication and/or the GPS signal could be lost and thus the agency notified of not only any loss of cellular communication but also a loss of GPS location information.

—IMPORTANT SENTINEL ADVANTAGES—

Feature Advancements for OM500 GPS: Sentinel has developed the next generation feature advancements for the OM500 GPS that will be delivered over-the-air without the need to replace equipment:

- + Enhanced detection and reporting of device Potential Shielding.
- + Enhanced detection and reporting of device Potential Removal.

The OM500 continues to lead the market with our advanced tamper technologies. In addition to our Strap, Backplate, and Case Tamper technologies, we have developed a Potential Slippage alert to identify removal. While removal is extremely unlikely when the device is installed properly, this Potential Slippage alert adds an additional layer of tamper technology to further enhance our already robust OM500 reporting capabilities. Additional enhanced capabilities and features of the OM500 include the following:

- + **Increased Connectivity.** The OM500 features 4G LTE connectivity on the Verizon and AT&T wireless networks that will provide years of reliable service.
- + **Reduction in charge time by 50%.** The OM500 can be **charged in 30 – 45 minutes** if charged daily, acknowledging daily charging is not a requirement as the battery life of the OM500 is capable of **exceeding five (5) days on a single charge**, which is more than twice the industry standard, resulting in fewer low battery alerts that require officer time and action.
- + **Increased battery life by more than 100% over the market average.** The OM500 has an industry-leading **device battery life of 96 – 120 hours (5 days)** on a full charge in normal operating conditions.
- + **Reduction in Alerts / Increased Compliance.** By providing the longest battery life in the industry coupled with the shortest charge time, the number of program violations is greatly reduced.
- + **Voice Commands designed to improve Communication with Participants.** Using the **OM500 voice commands** allows agencies to send reminders and communicate important information directly over the ankle monitor via automated voice commands as well as detailed text-to-voice audible messaging. This allows authorized staff to send the participant personalized messages in up to nineteen different languages, with all messages tracked and stored in our SentinelDNA monitoring system.
- + **Optional Reinforced Cut-Resistant Strap:** The OM500 offers an optional reinforced metal strap that reduces unauthorized removal by the participant by reducing the participant's ability to cut the strap.
- + **Pursuit Tracking Mode:** For situations where officers are trying to pursue a GPS participant in real-time, our Pursuit Mode feature allows for the capture of a GPS location every fifteen (15) seconds with transmission of the point every thirty (30) seconds allowing for real-time tracking capability. This feature can be initiated by the agency officers, Sentinel personnel, or by our National Monitoring Center if requested by agency officers while in pursuit.
- + **Industry Leading Triple Tracking Capability via GPS, Wi-Fi location Points, and Cellular Tracking.** The OM500 also leverages three (3) industry-leading location-based services provided by Google and Skyhook. These hybrid Precision Location systems locate our devices using Wi-Fi, GPS, and cell signals ensuring that all devices can be accurately located in virtually every environment. In impaired areas where GPS alone cannot locate the device, the device automatically collects the IDs and signal strengths of visible Wi-Fi networks and cell towers for always-on, high precision secondary tracking. **This allows for a significantly more robust device as it offers multiple tracking options.** Additionally, this enhanced technological advancement and value-add feature eliminates the need for an extra piece of equipment (beacon / home unit) inside the home without any loss of tracking and monitoring.
- + **Advanced Charger Design.** The OM500 charger easily connects to the OM500 using a magnetic 360° swivel, allowing the participant to be more comfortable when charging, and the magnetic charging port ensures optimal connectivity and minimal charge time. **The quick disconnect feature eliminates charger or device damage found with other device designs whose chargers**

are locked into the device and any pressure or tension on the charging cord can break the charging adaptor or the device charging portal.

- + **Reduction in Design Size/Weight.** Reduced size and weight with less protrusion and a more comfortable fit.

Web-Based System Flexibility: Through the SentinelDNA (DNA) web-based system, our proposed solution provides the flexibility needed for tracking the level of supervision each participant requires. Our advanced system is designed to be securely accessed through any desktop computer, laptop, tablet, or smartphone. This level is defined by the type of monitoring assigned in the participant's monitoring profile as determined by the agency. The type of equipment assigned to the participant not only defines the monitoring intensity, but also allows authorized staff to change the supervision level as directed. This allows the agency to not only select the desired equipment type, but also select the desired frequency of location tracking point acquisition and transmission when utilizing GPS tracking. This gives the agency the flexibility to monitor each participant based on individual risk factors and provides the required supervision best designed to ensure public safety.

—IMPORTANT SENTINEL ADVANTAGE—

In addition, the OM500 GPS device also has multiple unique, state-of-the-art features that make it a valuable supervision tool including:

- + **Smart Device Technology** that allows for GPS-based zones "*on board*" the device and immediate reporting of zone violations, along with firmware advancements that extend the battery life to five plus (5+) days on a single charge;
- + **Verizon LTE or AT&T Communications** and secondary cellular tracking and Wi-Fi location technology providing enhanced performance;
- + **Active Tracking/Pursuit Mode** provides the ability to increase the GPS location capture to one (1) point every fifteen (15) seconds and transmitting every thirty (30) seconds;
- + **90+ Decibel Siren** designed to assist with participant location/apprehension and device recovery;
- + **Alerts:** Device reports alerts including strap tamper, backplate tamper, inclusion, and exclusion zones (with optional buffer zones), curfew breaches and a host of additional reminder alerts including low battery, dead battery, and battery charging events. Alerts can be optionally handled / triaged by our 24/7 Sentinel National Monitoring Center staff.
- + **Direct Device Communication:** Participant communication through a multi-colored LED, voice commands, vibration, beeping, customized text-to-speech audio messaging and communication feature, or initiating a 90+ decibel siren directly from the web-based system;
- + **Participant Acknowledgement Sensor:** By touching the Touch Sensor located on the front of the device, the participant can confirm receipt of multi-color LED light messaging, voice messages, vibrations, and beeping;
- + **Voice Messaging:** Automated voice messages are delivered via the OM500 instructing the participant to charge his/her device;

- + **Custom Audible Communications in 19 Languages:** In addition to simple audio or tone notifications sent to a participant's device, authorized users can send clear, customized audible messages to the participant's OM500 device in 19 different languages.
- + **Mobile Access Available via the DNA Mobile App:** Mobile phone and tablet-friendly when accessing the monitoring application through our DNA Mobile App;
- + **Access to Crime Scene Correlation / Event Detection:** The DNA monitoring application offers **Event Detection** (Crime Scene Correlation) performing crime/event analysis of all GPS participants within a specified date/time/location range;
- + **Advanced Analytics featuring Point Pattern Analysis** enabling users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance; and
- + **Provides Real-time Access** of locations on-demand and also provides locations of all monitored participants on a single map.

—IMPORTANT SENTINEL ADVANTAGE—

The OM500 is designed to accept advanced participant communications configured and initiated by an agency officer via DNA and the DNA Mobile App; it is delivered directly to the participant via the OM500 GPS unit:

- + Automated Template Voice Commands (Charge Your Device as Directed, Charging Has Begun, Charging Has Stopped, and Battery Warning/Battery Alert)
- + Automated / Officer-initiated on-demand communications, including:
 - Audible Beep
 - 90+ Decibel Siren, proven to be very helpful to field officers
 - Vibration
 - Multi-color LED light
 - Custom Audible Communications in 19 languages

When a communication is sent to the device, the DNA monitoring system logs the event action with a date and time stamp indicating when the command was sent. When the participant receives the communication, he/she touches the acknowledgement sensor on the front of the device indicating receipt of the signal. If they fail to touch the sensor, the device will continue to flash, vibrate, and/or beep for sixty (60) seconds. Once the participant touches the acknowledgement sensor, the light flash, vibration, or beeping will cease, and the DNA web-based system will log that the participant acknowledged the command with a date and time stamp indicating when the acknowledgement sensor was touched. The vibration or audible beep features can also be used as a direct contact mechanism with the participant by informing them at the time of enrollment that the vibration or beep is to be considered directions to contact the officer as soon as possible.

As a safety and continued performance feature, two separate low battery alerts are generated when the device is at approximately 30% and again when it reaches 20% or less battery power. These percentage thresholds can be adjusted if requested by the agency, to reduce the chance of battery depletion-related situations. In addition, based on the OM500 extended battery life, upon reaching these

precautionary thresholds, the device still retains sufficient battery capacity to ensure the participant has sufficient time to recharge the device.

The OM500 will also automatically notify the participant of a low battery situation with a voice command instructing the participant to charge the device. When the device is removed from charging, a voice command will notify the participant of the completed charge cycle. Additional assistance can be provided from our National Monitoring Center where our operators can contact the participant 24/7 with a direct call informing them of the need to immediately recharge their device.

4.1.1 Optional OM500 Beacon

The OM500 beacon is designed to be used in conjunction with the OM500 location monitoring and tracking devices. The beacon allows the OM500 tracking devices to obtain location data using Wi-Fi radio frequency.

Beacons are an option in dense residential areas and high-rise residential structures to reduce a participant's movements vertically and horizontally.

When the OM500 tracking device comes within range of the paired beacon, the OM500 tracking device starts to locate via Wi-Fi technology. The OM500 tracking device uses secondary location technology to ensure the beacon is in the correct location by capturing a non-beacon location point directly from the OM500 device while in range of the beacon. The beacon has multiple alerts to notify the supervising agency if the beacon has been moved or unplugged from the electrical source.



The optional OM500 Beacon is easily installed in under three (3) minutes by the participant or agency personnel in a central location. The unit is powered using a standard two-prong 120-volt AC power cord. The Beacon communicates with the OM500 tracking device via encrypted Wi-Fi signal when the OM500 is in range of the Beacon. The OM500 receives Beacon signals, including the Beacon's status, and communicates those signals and status to the monitoring platform.

BEACON ALERTS AND EVENTS

- + Beacon Enter and Exit - Device enters or exits the Beacon range
- + Beacon No Power - Beacon is not receiving power. It is unplugged or there has been some type of power failure.
- + Beacon in Motion - Beacon is continuously moving.
- + Beacon Tampered - Beacon case has been opened.
- + Beacon Low Battery - Beacon is not receiving power and backup battery is low. If battery drops to 30% this alert is generated. The beacon battery has a 20+-hour life when fully charged.

Should the participant/OM500 unit leave the signal radius of the Beacon, the OM500 immediately detects its departure and resumes use of GPS, Wi-Fi, and cellular technologies to reliably track the locations of the participant.

4.1.2 Tamper Detection Features

The OM500 GPS tracking device detects three (3) tamper types including 1) fiber-optic strap design strap tamper, 2) device tamper and 3) backplate tamper. Within seconds the OM500 generates a

tamper alarm in the event an offender is tampering with the equipment. Using a combination of fiber optics within the strap and dual pressure sensors within the device, **the OM500 device will automatically and instantly communicate to the monitoring system when a participant attempts to remove the device or tamper with the strap.** The monitoring system then immediately sends the alert to the appropriate agency-defined personnel if requested. The OM500 device will send a tamper alert if the participant severs the strap or if the unit loses contact with the backplate, indicative that the device has been uninstalled/disassembled. Additionally, the unit will send a tamper alert if the unit is broken/cracked or if the unit's backplate is separated from the rest of the device.

Once installed, attempts to defeat, remove, or tamper with the OM500 GPS tracking device will also be visually obvious to trained personnel. The rugged, re-useable strap will show signs of cutting or dislodging as it is made of durable hypoallergenic materials that are molded into a uniform design. The backplate fits precisely in place and any attempts to pry it open are easily noticeable and the securing pins are both tamper evident.

The OM500 devices offer the most advanced tamper detection and reset methodology. If the agency officer is not near a computer, he or she may call the Sentinel National Monitoring Center to investigate or clear any tamper event. The smartphone-based DNA Mobile App is also available to allow Agency officers to clear alerts and access participant activity while away from the office.

—IMPORTANT SENTINEL ADVANTAGE—

Feature Advancements for OM500 GPS: Sentinel has developed the next generation feature advancements for OM500 GPS that will be delivered over-the-air without the need to replace equipment:

- + **Enhanced detection and reporting of device Potential Shielding:** The potential shielding of the OM500 is detected based on various parameters/characteristics of GPS, Cellular and Wi-Fi signals. The system analyzes the RF noise characteristics and levels along with knowledge of signals that are not present to identify if the lack of signal is due to environment or due to shielding of the unit.
- + **Enhanced detection and reporting of device Potential Removal:** In addition to the OM500's three (3) tamper types already developed and implemented, Sentinel has developed an even more robust approach to detect and report possible unidentified removal via the Potential Slippage alert. Within our internal next generation firmware, Sentinel is maximizing the benefits of the OM500's internal components. By utilizing the accelerometer in combination with cellular signal measurement, "Tilt" measurements, Wi-Fi changes and GPS signal strength, we have developed an even more advanced tamper/removal detection solution.

—IMPORTANT SENTINEL ADVANTAGE—

OM Series Optional Cut-Resistant Strap – Sentinel now offers an optional cut-resistant strap that can be used on the OM500 GPS device. Designed for agencies seeking a more robust cut-resistant strap, along with the fiber-optic security of the standard strap, this option incorporates an industry-leading strap design with a thin, heat-treated, hardened, stainless steel insert designed to make cutting the strap extremely difficult. **The cut-**



resistant strap has a 303 stainless steel half hard insert that is 0.125 inches wide, 0.04 inches thick and 14 inches long, which not only gives it superior corrosion resistance, but higher strength.

Similar to the standard strap, the cut resistant strap is made of a thermoplastic polyurethane which is hypoallergenic for comfort to the participant. It is important to note that the OM Series optional cut-resistant strap is variably sized/installed via the same method as the standard OM Series strap thus, significantly more flexible than other manufacturer's tough straps that are bulky, heavy, and NOT variable for sizing, requiring officers to carry numerous interchangeable straps of different sizes to ensure proper fit and compatibility with each participant's unique ankle size.

4.1.3 Multiple Modes of Operations Configurable Through the Web-Based System

The OM500 is both the transmitter and receiver of information in one unit and is equipped with onboard processing capabilities. Via our secure, Internet-based SentinelDNA monitoring system, any authorized user can configure or change the data transmission rate plan (tracking and reporting intervals) on any individual unit without the need to come in contact with the participant/equipment. The OM500 can be remotely programmed to a variety of different transmission rate plans, as intensive as tracking at one (1) point per minute and reporting the information every minute as well as a less intense plan that tracks one (1) point per minute and reports the information every ten (10) minutes. Other reporting intervals are also available based on agency preferences. **It is important to note that regardless of the reporting interval setting, alerts such as Tamperers and Exclusion Zone Violations are always reported immediately.** The OM500 is also capable of indefinitely storing more than ten (10) days of tracking information in its robust onboard memory, regardless of the mode of operation, in the unlikely event the unit is unable to communicate with the web-based system. The OM500 is also able to store inclusion and exclusion zones on board the device to provide immediate notifications regarding zone alerts.

Through the DNA monitoring system, our proposed solution provides the flexibility an agency needs for tracking these rate plans or levels of supervision each participant receives to meet individual monitoring needs. This level is defined by the type of monitoring assigned in the participant's equipment profile. The equipment profile not only defines the monitoring intensity, but also allows the agency to change the level based on a participant's current monitoring status. It is important to know that at any time the rate plan can be changed to collect points more/less frequently and to report the information at differing intervals. It is also important to note that, **when in an Exclusion Zone or while in Pursuit Mode, the OM500 device increases its acquisition timers and collects location information every fifteen (15) seconds then reports the data to the web-based information system every thirty (30) seconds.** The most common profiles are identified below but may be customized to meet agency requirements as desired.

MONITORING PROFILE	MODE OF OPERATION	DESCRIPTION OF RISK
Active Monitoring	Acquires a GPS point every one (1) minute and transmits data every ten (10) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every five (5) minutes. Tamperers and	Riskiest participants requiring a very high level of supervision

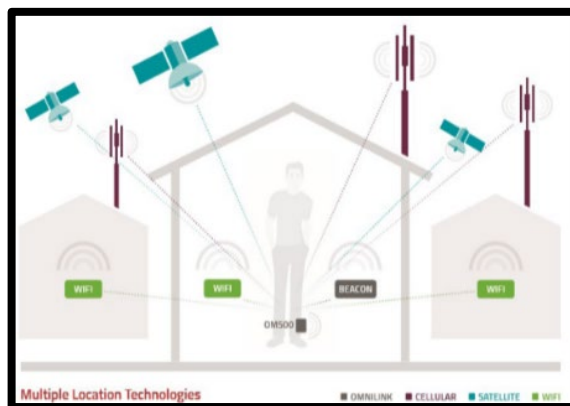
	Zone Violations (Zones on Board) are immediately transmitted.	
Hybrid Monitoring	Acquires a GPS point every one (1) minute and transmits data every thirty (30) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every five (5) minutes. Tamper and Zone Violations (Zones on Board) are immediately transmitted.	Moderate participants requiring intensive supervision
Passive Monitoring	Acquires a GPS point every three (3) minutes and transmits data every sixty (60) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamper and Zone Violations (Zones on Board) are immediately transmitted.	Lower risk participants requiring only standard supervision

—IMPORTANT SENTINEL ADVANTAGE—

Industry Leading Triple Tracking Capability via GPS, Wi-Fi and Cellular Tracking Location Points. In impaired areas where GPS cannot locate the device, the device automatically collects the IDs and signal strengths of visible Wi-Fi networks and cell towers for always-on, high precision secondary tracking. This allows for a significantly more robust device as it offers multiple tracking options that are included at no additional cost.

4.1.4 Triple Location Tracking Features: GPS, Wi-Fi, and Cellular Tracking

The OM500 is equipped with three (3) location technologies to ensure that program participants are continually tracked, even in the absence of satellite signals. **The OM500 uses GPS, Cellular, and Wi-Fi technologies to track program participants' locations.** This triple-tracking technology provides for consistent and reliable indoor tracking in addition to traditional outdoor-only GPS tracking. Also, when a program participant enters an Impaired Location where GPS cannot be received, the OM500 will automatically switch to cellular tracking and Wi-Fi technologies to continue tracking the participant. Wi-Fi location points are generated using precision location services from Skyhook and the OM500 device will switch to Wi-Fi points when the device is unable to obtain two (2) or more consecutive GPS points.

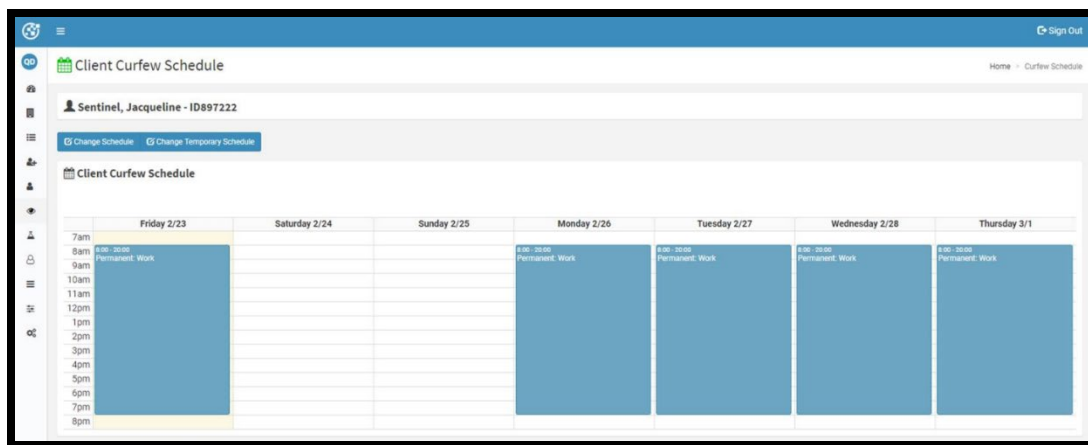


The OM500 collects GPS location data once per minute and leverages both cellular and satellite signals for always-on, high-precision tracking. The OM500's unique design combines these multiple layers of location technologies whereby the device does not have to connect to the Wi-Fi signal, and the signal only needs to be visible to the device. In conditions where GPS and Wi-Fi are not available, the device will automatically switch to cellular tracking location points generated when the device can see one or more cell towers and the location of the point is calculated based on the strength of each visible

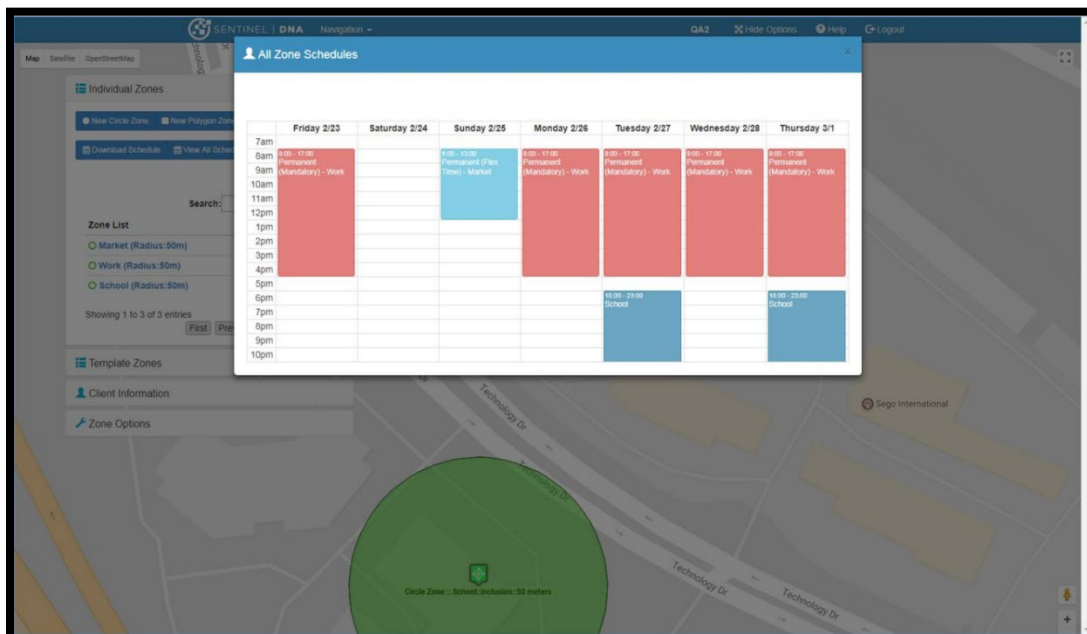
tower with respect to the location of the device. Such technology allows for reliable location information to be processed virtually anywhere and automatically compensates for insufficient satellite availability in GPS-impaired environments. The combination of these advanced location technologies allows for the quickest acquisition time without being required to go outside to acquire a GPS signal when enrolling and installing a device.

Zones and Curfew Schedules: Through our SentinelDNA web-based system, agency personnel will have the ability to create curfew schedules, zones, and zone schedules for each participant. As shown in the screen images below, DNA provides the capability to create permanent and temporary schedules for each program participant.

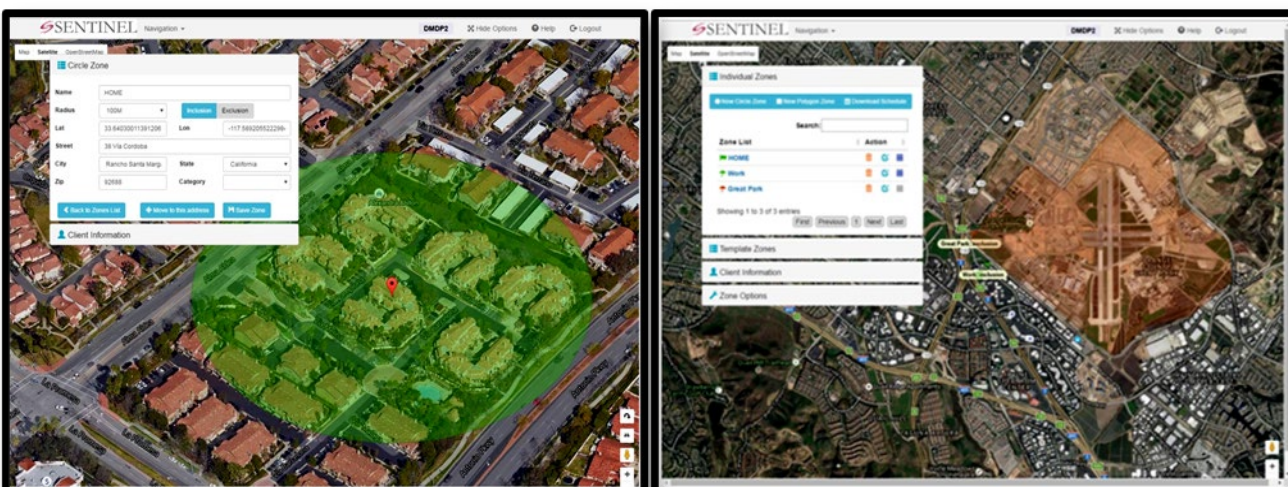
DNA CLIENT CURFEW SCHEDULE SCREEN IMAGE



DNA CLIENT ZONE SCHEDULE SCREEN IMAGE

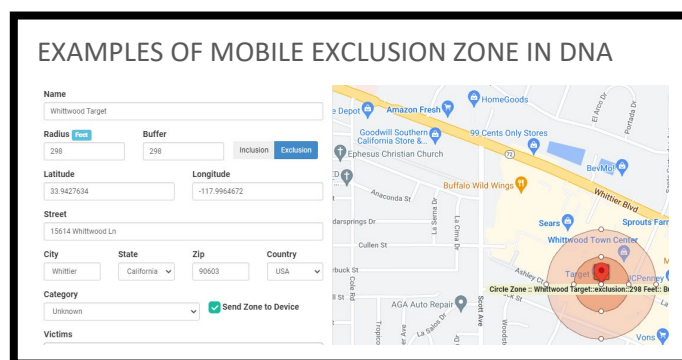


In addition to the ability to create individual schedules for participants, authorized agency officers will also be able to create and configure the authorized locations of participants **via Inclusion and Exclusion zones in the shapes of circles, rectangles, and arbitrarily shaped polygons, as well as be able to have zones within zones**. Sentinel's DNA web-based system will also allow the agency to create / establish advanced warning parameters by including **buffer zones** around exclusion zones to alert individuals of an upcoming potential violation of the zone.



GPS Buffer Zones: Buffer zones provide an extra layer of notification around exclusion zone borders and **enhance notifications and allow for a rapid response to exclusion zone violations**. A buffer zone is an extended area surrounding an exclusion zone. Once the buffer zone is breached, a Buffer Zone Alert is generated, and the device increases its GPS acquisition and cellular transmission rate to real-time tracking. This puts monitoring personnel on alert and allows for early intervention before the exclusion zone is breached. Tracking will continue in real-time to provide the fastest possible notification on proximity to the exclusion zone until the participant has cleared the zone area.

Mobile Exclusion Zones (MEZ) allow agencies to track if a participant on monitoring comes near another specific individual anywhere they may be in the community. Taking monitoring beyond stationary zones, the MEZ program monitors the activity of two (2) or more GPS devices to determine their proximity from one another regardless of location.



Often used for victim protection applications and in domestic violence cases, the victim has a zone created around their device, residence, work, etc. while the perpetrator/participant wears an OM500 GPS tracking device. If the OM500 device come within a specified distance of the designated zones, notifications and triage are generated, and law enforcement may be contacted. The victim may also be notified, giving her/him necessary information to help initiate her/his safety plan. In addition to the use

of the MEZ format, Sentinel has developed our **Advocate™, Victim Notification and Tracking Application**, which will enable configuration of a Mobile Exclusion Zone (MEZ) around the victim's smartphone and utilize the victim's smartphone to acquire and report GPS data to our DNA monitoring system.

4.2 SentinelDNA™ Web-Based Information System

SentinelDNA™ (DNA) is a secure web-based information system that is easily accessible for authorized users 24 hours a day, 7 days a week, 365 days a year. No software components, applications, or client requirements need to be installed by the agency. The SentinelDNA Monitoring System is designed to simplify access and usage across modern browsers on both workstation computers (Windows, Mac OS X, Linux) and mobile devices (iOS, Android). Additionally, users have the option to view, save, and/or print data and/or reports from the system. This advanced system improves the overall management of program information providing direct access to monitoring data for all authorized agency program personnel.

Designed in-house by Sentinel engineers, DNA can be customized to include all required reports, notification procedures and optional escalation alert sequencing. DNA will allow the electronic monitoring technology proposed herein to communicate on a single web accessible platform. Moreover, this powerful and easy to use platform will provide the agency with customizable features and benefits not available from other monitoring solutions.

DNA makes it easy for officers to access real time information about individual participants or their caseload as a whole from a secure environment (username and password are required for login). Designed with the needs of end-users in mind, DNA uses a straightforward, intuitive user interface that allows users to efficiently complete all monitoring tasks including:

- + Enroll a participant
- + Create/edit schedules
- + View, create notes
- + Clear events and alerts
- + Locate participants
- + Perform data management administration
- + Create and edit zones (inclusion and exclusion)
- + Review device battery status and charging events
- + Create and print reports

Sentinel's DNA platform offers advanced features and capabilities unavailable in other monitoring and tracking platforms:

- + **Sentinel Designed and Owned:** Engineered, maintained, and monitored exclusively by Sentinel.
- + **Integration for Sentinel Technologies** with all GPS data available from a single web-based platform.
- + **Login Authentication:** The system is completely secure and uses state-of-the-art security measures. Login authentication is based on NIST SP 800-63-3 Digital Identity Guidelines to ensure secure access to the Monitoring System.
- + **Client Dashboard** provides all participant data on one easy-to-read screen. Using straightforward alert icons, the DNA Client Dashboard provides an easy to read at-a-glance interface that allows users to quickly see the status of each participant. From these icons on the

dashboard, users can link directly to detailed participant personal information, participant activity, recent events, location information (via mapping), current equipment status, current battery status, as well as zones and curfew schedules.

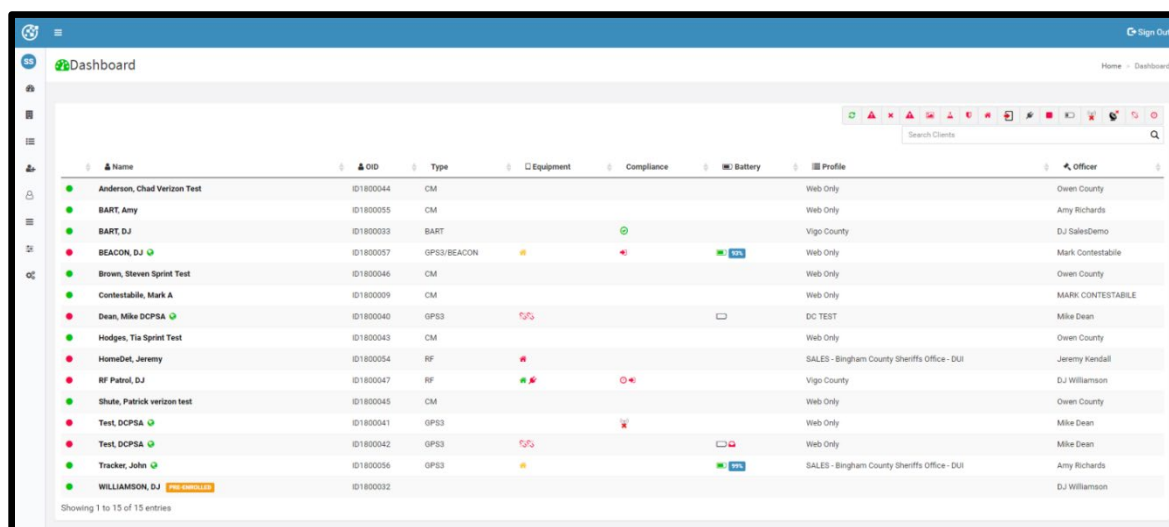
- + **Point Pattern Analysis (PPA)** provides near real time and historic location automated analytics regarding known locations and variances/variations in movement patterns. PPA is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. PPA allows authorized users a more in-depth review of a participant's tracking data.
- + **Sentinel DNA Event Detection (Crime Scene Correlation)** assists with crime/event analysis. Sentinel's Event Detection feature within DNA has a mapping component that correlates crime and/or incident report data collected from local law enforcement agency stakeholders and associates the data with the tracking data of participants. **Our Event Detection mapping feature will identify participants who were in a specified vicinity of an incident address during a specific date/time range.**
- + Advanced **automated screen resizing** enables DNA to be accessed by desktops, laptops, tablets and by the majority of leading smartphone browsers without the need to download custom applications.
- + **DNA leverages the power of Google Maps®** to provide the most accurate display of a participant's location possible. Integrating Google Maps into the interactive mapping system allows DNA to provide a participant's current location and location history **via Google's map view, satellite/aerial view, bird's eye view, and street view.**
- + **Near Real Time Scheduling and Mapping** allows for immediate location identification. DNA allows users to view and modify all participant curfew schedules and zone schedules as well as view and print monitoring activity reports for all participants. **DNA has the capability to create permanent and temporary schedules and to copy and paste a schedule from one day to the next.** All features in DNA are available in near real time, any time, and anywhere via a completely web-based system.
- + Advanced and extensive **Report Library**, which can be increased at any time at no additional cost. The **Report Library** provides access to all standard system-generated reports that are pre-formatted and available via any Internet-enabled computer or laptop through Sentinel's secure monitoring system. Each data field within the entire information system can be queried to generate necessary report information. **Users have the option to view, save, and/or print data and/or reports from the system.**
- + **Advanced Inventory Control Module** enabling officers/installers to track equipment in all capacities: in-use, in local inventory and in transit. This advanced module will also enable users to request/process/track/manage equipment orders online via DNA.
- + **Client Field Contact Module** allows agencies to verify and document every contact with participants while in the field utilizing a mobile device with a camera (e.g., smartphone, tablet). While out in the field or in the office, the officer will scan / photograph the barcode on the GPS device which in turn **captures, verifies, and stores the metadata from the mobile device and**

records in the participant's DNA activity the officer, participant, contact date/time and location, and also stores the photo as visual evidence that the participant was wearing the device at the time.

- + **DNA Mobile Application** provides officers with mobile access to review participant monitoring data via a smartphone or tablet. Sentinel has developed our DNA Mobile Application for officers to **perform field services and data management work** such as data/schedule changes, equipment changes, de-installations, tracking review, current location requests, etc. from any smartphone or tablet.
- + **Mobile Exclusion Zone Tracking:** Allows agencies to track if a participant on GPS comes near another specific device anywhere they may be throughout the community. Taking tracking beyond just stationary zones, the optional Mobile Exclusion Zone (MEZ) program simultaneously tracks the activity of two (2) GPS devices (or a GPS device and a victim smartphone) to determine their proximity from one another throughout the community.
- + Optional **Advocate™ Victim Notification Application** is compatible with Apple OS, Android OS, and/or Windows-based devices and specifically designed to provide a more efficient and convenient alternative for domestic violence cases. As an alternative to victims carrying a secondary GPS device, Sentinel has developed our **Advocate™, Victim Notification and Tracking Application**, that will enable configuration of a Mobile Exclusion Zone (MEZ) around the victim's smartphone and utilize the victim's smartphone to acquire and report GPS data to our DNA monitoring system that will compare the victim's location to the offender's location. In the event the participant attempts to remove the GPS tracking device or violate any restrictive zone, the victim will receive the notification on her/his personal cellular device. It also allows tracking of the participant and his/her location compared to the victim to reduce the chance of an encounter while in the community.

4.2.1 Client Dashboard

DNA utilizes an advanced **Client Dashboard** feature that provides authorized agency staff with the flexibility to view all or selected subsets of their entire caseload in near real time. Using straightforward alert icons, the client dashboard provides an easy to read at-a-glance interface that allows users to quickly see the status of each participant without having to research every record to confirm who is in violation and who is not. From these icons on the dashboard, users can link directly to detailed participant personal information, participant activity, recent events, *location* information (via mapping), *current equipment status*, *current battery status*, as well as *zones* and *schedules*.




Name	CID	Type	Equipment	Compliance	Battery	Profile	Officer
Anderson, Chad Verizon Test	ID1800044	CM				Web Only	Owen County
BART, Amy	ID1800055	CM				Web Only	Amy Richards
BART, DJ	ID1800093	BART				Vigo County	D.J SalesDemo
BEACON, DJ	ID1800057	GPSS/BEACON				Web Only	Mark Contestable
Brown, Steven Sprint Test	ID1800046	CM				Web Only	Owen County
Contestable, Mark A	ID1800009	CM				Web Only	MARK CONTESTABLE
Dean, Mike DCPSA	ID1800040	GPSS				DC TEST	Mike Dean
Hodges, Tia Sprint Test	ID1800043	CM				Web Only	Owen County
HomeDet, Jeremy	ID1800054	RF				SALES - Bingham County Sheriffs Office - DUI	Jeremy Kendall
RF Patrol, DJ	ID1800047	RF				Vigo County	D.J Williamson
Shute, Patrick verizon test	ID1800045	CM				Web Only	Owen County
Test, DCPSA	ID1800041	GPSS				Web Only	Mike Dean
Test, DCPSA	ID1800042	GPSS				Web Only	Mike Dean
Tracker, John	ID1800056	GPSS				SALES - Bingham County Sheriffs Office - DUI	Amy Richards
WILLIAMSON, DJ	ID1800032						D.J Williamson

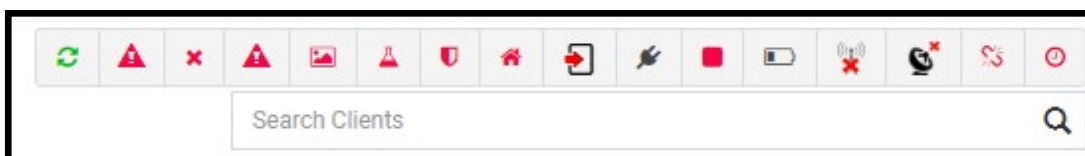
—IMPORTANT SENTINEL ADVANTAGE—

SentinelDNA provides automated program analytics of GPS through our **Point Pattern Analysis (PPA)**. PPA provides near real time and historic location automated analytics regarding known locations and variances in movement patterns. PPA is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. PPA allows authorized users a more in-depth review of a participant's tracking data.

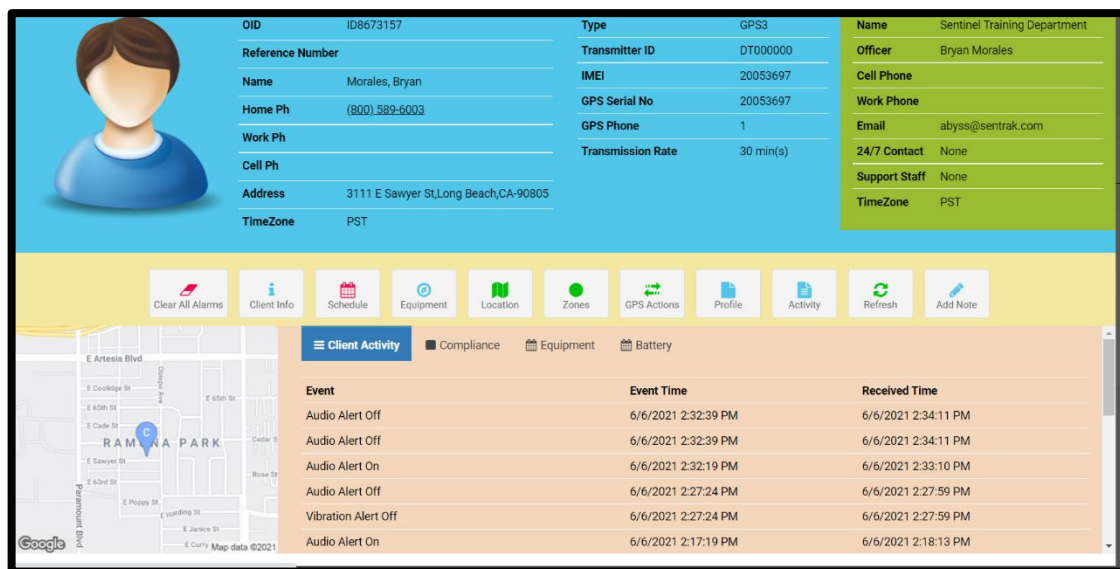
Quick Sorting Feature: Authorized users can refine the information displayed on the dashboard by clicking on one of the columns which then sorts the participants based on that parameter. **This allows agency staff to quickly view participants by type of monitoring, by alert, or even by battery percentage.** In addition to sorting the information by column, filter icon buttons (shown below) are displayed at the top right of the dashboard, which allow the user to filter participants based upon the selected status/alert criteria.



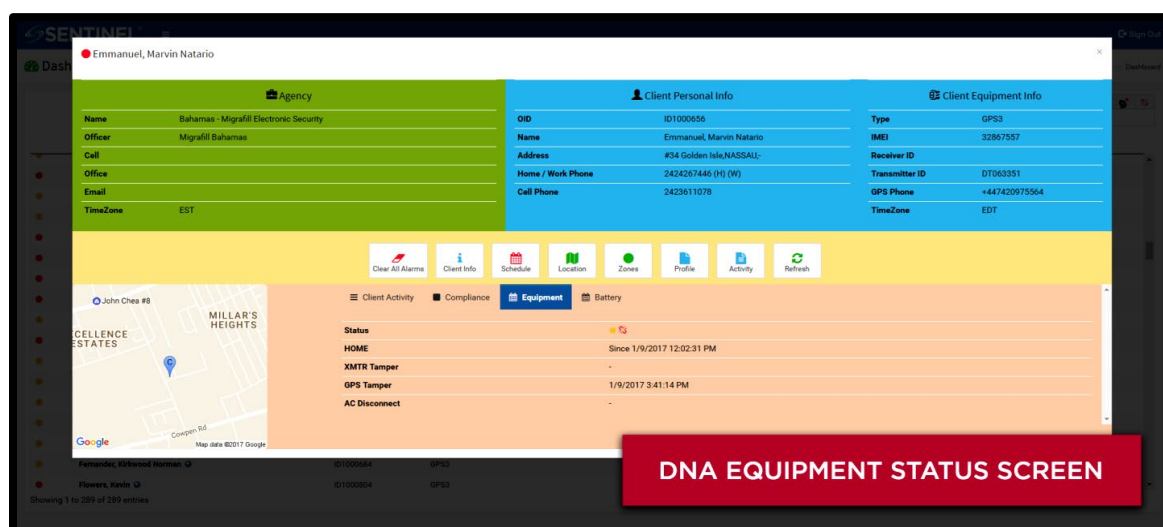
For example, by selecting the Tamper icon , only those participants with a Tamper alert are displayed on the dashboard. **This allows agency personnel to quickly review alert information each morning and prioritize contact with participants to better manage their caseload.** Below the sort icons, DNA has a local search option (shown below) to make it easy to refine the dashboard display to specific populations or participants with specific first/last names.



By clicking any of the fields on the Dashboard, an officer can easily access current and historical data for the participant and the assigned equipment as shown in the screen images below. The agency, Client Personal Info, and Client Equipment Info boxes are static and provided at the top of all pop-up menus. Below we have provided examples of the Client Activity and Equipment Status screens.

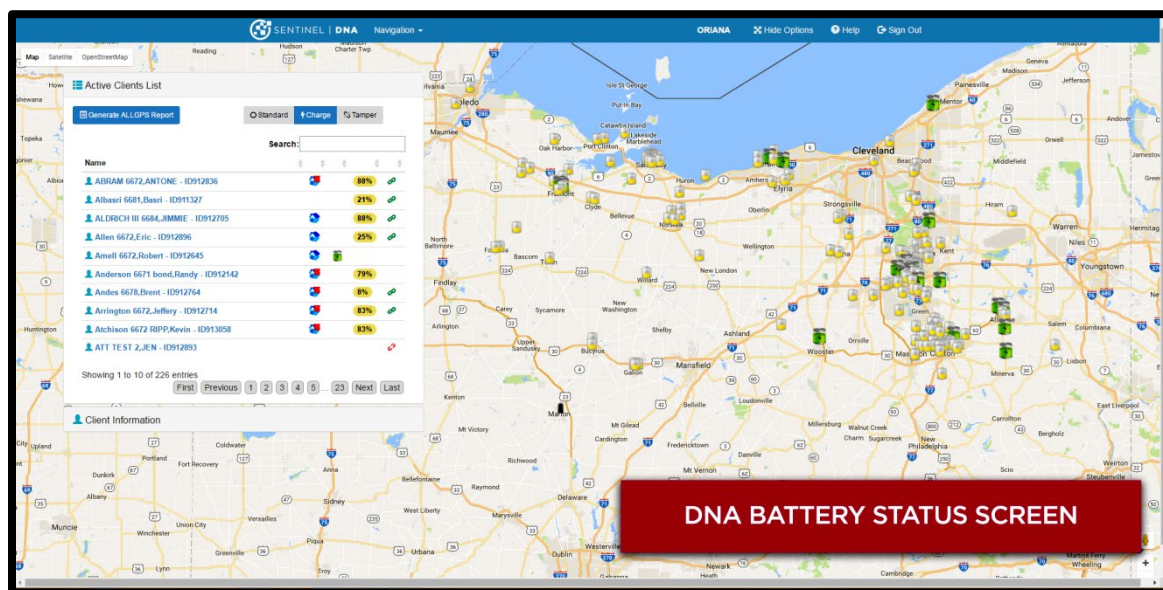


From the Client Activity screen above, the officer can access the participant's events to view additional data, see a quick snapshot of the participant's current location, access the participant's historical location data, view/create/edit/delete individual zones, and review the protocols assigned to the participant. **This provides all of the important participant information on one screen.**

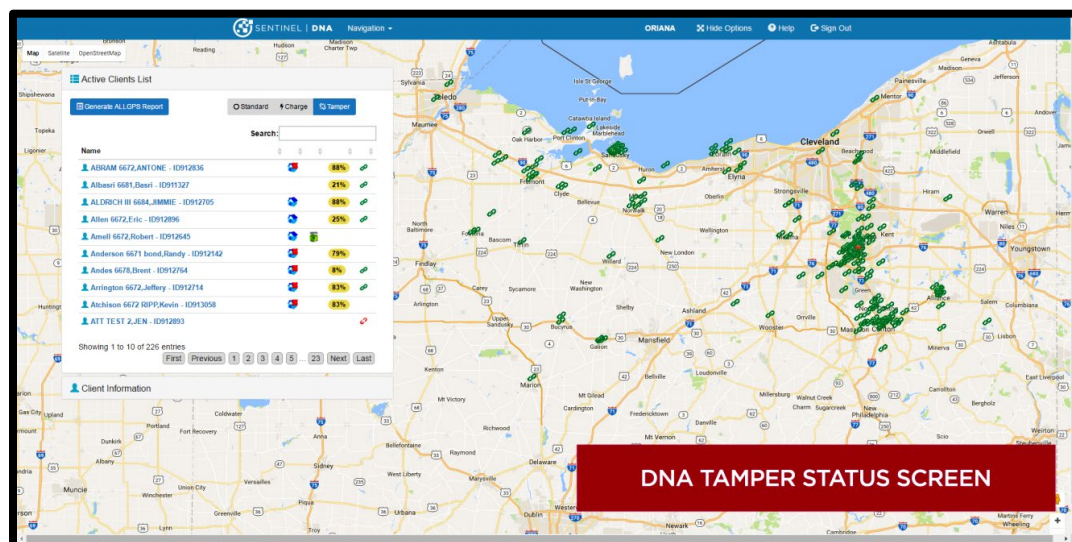


As illustrated in the Equipment Status screen image above, the client's current location is shown on the map to the lower left along with the current status of the device including any tampers along with the date and time of occurrence. Officers can quickly view if there is a device issue without wasting time.

As illustrated below, DNA also gives officers the ability to view the battery status of every device assigned to their entire caseload from a single screen. DNA provides pop-up style notification windows to display caseload details with visual indicators for each participant on a map to the right of the case load window.



DNA provides the same detail regarding the tamper status of all devices assigned to an officer's caseload. As illustrated below, visual indicators help officers to quickly locate and identify potential issues and/or violations in their caseload. Devices in tamper are indicated with a red icon on the screen below, while all in compliance devices are illustrated in green.



4.2.2 Near Real Time Scheduling, Zones, and Mapping

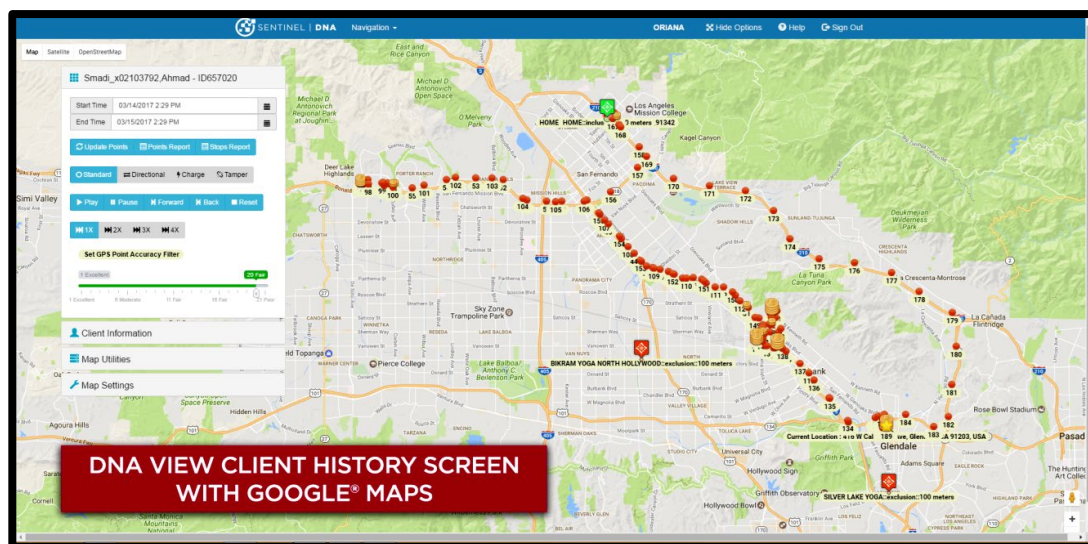
Authorized users access our DNA Web-Based Platform to enroll new participants and to see the latest activity and violation information. DNA allows users to view and modify all participant curfew schedules

and zone schedules as well as view and print monitoring activity reports for all participants. All features in DNA are available in near real time, any time, and anywhere via a completely web-based system.

DNA displays participant location information with a date and time stamp for each location. This chronological display is provided on screen as well as in printed report format.

—IMPORTANT SENTINEL ADVANTAGE—

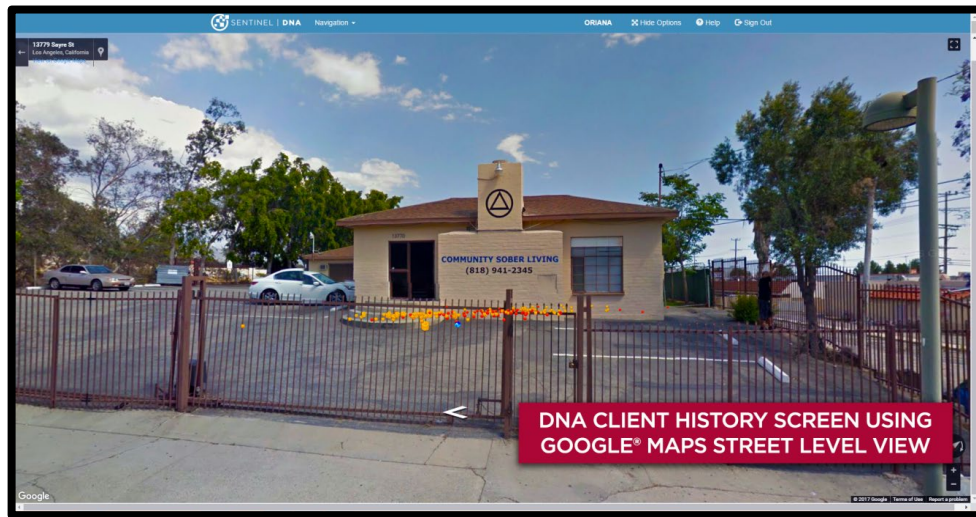
As an added service feature, DNA allows authorized users to view the actual movements of the program participant, including the time of those movements, in a visual map and in report format. By clicking *Update Points* after selecting a date and time range, the user can play a participant's movements. The system will show the date, time, speed, and estimated precision of each tracking point when the user hovers the mouse over any tracking point. The screen below displays a participant's location history.



—IMPORTANT SENTINEL ADVANTAGE—

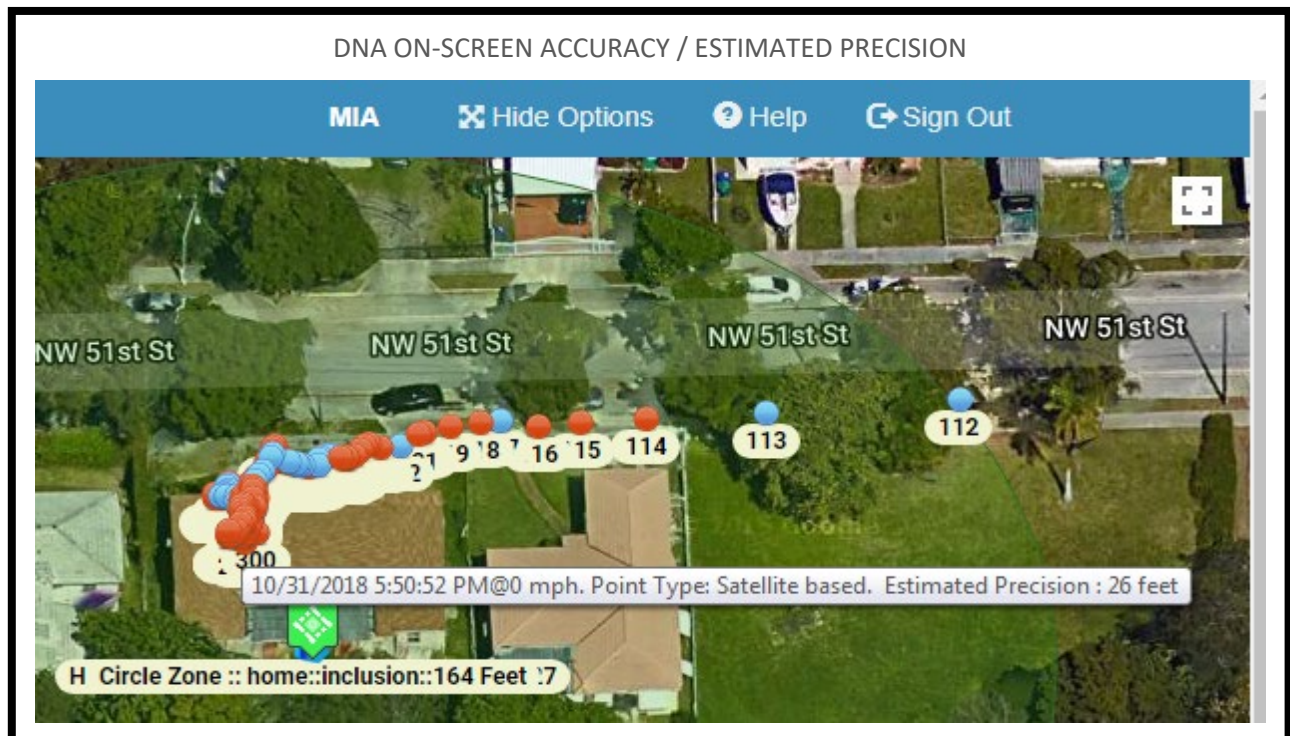
Sentinel's DNA utilizes Google Maps® which provides automatic updates to the system always delivering the latest maps and upgrades. DNA tracks its own points and overlays the points on the most recent Google Maps® available at the time of tracking.

DNA uses Google Maps to provide authorized users with three (3) levels of mapping options: satellite images, street maps and hybrid maps (satellite imagery overlaid with street maps). There are also multiple distinct views including traditional, bird's eye, and street view. These interactive maps contain easily recognizable images at the global level as well as down to street level. DNA enables authorized users to easily zoom in and out when viewing tracking data on the map. With the click of the mouse button, DNA allows authorized users to "drill down" from a high-level view of a participant's overall tracking down to his/her tracking movements at a specific location.

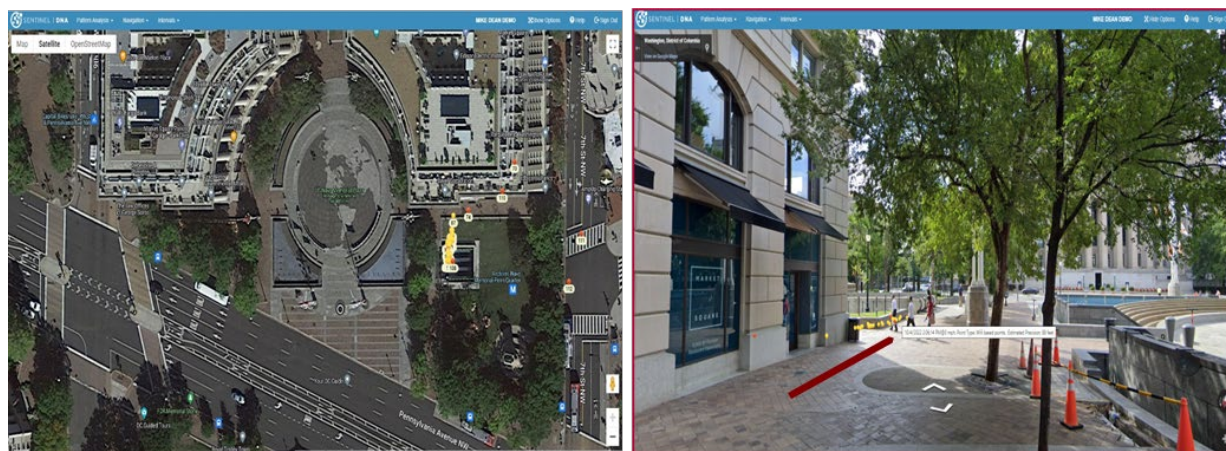


—IMPORTANT SENTINEL ADVANTAGE—

On-Screen Accuracy & Estimated Precision. As an added DNA feature, when a user hovers the mouse pointer over any tracking point an embedded on-screen rollover window appears showing the date, time, speed and estimated precision (onscreen accuracy) of the tracking point. The screen below displays a participant's location history with an on-screen accuracy of "*Estimated Precision: 26 feet*" This advanced feature provides an instant added confidence to officers regarding the relative accuracy of any tracking points of interest. The second screen shows tracking and location monitoring in real time while in an underground subway station.



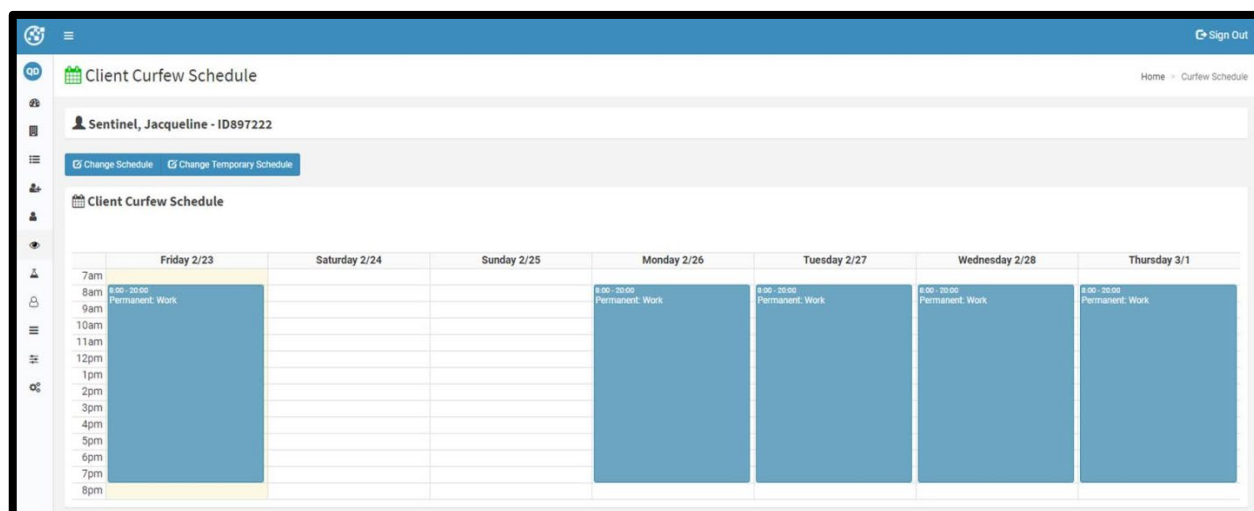
ABILITY TO TRACK LOCATION IN AN UNDERGROUND SUBWAY SYSTEM IN REAL TIME AND ACCURATE PROVIDE LOCATION POINTS VIA WI-FI



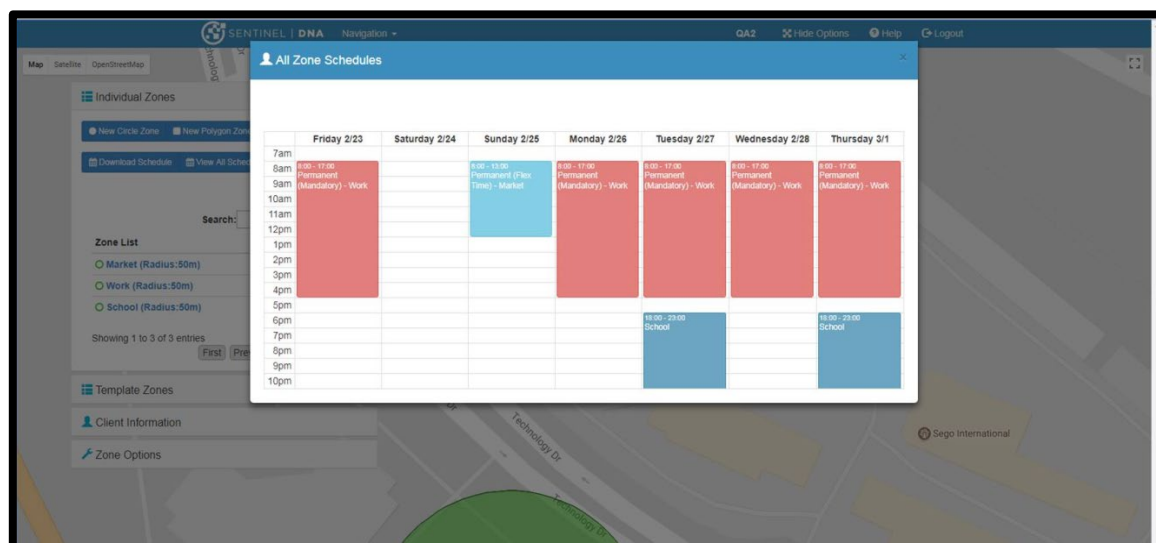
Scheduling

During program enrollments, staff enter curfew/zone schedules and/or inclusion and exclusion zone schedules for each program participant in our DNA web-based system. **Each exit from, and entry to, the residence or zone (inclusion or exclusion) is reported by the GPS unit, and the DNA web-based system automatically compares the activity's location with the set zones.** The OM500 GPS devices, coupled with our SentinelDNA web-based system, provide reliable residential monitoring eliminating the need for home monitoring units or beacons. Any discrepancies of the event time or location with the permitted time or location will generate a violation that is processed by DNA. This activity verification is continuously performed by DNA, which thereby always ensures the monitoring of each program participant. DNA also has the capability to create permanent and temporary schedules and to copy and paste a schedule from one day to the next.

DNA CLIENT CURFEW SCHEDULE SCREEN IMAGE



DNA CLIENT ZONE SCHEDULE SCREEN IMAGE



Zones and Mapping

Authorized users will have access to create, edit, and delete exclusion and inclusion zones for participants being tracked via the GPS tracking device. **SentinelDNA allows for a virtually unlimited amount of exclusion and inclusion zones per participant.** For participants with challenging zones, DNA is also configured to support construction of polygon-shaped or non-traditional zones. These polygon zones can be used to customize the zone to whatever size or shape is desired by the officer to monitor the movement of the individual program participants.

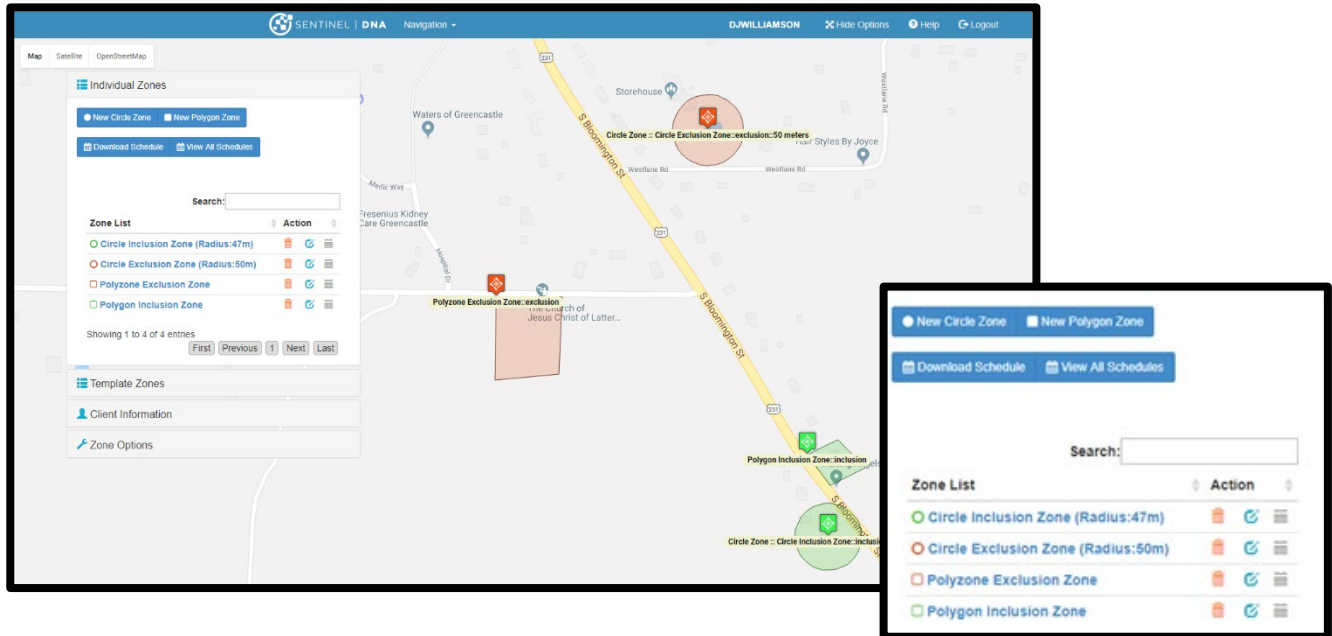
As an added benefit, DNA allows for the creation of template zones that can be used across a specific population of participants. This allows agency personnel to designate certain sites across a region as exclusion zones for an entire population of multiple participants. This eliminates the need to repeatedly re-create the same zones for all the individuals identified in a specific population. This type of **template zone** set-up can be used for sex offenders and other high-risk participant populations establishing zones around schools, playgrounds, or related areas of concern.

—IMPORTANT SENTINEL ADVANTAGE—

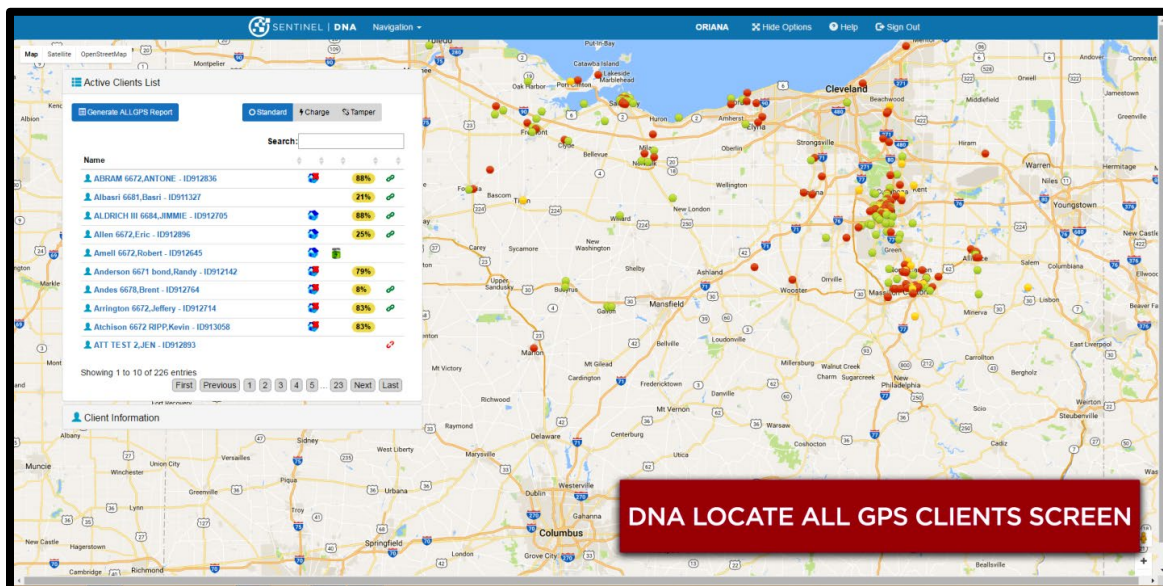
DNA allows for the use of **Individual Zones** that create pre-set zone placements for an individual program participant. To simplify the creation and use of zones, DNA places an icon in every zone (individual zone or template zone) to indicate the type of zone shown on a map.

When an agency officer views a participant's tracking data from the mapping screen, the zones, along with the detailed information about each zone, is displayed including the name of the zone, the zone type (inclusion or exclusion), and the zone radius if it is a circle zone. Polygon zones are also available to better track an offender in urban locations and are also displayed within the participant's tracking data from the mapping screen. This allows authorized users to access meaningful location information while reviewing participant zone activity without moving away from the mapping screen.

As shown in the images below, DNA visually differentiates zones with color-coding (Inclusion Zones = **GREEN**; Exclusion Zones = **RED**). From the Zones screen, circle zones are represented in the list by a circle and polygon zones are represented in the list by a square.



The DNA Mapping System also gives officers access to locate their entire caseload by selecting **Locate All GPS Clients** from the Navigation Menu located at the top of the map. For example, in this view shown below, the officer is viewing multiple statuses including the battery status of the device as well as the current tamper status and whether the program participant is at their residence/inside their home inclusion zone or away.



For added efficiency and convenience for officers, DNA provides the following enhanced features:

- + Users may choose to view “Stacked” grouping points on the map for cleaner location display;
- + Users may run and export “Points” and “Stops” Reports from the participant location history;
- + Users may view all GPS Reports (Point or Stops) that have been generated from the View GPS Reports page;
- + Participant Information may be viewed in the “View All GPS Clients” or the individual participant “View History” page;
- + Points are centrally displayed during point animation / DVD style playback and the address and date/time information is displayed below the DVD style playback buttons;
- + Users may choose to view Individual Zones and/or Template Zones on the map when viewing participant location history;
- + Zone icons have been added to help identify zone types. The radius of a circle zone and the name for each zone is displayed beneath the icon on the map
- + Zones are adjustable to nearly any size;
- + Template and Individual Zones may be viewed from the View Client Zones page; and
- + Participant Location History defaults to the previous 24 hours.

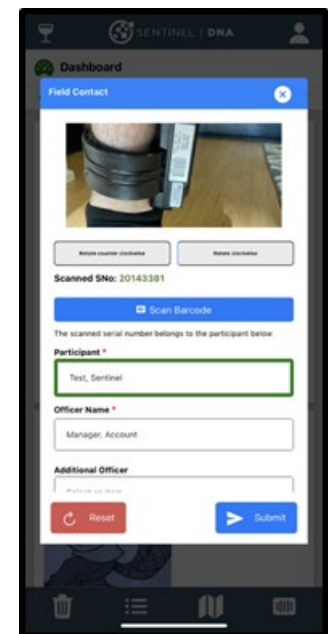
4.2.3 Client Field Contact Module

The Client Field Contact Module within DNA enables agencies to verify and document every contact with a participant while in the field/office utilizing a mobile device with a camera (e.g., smartphone, tablet). While out in the field or in the office, the officer will scan / photograph the image of the barcode on the GPS device which in turn captures, verifies, and stores the metadata from the mobile device. This data includes the date and time stamp of the event (scan), the latitude and longitude location at the time of the contact event, and the photo of the unit itself. **Each upload is also automatically linked with the officer who performed the data entry for historical accuracy.** DNA also allows officers to add data and comments as well as use agency-definable drop-down fields to track specific data points such as if additional staff members were present at the time of the contact.

—IMPORTANT SENTINEL ADVANTAGE—

The Client Field Contact module provides proof of the date, time, and location of each participant contact including the metadata making it capable of standing up in a court of law.

This module is designed to provide accountability for officers and staff. Additionally, this feature authenticates officer/participant contacts because the metadata itself is date and time stamped, in addition to capturing current latitude/longitude, at the time of the scan/entry; if the officer attempted to use old data, the date and time stamp would not match. However, if a barcode is damaged and the officer cannot capture the image, DNA will allow the officer to manually enter the serial number at the time of contact. The information is historically accurate as the supervisor can note the date/time of the



entry in the system while the officer was performing the contact, and the scan/photograph will also still attach to the record including the metadata associated with it.

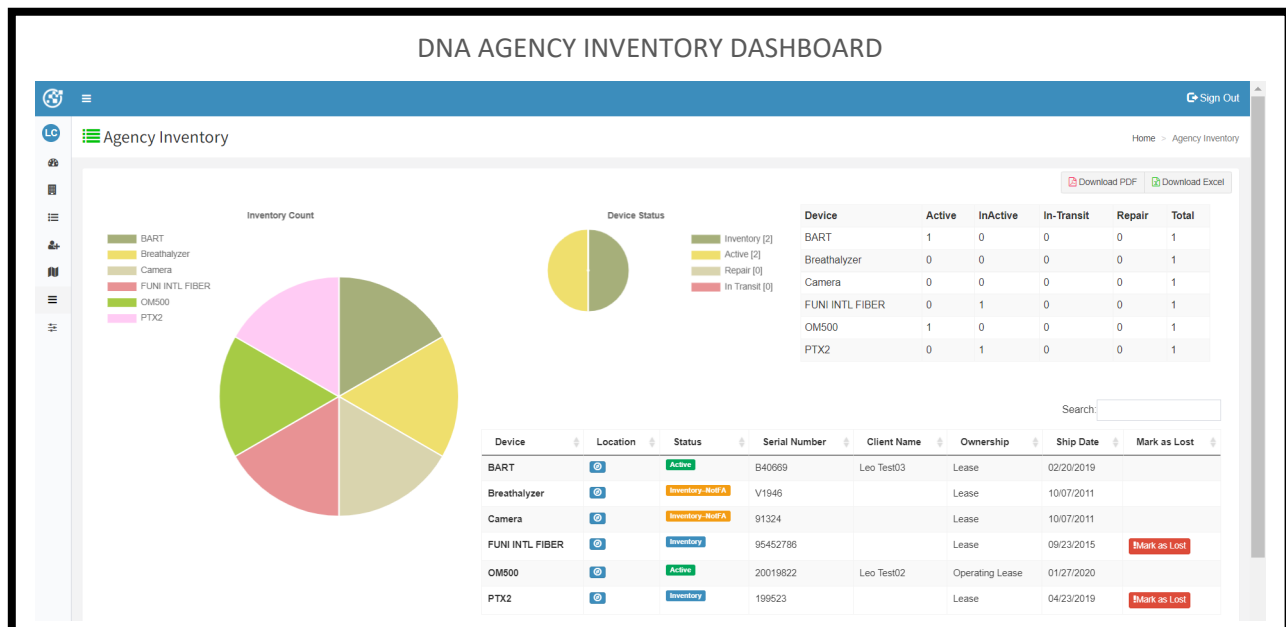
4.2.4 Inventory Control Module

As a leading provider of electronic monitoring and tracking equipment, Sentinel stays at the forefront of technology to ensure we maintain our competitive advantage and assist with public safety by providing reliable and effective equipment, including but not limited to, ample supplies of on-site Backup/Replacement Inventory. This drive for enhanced products and any future modifications will benefit the agency as Sentinel offers advanced features and enhancements at no cost to the agency. Furthermore, Sentinel will offer to the agency upgrades and revisions to our proposed web-based information application at no additional cost. Sentinel's commitment to advance technology is demonstrated in this proposal whereby Sentinel has proposed the proven latest generations of both OM500 one-piece global positioning satellite tracking device with the option to upgrade to advanced generations upon release.

Any equipment that is returned to our National Warehouse due to damage or tampering is fully inspected to ensure proper functionality of all features and not just those items noted by the customer as problematic. If the unit cannot be repaired, it is permanently removed from inventory. A list is kept of all retired equipment for audit and internal control purposes. Replacement units are then shipped to the program's local office to maintain the required amount of spare equipment for operations.

—IMPORTANT SENTINEL ADVANTAGE—

DNA includes an integrated agency Inventory Dashboard providing textual as well as graphical status of all agency equipment inventory of equipment and the online capability for users to view status, manage, order, return, track, and transfer equipment. This advanced module will also enable users to request/process/track/manage equipment orders online via DNA. Please refer to the sample DNA agency Inventory Dashboard Screen below.



4.2.5 Reporting Module and Notification Procedures

SentinelDNA will provide the agency with access to standard, system generated reports that are pre-formatted and available via any Internet-enabled computer or laptop through Sentinel's secure monitoring system. Any authorized user can view participant activity 24 hours a day, 7 days a week. **Our system is engineered, maintained, and monitored exclusively by Sentinel. Within a SQL database structure, DNA is infinitely capable of generating reports, eliciting statistical data, and conducting queries/searches for specific information as needed to meet literally any requirement.** Each data field within the entire system can be queried to generate necessary report information. Users have the option to view, save, and/or print data and/or reports from the system. This advanced system improves overall management of program information providing direct access to monitoring data in the hands of all agency authorized staff. All reports are available for online viewing and printing in Excel, PDF, or Comma-Separated Values (CSV) formats.

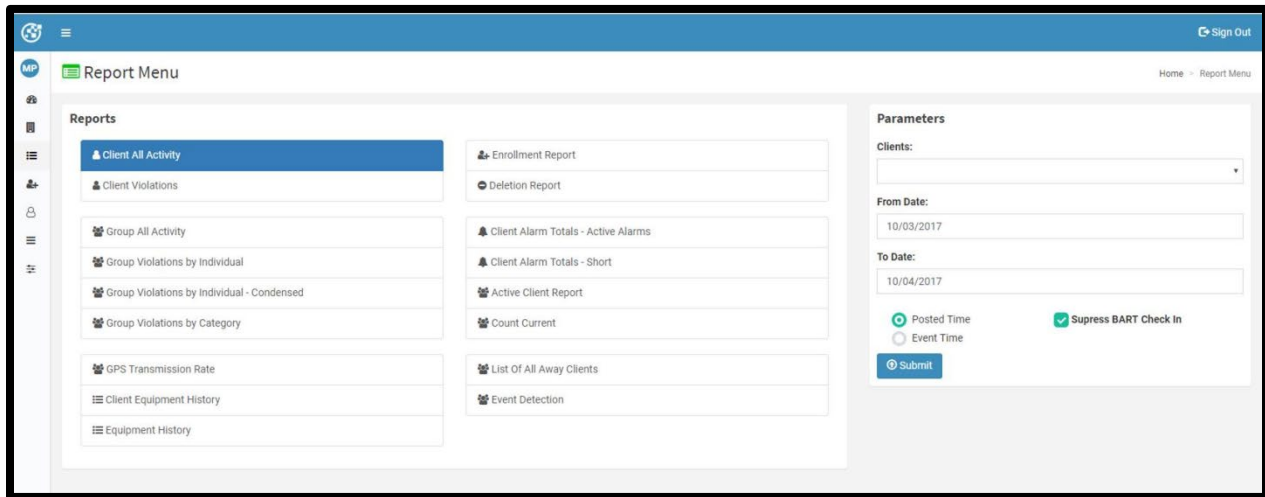
—IMPORTANT SENTINEL ADVANTAGE—

DNA provides additional reporting features for participants who are being tracked with GPS. From the Reports menu and the mapping screen, authorized users can run reports for a single participant or group of people:

- + Alerts showing which actions were taken and if the notifications were successful
- + Reports showing all events, including alerts
- + Proximity, allowing users to see if any or all participants were near a specific location at a specific time (Event Detection / Crime Scene Correlation)
- + Zone activity to show which participants entered and left zones, such as AA, shopping malls, known drug areas, etc.
- + Stops Report that shows where and when participants stayed in one (1) location over a given time period
- + User Audit Report that shows which users are logging into the monitoring system and for how long

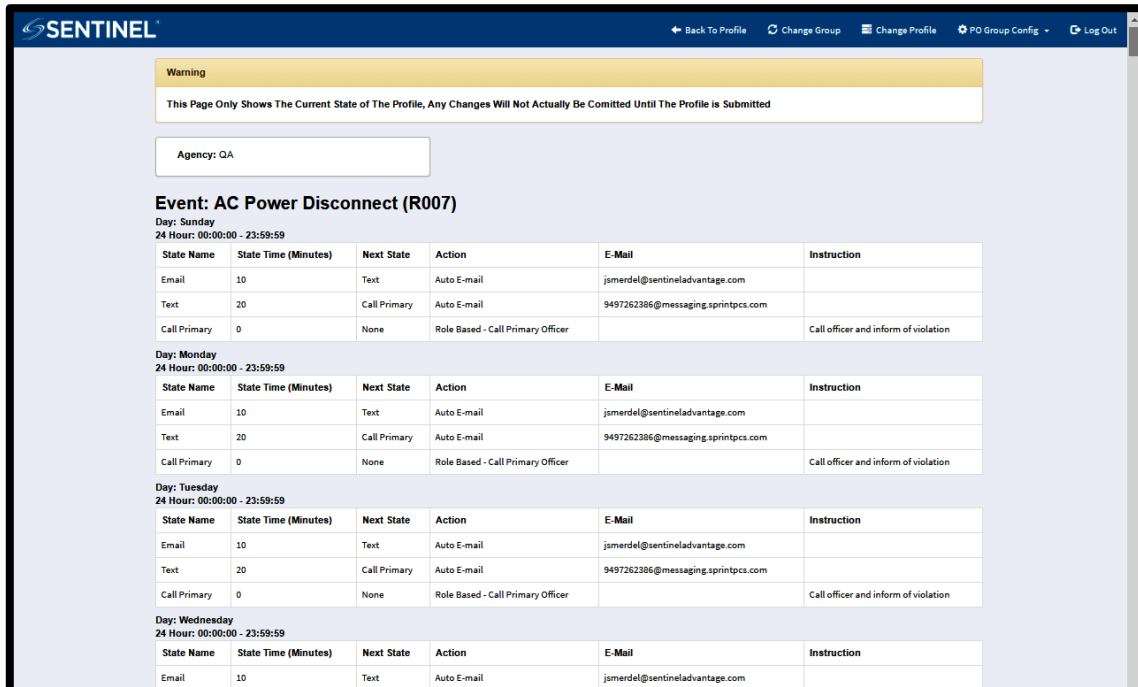
Below we have provided a list of our standard reports available followed by an image of the Report Menu available within DNA:

- | | |
|----------------------------------|----------------------------|
| + Individual All Activity | + Client Alarm Totals |
| + Individual Violations Only | + Enrollment Report |
| + Group All Activity | + Deletion Report |
| + Group Violations by Individual | + Active Client Report |
| + Group Violations by Category | + Count Current Report |
| + Event Detection | + List of all Away Clients |



If the agency requires reporting information that is not currently available through Sentinel's standard reports within our DNA monitoring platform, we will gladly work with the requesting agency to create any necessary reports or queries.

DNA is also equipped with the *ability to create custom notification profiles*. Each notification profile is a set of protocols on how to handle alerts and violations. Violations can be prioritized to alert immediately or hold for a grace period. The DNA Profile Manager allows for automated notification of alerts as well as optional manual escalation/closed loop communication and sequencing. The Profile Manager also differentiates protocol changes within a single alert by time and day of the week. Please refer to the image below for Sentinel's **Notification Procedure** screen within DNA. All of these procedures are reviewed, discussed and implemented with the assistance of the Regional Account Manager.



State Name	State Time (Minutes)	Next State	Action	E-Mail	Instruction
Email	10	Text	Auto E-mail	jsmerdel@sentineladvantage.com	
Text	20	Call Primary	Auto E-mail	9497262386@messaging.sprintpcs.com	
Call Primary	0	None	Role Based - Call Primary Officer		Call officer and inform of violation

State Name	State Time (Minutes)	Next State	Action	E-Mail	Instruction
Email	10	Text	Auto E-mail	jsmerdel@sentineladvantage.com	
Text	20	Call Primary	Auto E-mail	9497262386@messaging.sprintpcs.com	
Call Primary	0	None	Role Based - Call Primary Officer		Call officer and inform of violation

State Name	State Time (Minutes)	Next State	Action	E-Mail	Instruction
Email	10	Text	Auto E-mail	jsmerdel@sentineladvantage.com	
Text	20	Call Primary	Auto E-mail	9497262386@messaging.sprintpcs.com	
Call Primary	0	None	Role Based - Call Primary Officer		Call officer and inform of violation

State Name	State Time (Minutes)	Next State	Action	E-Mail	Instruction
Email	10	Text	Auto E-mail	jsmerdel@sentineladvantage.com	

4.2.6 DNA Mobile Application

The DNA Mobile Application is designed for officer use to streamline feature sets that are available in our full featured DNA website. The abbreviation of certain features and the addition of others in DNA Mobile App will improve the mobile access experience of our customers using smartphones and tablets. The features of DNA Mobile App were created using valuable input from a panel of supervising officers who routinely work remotely and away from their office. DNA Mobile App facilitates remote supervision like no other and will quickly become a valuable tool in the participant supervision process.

Free to our customers, our DNA Mobile App is available for download at the Apple App and Google Play Stores. Compatible with iOS and Android OS, DNA Mobile App utilizes TLS 1.2, AES-256 encryption to ensure all customer and participant data is secure. The DNA Mobile App features:

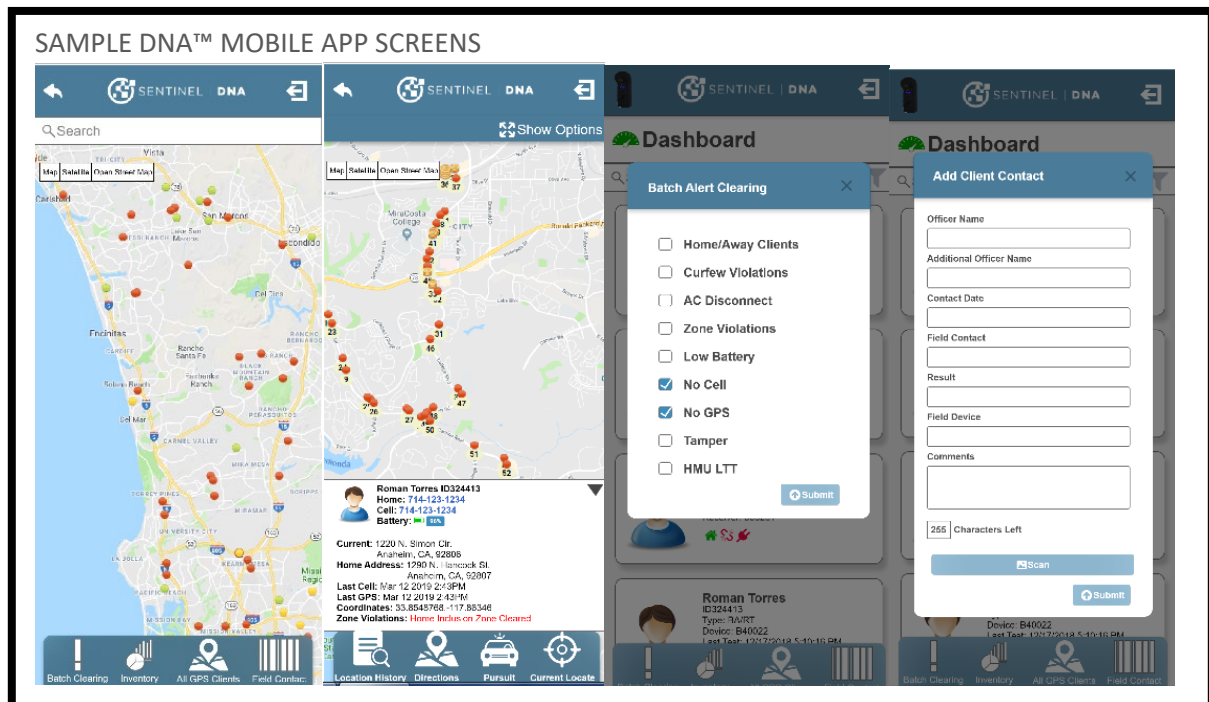
- + **GPS Mapping:** View GPS tracking history, Current Location, and Zones via DNA Mobile.
- + **View and Edit Participant Information:** Modify Participant Name, Device ID, Case Information, Home Address, etc.
- + **Alert Resolution:** View, Respond and Clear Alerts directly from DNA Mobile.
- + **Scheduling:** Quickly update a Participant's Curfew/Home Zone Schedule.
- + **Notify Participant:** Easily send commands to the GPS device.
- + **Initiate a Field Contact:** Verify and document field contacts with participants while using DNA Mobile App to record the date, time, location, and notes for each contact.
- + **Profile Photograph:** Update participant photos directly through DNA Mobile App.
- + **Travel Directions:** Provides turn-by-turn directions from officer's location to the last known location of the participant or selected address.
- + **Activity Review:** Quickly review all participant activity from GPS and Radio Frequency (RF) devices via DNA Mobile App.
- + **Pursuit Mode:** Initiate Pursuit Mode to activate faster GPS acquisition and reporting.
- + **Inventory:** Easily identify inventory availability and status.

Please refer to the examples of sample DNA Mobile Application screens below.

SAMPLE DNA™ MOBILE APP SCREENS



SAMPLE DNA™ MOBILE APP SCREENS



4.2.7 Advanced Automated Analytics

Sentinel's proposed solution includes GPS analytics featuring client stop patterns and shared locations. Sentinel's **DNA platform offers advanced analytic features and capabilities** unavailable in other monitoring and tracking platforms such as:

- + **Point Pattern Analysis (PPA)** *provides near real time and historic location automated analytics regarding known locations and variances in movement patterns.* PPA is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. PPA allows authorized users a more in-depth review of a participant's tracking data.
- + **Sentinel DNA Event Detection (Crime Scene Correlation)** *assists with crime/event analysis.* Sentinel's Event Detection feature within DNA has a mapping component that correlates crime and/or incident report data collected from local law enforcement agency stakeholders and associates the data with the tracking data of participants. Our Event Detection mapping feature will identify participants who were in a specified vicinity of an incident address during a specific date/time range.
- + **Equipment Retrieval Dashboard** *assists agencies with their equipment recovery and inventory control efforts, which assists in reducing equipment loss.* The Equipment Retrieval Dashboard has been designed to provide a visual step-by-step inventory retrieval process for both Sentinel's on-site personnel as well as agency staff to establish more accurate inventory controls and in turn better manage participant equipment recovery thus reducing equipment loss and increasing equipment recovery.

4.2.7.1 Point Pattern Analysis (PPA)

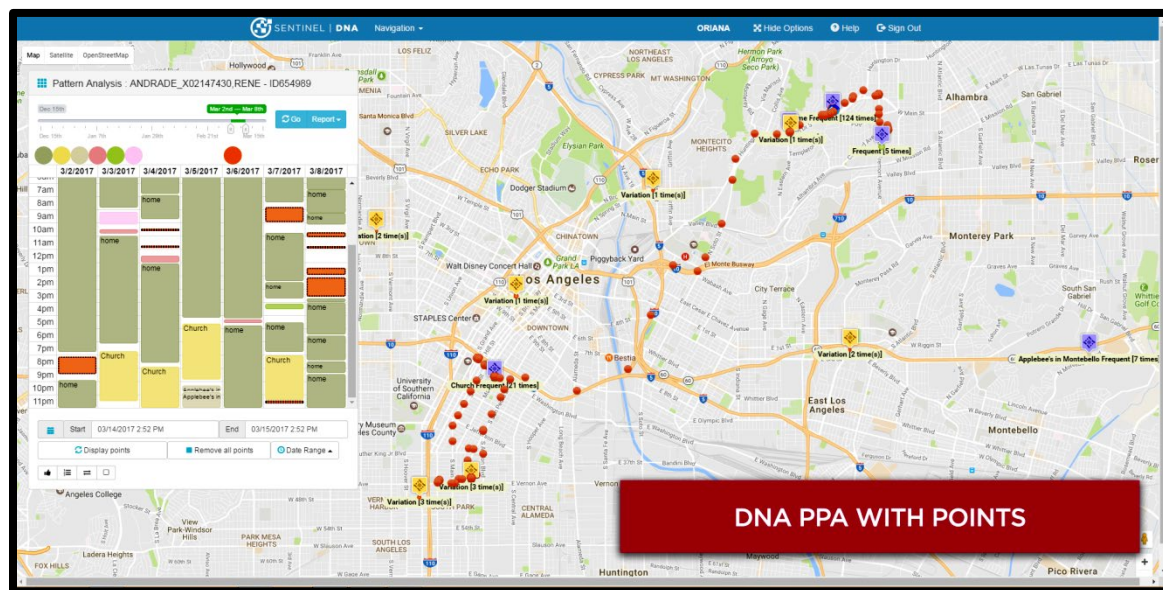
Point Pattern Analysis (PPA) is an automated analytics capability that enables users to quickly and easily identify changes in participant location/movement patterns that may be indicative of changes in behavior/compliance. To provide an agency with the most opportunities possible to create effective monitoring and in turn positive outcomes for participants, DNA includes Point Pattern Analysis (PPA) capabilities at no additional cost. This proprietary enhancement feature allows users to receive a comprehensive analysis of all their participants' routines.

Using our GPS point capture capability, our system can accurately track and display the participant's whereabouts 24/7. Although this is provided as part of the standard GPS tracking service, the advancements associated with PPA allows authorized users a more in-depth review of a participant's tracking data. It will quickly identify "locations visited" by the participant and identify travel patterns.

PPA displays, in a detailed chart format, the periods of time when a participant was at a certain location. The system is then able to track which locations the participant frequented and the quantity/duration of visits. This allows for easy determination of regular routine stops by the participant compared to variations that may be restricted locations.

Point Pattern Analysis examines locations frequented by each individual participant. Locations where a participant spends significant periods of time are identified and labeled as known locations and are depicted as such on DNA maps. For ease of review, the corresponding times spent at these locations are

depicted on a bar graph (see below). All known locations are identified with a unique color-coding system, while locations that are new for the program participant are color coded in **RED**.

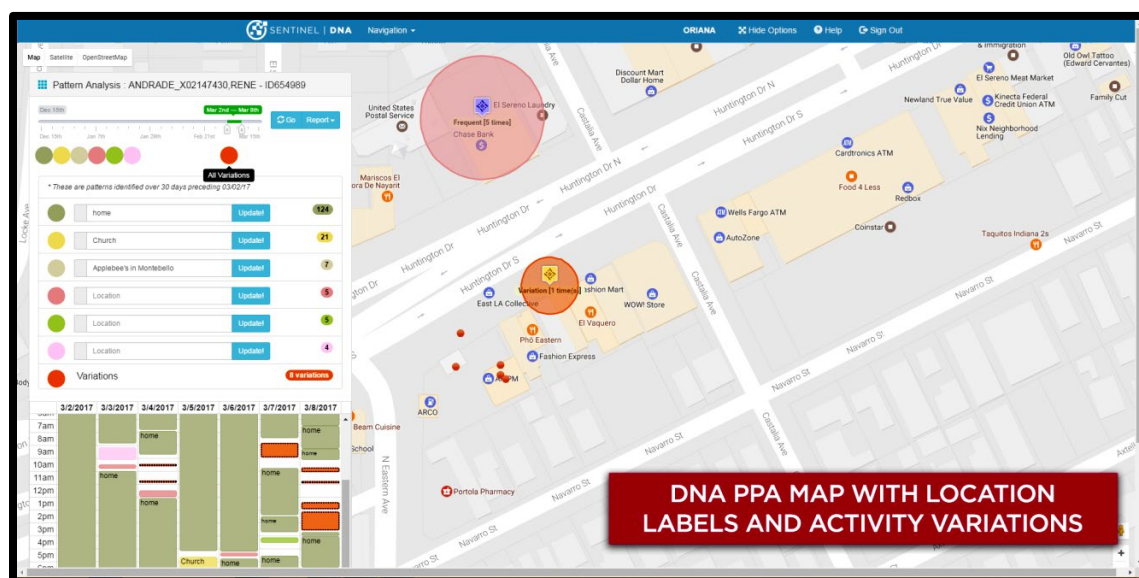


As an example, on the map display depicted above, a user can click on the locations and the position is displayed on a Google Maps with all designated key identifiers (e.g., street names, locations of interest, civic structures, etc.) along with the ability to display the location in any of Google's multiple mapping views.

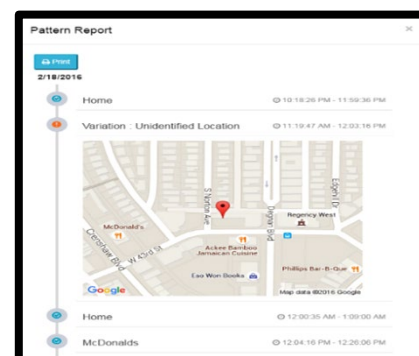
Quick and Detailed Activity History: The system can track on an ongoing basis the data points previously visited by the participant to identify and display any new locations. This allows staff to quickly see the variations in the participant's movements across the community and verify where he/she is stopping throughout the day. This PPA feature is key to assuring that the participant is not straying from his/her required schedule.

For example, if the participant is only allowed to attend work, this system should display only two locations visited, his/her residence and his/her job site. It allows for identification of travel time, which also can be used by the officers or designated personnel to confirm that the participant is not loitering during transit times between these two (2) authorized locations.

Authorized Location Identification: To make the analysis of a participant's activity easier, **DNA allows users to add labels to the authorized locations that a participant visits** as part of their daily, weekly, or monthly routine (e.g., home, work, church, counselor's office, etc.). Using these labels allows for the quick identification of a location that is not associated with a participant's given routine. The screenshot below illustrates how users can create custom labels to better identify locations frequented by a participant.



All data collected as a part of the PPA feature can be exported in a report form. **The data will identify known locations based on the labels assigned to those locations as well as identify locations identified as variations using a street map view.** Both known locations as well as variations are displayed within the report with the date and time of each event as shown in the image to the right.

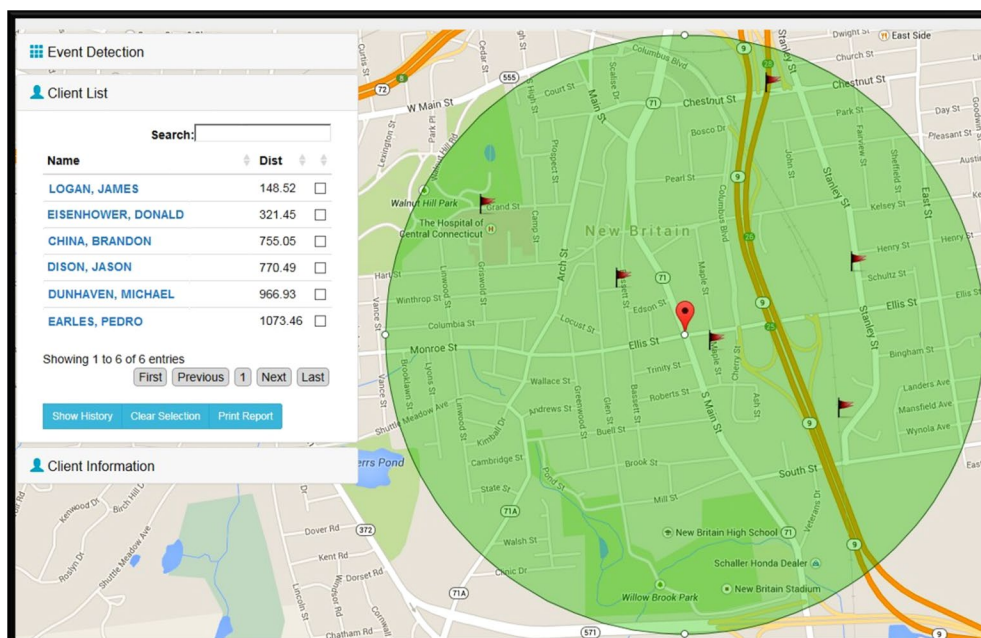


4.2.7.2 Sentinel DNA Event Detection (Crime Scene Correlation)

Sentinel's **Event Detection** feature within DNA has a mapping component that correlates crime and/or incident report data collected from local law enforcement agency stakeholders and associates the data with the tracking data of participants.

Our Event Detection mapping feature will identify participants who were in a specified vicinity of an incident address during a specific date/time range. Event Detection will simultaneously provide information for participants who are in the vicinity at the date/time of occurrence of the crime. Once the data has been entered, and the search has completed, the system will provide a Participant List and place a flag on the map for each participant in the results list and represents the location of the participant that was closest to the search address during the time frame selected.

The search results are displayed under a precise "Client List". As illustrated in the screen image below, all the participants shown under Client List have registered at least one point within the search address radius within the time frame selected, thereby creating a list of potential individuals for law enforcement follow up. The system also displays the participant's actual distance from the address of interest, as shown below. Furthermore, all other GPS participants can be eliminated as potential individuals as they were not in the vicinity at the date/time in question.



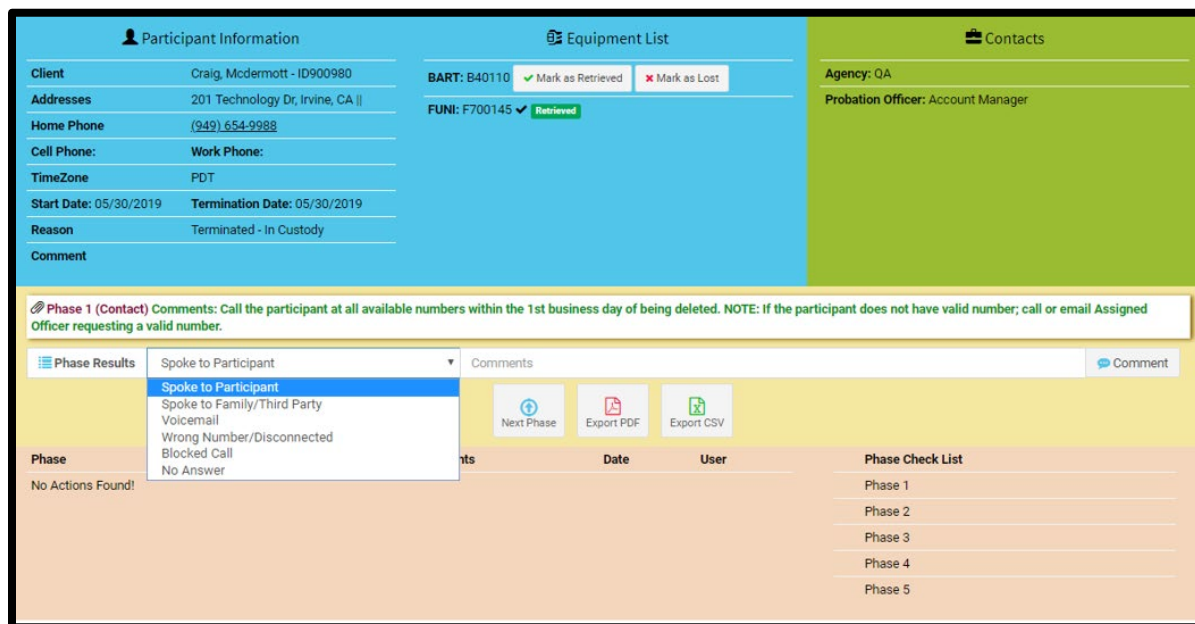
4.2.7.3 Equipment Retrieval Dashboard

Sentinel has created a unique tool within our DNA monitoring platform to assist agencies with their equipment recovery and inventory control efforts. The **Equipment Retrieval Dashboard** has been designed to provide a visual step-by-step inventory retrieval process for both Sentinel's on-site personnel as well as agency staff. **The Equipment Retrieval Dashboard allows agencies to establish more accurate inventory controls and in turn better manage participant equipment recovery thus reducing equipment loss.**

The Equipment Retrieval Dashboard is located in the Inventory section of our DNA platform. The Dashboard displays a complete list of all devices that were not retrieved from participants upon program completion/violation or who have absconded from the program.

Name	OID	Termination Date	Current Phase	Equipment List	PO Name	Reason for Termination
asda, testing delete	ID900453	05/08/2019	Call within 24 business hours	Retrieved PHMU (A16014) Not Retrieved PTX (28874)	Account Manager	Terminated- Description: Violated terms
test to delete, test	ID899960	05/08/2019	Call within 24 business hours	Not Retrieved PHMU (A31853) Retrieved PTX (122228)	Account Manager	Terminated- Description: Violated terms
B40804, QA	ID900445	05/08/2019	Call within 24 business hours	Not Retrieved BART (40804)	QA Warehouse	Completed - Description: Successfully Completed
B40804, QA	ID900444	05/08/2019	Call within 24 business hours	Not Retrieved BART (40804)	QA Warehouse	Completed - Description: Successfully Completed
B40543, QA	ID900443	05/08/2019	Call within 24 business hours	Not Retrieved BART (40543)	QA Warehouse	Completed - Description: Successfully Completed
A, 40543	ID900433	05/08/2019	Call within 24 business hours	Not Retrieved BART (40543)	QA Warehouse	Completed - Description: Successfully Completed
A1000042FC6137, MEZ Tester	ID898450	05/07/2019	Call within 24 business hours	Retrieved OmniLink (A1000042FC6137)	Roman Torres	Completed - Description: Successfully Completed
B40018, Roman SMS 2	ID897526	04/30/2019	Call within 24 business hours	Not Retrieved - 30+ Days BART (40018)	Roman Torres	Completed - Description: Successfully Completed
A, 40564	ID899473	03/22/2019	Call within 24 business hours	Not Retrieved - 30+ Days BART (40564)	QA	Completed - Description:

The Equipment Retrieval Dashboard also allows agencies to create “phases” associated with recovery efforts. These phases are customizable agency-by-agency just like event/alert notification procedures and allow both Sentinel and agency personnel to follow and record step-by-step instructions throughout the recovery process.



The screenshot displays the Equipment Retrieval Dashboard with three main sections: Participant Information, Equipment List, and Contacts.

- Participant Information:**
 - Client: Craig, Mcdermott - ID900980
 - Addresses: 201 Technology Dr, Irvine, CA ||
 - Home Phone: (949) 654-9988
 - Cell Phone: Work Phone:
 - TimeZone: PDT
 - Start Date: 05/30/2019 Termination Date: 05/30/2019
 - Reason: Terminated - In Custody
 - Comment:
- Equipment List:**
 - BART: B40110 ✓ Mark as Retrieved ✗ Mark as Lost
 - FUNI: F700145 ✓ Retrieved
- Contacts:**
 - Agency: QA
 - Probation Officer: Account Manager

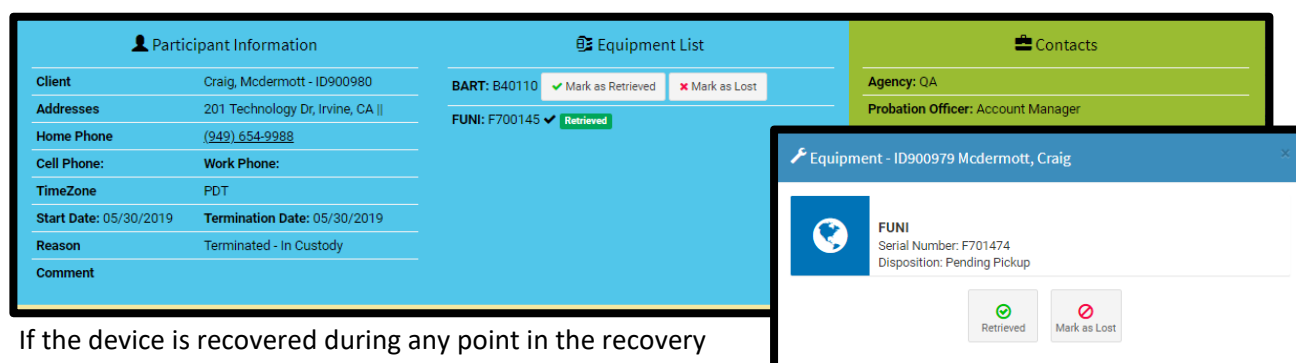
Below these sections is a **Phase 1 (Contact)** comment box with the text: "Comments: Call the participant at all available numbers within the 1st business day of being deleted. NOTE: If the participant does not have valid number, call or email Assigned Officer requesting a valid number."

The **Phase Results** section shows a dropdown menu with options: "Spoke to Participant", "Spoke to Family/Third Party", "Voicemail", "Wrong Number/Disconnected", "Blocked Call", and "No Answer". The "Spoke to Participant" option is selected.

Below the dropdown is a table with columns: **Phase**, **Comments**, **Date**, **User**, and **Phase Check List**. The table currently shows "No Actions Found!".

On the right side of the Phase Results section, there are buttons for "Next Phase", "Export PDF", and "Export CSV".

Each Phase or attempt made to recover a piece of equipment is logged within the Equipment Retrieval Dashboard and the Phase Result is added by the person performing the action. This in turn allows the next Phase of the recovery process to be initiated and follow through all other Phases set up by the agency until the device is either recovered or reported to Sentinel as Lost.



This screenshot shows the same dashboard as the previous one, but with an overlay window titled "Equipment - ID900979 Mcdermott, Craig".

The overlay window displays the following information:

- FUNI:** Serial Number: F701474
- Disposition:** Pending Pickup

At the bottom of the overlay, there are two buttons: "Retrieved" (with a green checkmark icon) and "Mark as Lost" (with a red X icon).

If the device is recovered during any point in the recovery process, the officer can go to the Dashboard, select the participant/device and select the “Mark as Retrieved” button in order to place the device back in to the agency’s inventory and close out the recovery efforts. Once this has been completed, a report can be generated and exported to PDF detailing the Phases utilized in the recovery effort and notes associated with each attempt.

4.3 FocalPoint™ Monitoring Application

The FocalPoint 4 tracking and location-based monitoring application is designed to help increase the productivity of the government agencies and officers we serve by providing flexible options for tracking program participants regardless of location or active, hybrid, or passive mode setting on the device. The feature enhancements allow for a more intuitive system that is user-friendly, easy to learn, and increases efficiency through customizable system configurations allowing for faster response to program participants who abscond, take flight, or do not follow their terms and conditions of program.

The FocalPoint 4 tracking and location-based monitoring application is a secure web-based application that is easily accessible for authorized users 24 hours a day, 7 days a week, 365 days a year. No software components, applications, or client requirements need to be installed. The application can be accessed via any internet-enabled device. This open architecture relational database application is used for enrolling and maintaining program participants, activating and deactivating devices, monitoring the current and prior status of any or all program participants, providing current and historical location information, and making real-time adjustments to the monitoring information and schedules of the program participants and generating all management reports. Users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves overall management of program information providing direct access to monitoring data in the hands of all agency authorized staff.

FocalPoint 4 is only accessible to authorized personnel, with each user having a proprietary login and password. All changes to participant or demographic information and/or monitoring data are saved within the system. For quality control and security purposes, our Information Technology staff is able to view access trails left by users when they log into the system. This is used to conduct audits and Quality Control checks. Additionally, Sentinel's IT Department will provide any information on attempted intrusions or other relevant information to the agency for further investigation and referral for criminal action, should they occur.

Only authorized personnel have access to program participant data, and Sentinel monitoring center personnel are not allowed to modify any monitoring data without proper authorization from participating agency. All records created for participants referred to this program will remain the property of the participating agency. Upon completion of services, all records will be returned to the participating agency or destroyed under direction of agency authorized personnel.

4.3.1 FocalPoint 4 Monitoring Dashboard

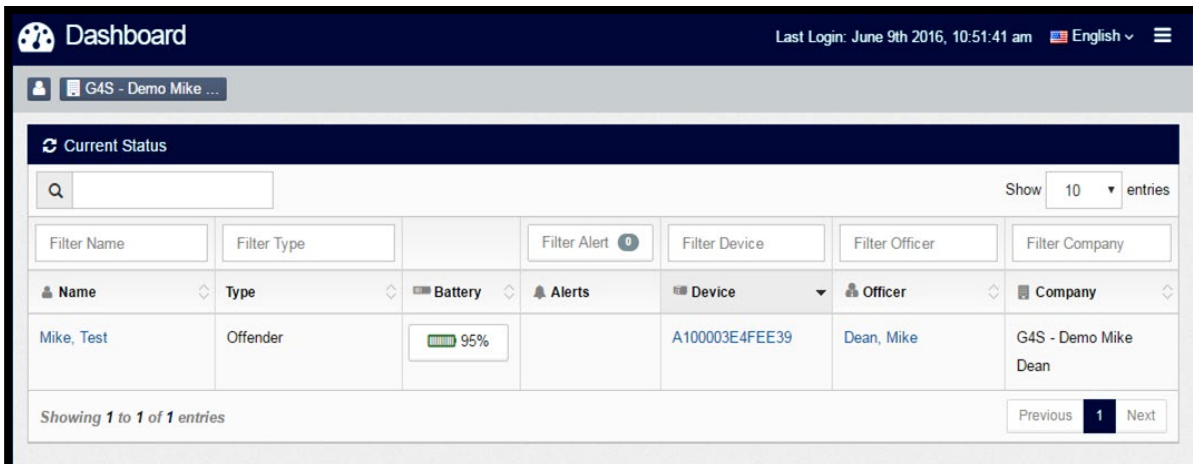
Sentinel's FocalPoint monitoring platform is a secure web-based application that is easily accessible for authorized agency users 24 hours a day, 7 days a week, 365 days a year via the Internet Explorer, Chrome, Safari, and Firefox. No software components, applications, or client requirements need to be installed. The application can be accessed via any internet-enabled device, and the Mobile App was built and optimized for Smartphone's and tablets (iOS 6 and later and Android 4.0 and later). This open architecture relational database application is used for enrolling and maintaining offenders, activating and deactivating devices, monitoring the current and prior status of any or all offenders, current and historical location information, and making real-time adjustments to the monitoring information and

schedules of the offenders and generating all management reports. Users have the option to view, save, and/or print data and/or reports from the system. This advanced application improves overall management of program information providing direct access to monitoring data in the hands of all agency authorized staff.

The proposed monitoring application is equipped with a monitoring dashboard that is the main screen that authorized officers will see when they first log into the system. These feature enhancements allow for a more intuitive solution that is user friendly, easy to learn and increases efficiency through customizable system configurations allowing for faster response to offenders who abscond or take flight.

The dashboard displays a quick snapshot that includes the following information:

- + Name of Entities
- + Type of Entity (Offender, Victim, Witness)
- + Battery Level of the Device
- + Alerts on the Device
- + Device ID
- + Officer Assigned to the Entity
- + Company Name



The screenshot shows the 'Dashboard' interface. At the top, it says 'Last Login: June 9th 2016, 10:51:41 am' and 'English'. Below the header, there's a search bar and a 'Show 10 entries' dropdown. A table displays the current status of a monitored offender. The table has columns for Name, Type, Battery, Alerts, Device, Officer, and Company. The data row shows 'Mike, Test' as the Name, 'Offender' as the Type, a battery level of 95%, no alerts, device ID 'A100003E4FEE39', officer 'Dean, Mike', and company 'G4S - Demo Mike Dean'. At the bottom, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons.

Name	Type	Battery	Alerts	Device	Officer	Company
Mike, Test	Offender	95%		A100003E4FEE39	Dean, Mike	G4S - Demo Mike Dean

The dashboard also provides a complete listing of all offenders being monitored and if the offender is in an alert status and/or condition of their monitoring status. The dashboard allows for fast understanding of the status of all pertinent participants through easy-to-understand alert icons and battery indicators. Each user can customize the dashboard to show information as desired through built in search, filter and grouping functions. Users can search for a particular participant, officer or device as well as apply filters to view only participants with active alerts or even filter by a particular alert such as a strap tamper.

The dashboard section of the home screen has roll-over features allowing users to hover the mouse over any participant's name to display menu options. From this rollover feature on the dashboard, users can link directly to Recent Events, Manage the Offender, Zones, Notes, and Schedules, Last Known Location,

or Today's Location History. Officers can easily view a participant's recent events from the dashboard screen by hovering the mouse over the participant's name and clicking View Recent Events from the popup window.

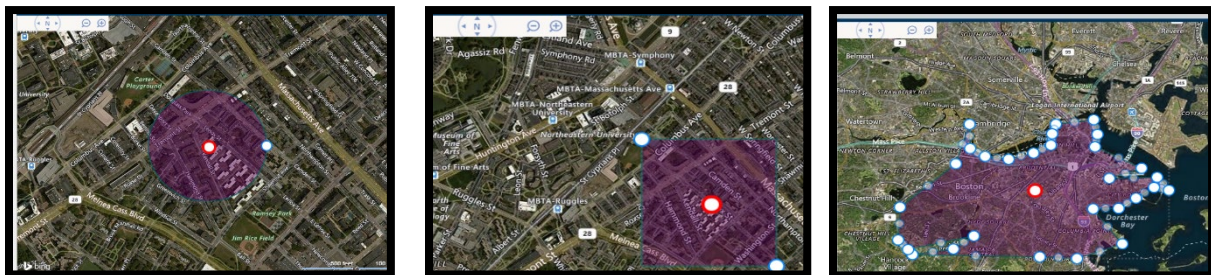
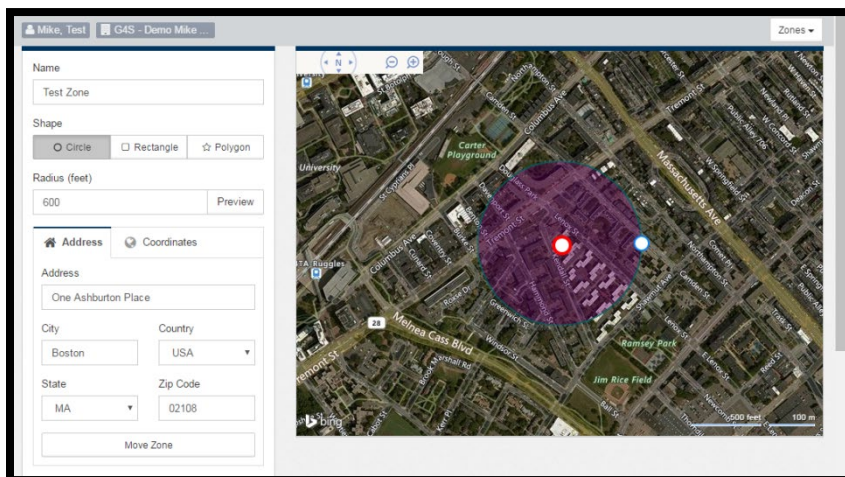
Additionally, from the home screen through the tab menu bar located at the top right of the screen, the user can go to:

- + Location screens which show:
 - Current location of any individual or group of people
 - Location history of any individual for any time period up to 30 days
 - Initiate constant tracking of up to three (3) active participants
 - Device location, as a way to manage inventory
 - Manage custom locations
- + Reports screens which allow users to run reports for a single person or group of people:
 - Alerts showing which actions were taken and if the notifications were successful
 - Events showing all events, including alerts
 - Speeding
 - Proximity, allowing users to see if any or all participants were near a specific location at a specific time
 - Zone activity to show which participants entered and left zones, such as AA, shopping malls, known drug areas, etc.
 - Stops report that shows where and when participants stayed in one (1) location over a given time period
 - Movement which shows the participant's movement between stops, including duration, where they began and ended, etc.
 - User activity which shows which users are logging into the monitoring application system and for how long
- + Configuration screens which will navigate the user to additional screens to:
 - Manage participant's data, schedules, etc.
 - Manage victim or witness data
 - Manage company or mobile zones
- + Administration screens which allow authorized users to:
 - Manage, create and delete users
 - Manage, create and delete roles
 - Manage company contacts which include master lists defined by role, and use of accuracy data

- Manage master notification lists as defined by role
- Manage devices for activation to specific rate plans, deactivate devices, and manage inventory with sub-agencies

4.3.2 Creating Schedules and Zones in FocalPoint 4

An important feature of the optional Sentinel-proposed monitoring application is the ability to develop zones. Our staff as well as referral agency personnel will have the ability to create inclusion zones that are geographic areas where a program participant is scheduled to be, such as home or work as well as exclusion zones, which are geographic areas where the program participant is not permitted to visit, such as a victim's home, schools, or outside the state or county border. In addition, the proposed monitoring application provides the ability to configure zones in the shapes of circles, rectangles, and arbitrarily shaped polygons, as well as be able to have zones within zones.



Zones can be created as a defendant/offender zone, if only one defendant/offender will need to use the zone, and company zones that can be created and stored within the system as a library of zones if there are multiple defendants/offenders who need to use the same zone. Some examples of company zones include schools, parks, and/or day care centers. The agency users will be able to create groups of company zones that can be assigned or unassigned from the group and a schedule for the group zones can be created with a single entry.

—IMPORTANT SENTINEL ADVANTAGE—

The agency will have the ability to upload circular and rectangular zones to the device to generate immediate notifications when a zone is crossed. This capability will give the agency near real-time alert

notifications and processing. The agency will have the ability to choose which circular and/or rectangular zones they would like to upload to the device to allow for those immediate notifications and processing by the monitoring center.

4.3.3 Scheduled Zones in FocalPoint 4

The web-based monitoring application includes a participant's schedule tab that will allow each agency to associate participants and zones with times of the day. Each agency will be able to easily create schedules to control which zones a program participant can enter during specific times of the day. For example, if a participant is supposed to be at home at night, then a schedule can be established to ensure that he/she does not leave the "home" zone during certain hours. If a participant should be at work during the day, a schedule can be established to make sure he/she is at work, and not somewhere else. The application also will allow the agency to create a schedule to specify when the GPS device's battery should be charged.

4.3.4 Mobile Zones and Buffer Zones in FocalPoint 4

The OM500 and FocalPoint 4 also offer the ability to create Mobile Zones and Buffer zones to maximize the effectiveness of GPS tracking programs. The solution provides not only the ability to create an exclusion zone around a victim's home or workplace, but also around the victim themselves via a Mobile Exclusion Zone through a secondary tracking device voluntarily carried by the victim thereby providing additional alerts to officers when the participant breaches the victim's mobile zone. Buffer Zones allow for early detection for potential violations by enabling officers to establish an additional perimeter around a zone (any size) that will alert officers when the defendant/offender has breached the buffer zone prior to their entering the exclusion zone. Additional Zoning Features in FocalPoint 4

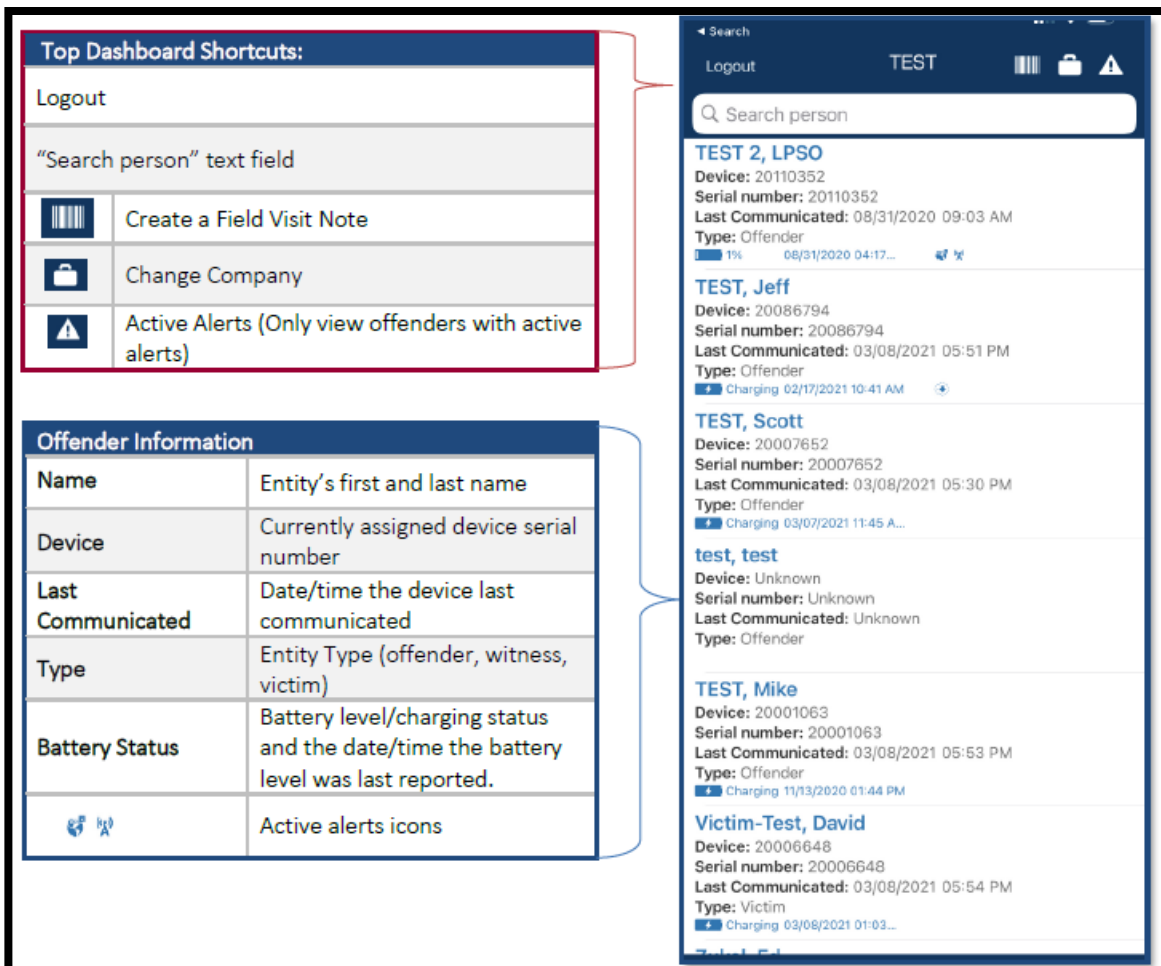
- + Unlimited zones are possible on the monitoring application for immediate analysis.
- + Users can create customized schedules for any defendant/offender around inclusion zones and exclusion zones.
- + FocalPoint 4 boasts a robust and user-friendly scheduling and zone creation system offering various zone forms from circular, polygon, custom free form drawn zones, even to zoned routes, providing the agency the ability to maximize restrictions.
- + Users are given the ability to create route/travel zones allowing for optimized restriction and supervision of program participants down to daily commutes.
- + Users can create zones around people. These can be mobile exclusion zones around a victim's cell phone or another program participant's ankle bracelet. The size is determined by the agency for any zone.
- + Ability to create zones around fixed locations. These can be inclusion zones (places a program participant must be at), exclusion zones (places a program participant should not be at) and undifferentiated zones – for notification of entry and exit without scheduled rules associated. On the map Inclusion Zones are green and Exclusion Zones are red. They can overlap and change on time basis. For example, a person may have to stay in the City of Baltimore (Inclusion Zone) but not be allowed near a prior Victim's house (Exclusion Zone) except during this 1-hour period to pick up children (Inclusion or Undifferentiated Zone).

- + Zones can switch during the day – for juveniles, for instance, the person must be on campus during school hours, and must not be there after hours – the zone would switch from a green inclusion zone to a red exclusion zone
- + Advanced warning parameters enabled to create buffer zones around fixed or mobile exclusion zones to alert individuals and/or victims of an upcoming potential violation of zone.




4.3.5 FocalPoint Mobile App


Sentinel offers a free Mobile app available for authorized users to install on iOS or Android mobile devices to access FocalPoint perform system functions and monitor any subset of defendants/offenders. Authorized users can sort and clear alerts, send audible messages, view offender details, access current location, last known location or location history, record field visits and more. The benefit of a true mobile app allows officers to make use of their time more effectively and efficiently by utilizing a reliable and feature-rich mobile app.

As shown below, the FocalPoint Mobile home screen lists all active offenders assigned to an officer's caseload. Officers can use the search bar to quickly locate a specific offender or use the alert icon to only view offenders with alerts. From the home screen, officers can readily access the following essential shortcuts and offender data:



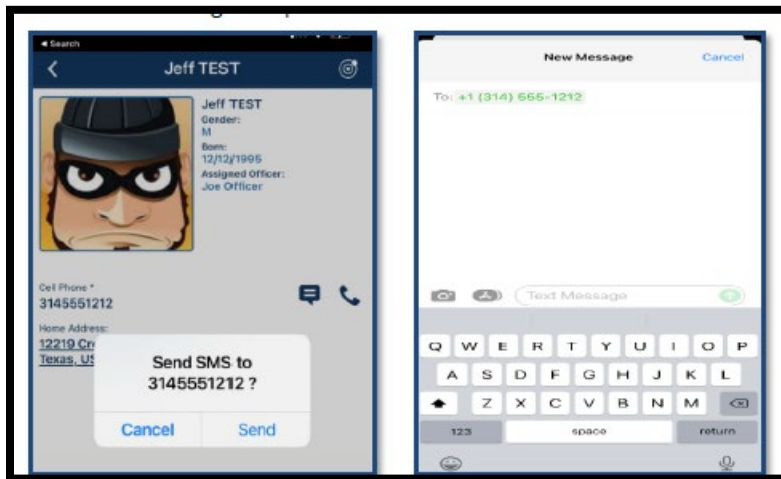
The screenshot shows the FocalPoint Mobile App interface. On the left, a callout box titled "Top Dashboard Shortcuts:" lists four options: "Logout", "Search person" (with a magnifying glass icon), "Create a Field Visit Note" (with a barcode icon), and "Change Company" (with a briefcase icon). Below this, another callout box titled "Offender Information" points to a table with the following fields: Name, Device, Last Communicated, Type, Battery Status, and Active alerts icons. The main screen displays a list of offenders with details such as name, device, serial number, last communicated time, type, and battery status. The list includes "TEST 2, LPSO", "TEST, Jeff", "TEST, Scott", "test, test", "TEST, Mike", and "Victim-Test, David".

Top Dashboard Shortcuts:	
Logout	
"Search person" text field	
	Create a Field Visit Note
	Change Company
	Active Alerts (Only view offenders with active alerts)

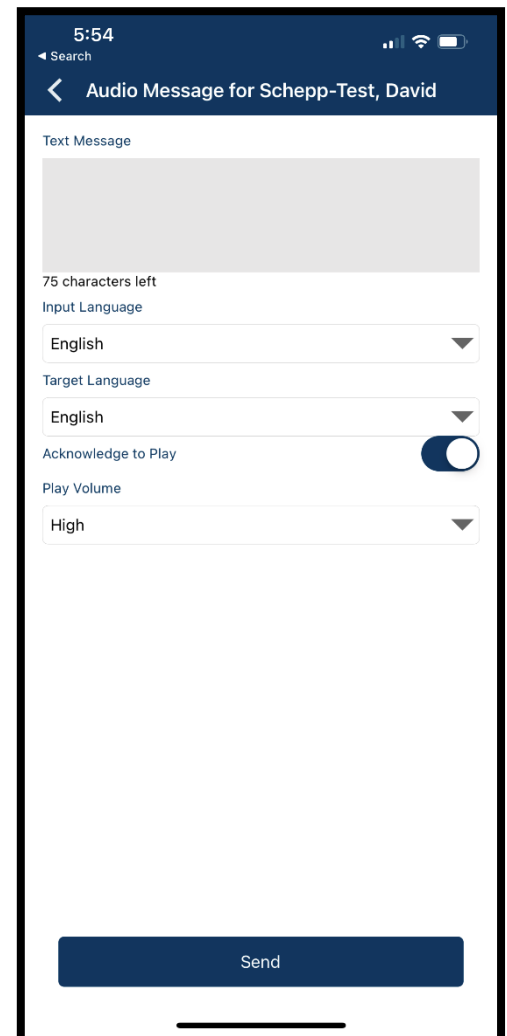
Offender Information	
Name	Entity's first and last name
Device	Currently assigned device serial number
Last Communicated	Date/time the device last communicated
Type	Entity Type (offender, witness, victim)
Battery Status	Battery level/charging status and the date/time the battery level was last reported.
	Active alerts icons

Offender Details	
TEST 2, LPSO	Device: 20110352 Serial number: 20110352 Last Communicated: 08/31/2020 09:03 AM Type: Offender 1% 08/31/2020 04:17...
TEST, Jeff	Device: 20086794 Serial number: 20086794 Last Communicated: 03/08/2021 05:51 PM Type: Offender Charging 02/17/2021 10:41 AM
TEST, Scott	Device: 20007652 Serial number: 20007652 Last Communicated: 03/08/2021 05:30 PM Type: Offender Charging 03/07/2021 11:45 A...
test, test	Device: Unknown Serial number: Unknown Last Communicated: Unknown Type: Offender
TEST, Mike	Device: 20001063 Serial number: 20001063 Last Communicated: 03/08/2021 05:53 PM Type: Offender Charging 11/13/2020 01:44 PM
Victim-Test, David	Device: 20006648 Serial number: 20006648 Last Communicated: 03/08/2021 05:54 PM Type: Victim Charging 03/08/2021 01:03...

Agency officers can also make direct phone calls, send text messages, and send custom audio messages to a selected participant or all participants using the FocalPoint monitoring application from their desktop or mobile application. Custom audio messages can be heard by participants in multiple languages, which helps to prevent a break down in communications for non-English speaking offenders. Shown below are images showing the creation of a text message to be sent to a participant as well as the creation of an audio-based message to be sent to the participant.



CREATION OF SMS AND AUDIO MESSAGES FROM THE
FOCALPOINT MOBILE APP



4.4 Sentinel National Monitoring Center Support

Sentinel owns, staffs, and operates both its Primary Monitoring Center and Secondary Monitoring Center.

Sentinel owns both the primary National Monitoring Center located at Sentinel's Norco, California, corporate headquarters (1741 Third Street, Corona, CA 92860) and a geographically redundant secondary back-up monitoring center in Sandy Springs, Georgia (8302 Dunwoody Place, Suite 300, Atlanta, GA 30350). **Sentinel's monitoring centers are staffed with trained personnel 24/7/365 and at no time are monitoring services outsourced or subcontracted.**



Sentinel provides toll-free telephone access, email access, and toll-free fax line access to highly trained technicians and customer service representatives assigned to our Help Desk and National Monitoring Centers. These representatives are available to officers 24 hours a day, 7 days a week and can assist with the resolution of technical issues telephonically or through remote diagnostics.

Our monitoring centers are staffed 24 hours a day, 7 days a week with a supervisor always on duty and certified operators cross-trained to support our suite of supervision services and monitoring products. We currently employ more than 60 individuals to staff our continuous operations (24/7) facilities. This staff is dedicated to providing monitoring services at all times including real-time support to agency personnel for all of the monitoring services we provide, including GPS tracking. Sentinel's comprehensive staffing enables agency personnel to call and speak with one of our monitoring experts at all times of the day or night. For best practice policy, we do not use message delivery services; our operators answer all calls directly. In addition, our monitoring center is staffed with bilingual personnel on every shift to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact program participants to triage certain alerts, regardless of the day of the week or time of the event.

Sentinel stores / archives for retrieval / backs up all monitoring data so that all authorized users with a computer and Internet browser (e.g., home computer, office computer, tablet, smartphone, other) can securely view or exchange monitoring and tracking data, such as enrollments, schedule assignments or changes, caseload reviews, reports, and terminations, with the Sentinel monitoring center using secure website access.

—IMPORTANT SENTINEL ADVANTAGE—

All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring centers that are operational 24 hours a day, seven (7) days a week, 365 days a year. **There is no subcontracting of any of our proposed monitoring services.**

4.4.1 Continuous Monitoring Center Operations

The monitoring center is the focal point of Sentinel's state-of-the-art headquarters located in Norco, California. Sentinel handles over 50,000 calls daily providing secure confidential monitoring services. The

monitoring center is a separate, self-supporting node within the facility and is designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, monitoring information is disseminated, and technical support services are provided.

Sentinel's proposed web-based system is equipped with security features that prevent unauthorized individuals from accessing any information held by Sentinel. Secure access to the system is always maintained. Sentinel's monitoring system incorporates 100% redundant Disaster Recovery Plan (DRP) servers to support operations for database replication of key information technology, and failover disaster recovery to avoid unnecessarily excessive downtime due to hardware or web-based information system issues. Sentinel uses an industry standard data protection and recovery software package to ensure that the databases within the primary and back-up data servers are concurrently maintained, which ensures the following:

- + No loss of data from the databases if there is a failover
- + Capability for the back-up database to immediately and automatically become available for processing and access

The system maintains constant connection between the primary and back-up database servers and when it detects the loss of a regular signal between the systems, it automatically initiates an alert notifying designated Sentinel staff of this situation. It is then determined if the loss of heartbeat was an anomaly or if it warrants a near real time failover from the primary database server to the back-up server. Regardless of the cause, Sentinel's contingency plans will failover in the case of any system malfunction that affects participant monitoring or reporting, which cannot be corrected immediately.

Additionally, access to Sentinel's web-based information exchange platform is automatically redirected to the back-up web server if there is an issue. Sentinel's web-based information exchange platform uses a Uniform Resource Locator (URL) that is defined with both primary and back-up servers to automatically and transparently redirect users in case of failover.

For added security, our monitoring system is only accessible to authorized personnel, with each user having a proprietary login and password. All changes to participant or demographic information and/or monitoring data are saved within the system. For quality control and security purposes, our Information Technology staff can view access trails left by users when they login into the system. This is used to conduct audits and Quality Control checks. Additionally, Sentinel's Information Technology Department will provide any information on attempted intrusions or other relevant information to the agency for further investigation and referral for criminal action, should they occur.

4.4.2 Optional Triage Services, Closed-Loop/Escalating Notification

Sentinel provides toll-free telephone access, toll-free fax line, and email access to technicians and customer service representatives assigned to our Help Desk and Monitoring Centers, available to officers 24 hours a day, 7 days a week, who can resolve technical issues telephonically or through remote diagnostics.

Sentinel is committed to providing excellent customer service and support to our customers, and therefore, we staff our monitoring centers with multiple overlapping shifts which allows us to have more

than enough personnel available at peak monitoring traffic times. All our operators are trained in properly fielding inquiries and providing agency personnel with the most accurate and detailed explanations. To ensure that our operators are performing their customer service duties properly, all telephone calls in to and out of the monitoring center are recorded for quality control and record review purposes.

In the unlikely event that problem solving requires a higher-level of involvement, Sentinel's customer service is equipped with all necessary computer equipment and staffed by experienced technicians, as well as the engineers who developed the system technology, who can quickly analyze and resolve the problem. These services can include Triage and Immediate Redundant Responses for Notifications and Escalating Closed Loop Alert Notifications.

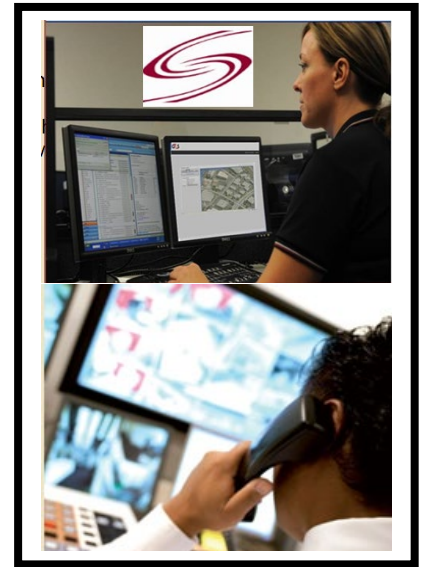
—IMPORTANT SENTINEL ADVANTAGE—

Sentinel's monitoring center staff have years of experience successfully delivering complex notification protocols for **optional Enhanced Notification whereby monitoring center staff triage and escalate** and/or troubleshoot alerts, calling/texting participants on home/mobile phones, calling/texting/emailing officers at the office/on mobile phones, calling/triaging locally based Sentinel installers to perform local services, and documenting results within Sentinel's web-based system.

Sentinel has significant experience delivering complex notifications including Monitoring Center Operators making manual telephone calls to participants to triage/resolve alerts and each protocol having up to nine (9) levels of escalating closed loop notification to agency officers. Sentinel will provide services in compliance with all the program requirements. In addition, Sentinel offers the following additional/optional services:

- + Calling program participants directly when a key event occurs, following the protocol for that key event, and the agency-defined script
- + Entering comments or event information for each alert handled by our Monitoring Center personnel within the program participant's monitoring record
- + Initiating contact procedures in the event of an emergency
- + Contacting designated agency personnel per approved "contact tree" formats, including escalating contact efforts as detailed in the agency's protocols, if line staff cannot be reached for any reason
- + Receiving calls from agency personnel as required and updating case notes as required
- + Recording all Monitoring Center calls for evidentiary and quality control purposes

Our immediate interaction when processing alerts is geared towards being able to provide the referring agency's staff with as much event information as possible. This gives everyone the ability to respond more quickly since they have preliminary information on the alert that was delivered by the Sentinel operators. The goal is to have an alert notification procedure based on only sending the required information and not to burden anyone with non-critical events/information.



4.4.3 Help Desk Support

Sentinel provides access to designated help desk staff to assist with the needs/concerns of program agents including six (6) specialized Help Desk staff available Monday through Friday 0500 – 1800 (Pacific).

Sentinel provides toll-free telephone access, toll-free fax line, and email access to over 60 technicians and customer service representatives, available to officers 24 hours a day, 7 days a week, 365 days a year, who can resolve the majority of technical problems over the telephone or through remote diagnostics.



Sentinel strives to resolve all customer inquiries promptly and on first contact. Each monitoring center operator has the expertise to easily identify, explain, and resolve issues relating to customer needs such as equipment installations, performing participant enrollments/terminations or entering/modifying data into the system, interpreting and/or clearing an alert and changing a participant's schedule.

In addition, this specialized Help Desk support services department performs testing of critical or ongoing events and triages the events to the appropriate department(s) for permanent resolution. Sentinel is an innovator in providing this type of support and proactively seeks to identify re-occurring issues to prevent problems that may affect Sentinel customers. This department also assists in researching issues to determine the root cause, provides written resolutions to customers, participates in user acceptance testing and round table discussions for product development enhancements, and serves as a secondary point of contact to the Regional Account Manager for customer enhancement requests, suggestions, and ideas.

EXHIBIT A
OFFEROR INFORMATION

The offeror should provide the following information about their organization:
--

OFFEROR NAME: Sentinel Offender Services, LLC

- a. Provide a brief company history, including the founding date and number of years in business as currently constituted.

Sentinel is a nationwide provider of electronic monitoring equipment and services for the participant monitoring and supervision industry. Since our beginning in 1993, Sentinel's core business operations have been solely focused on providing electronic monitoring services to criminal justice agencies nationwide. We are proud to remain an industry leader and to continue to bring innovative and progressive options to the agencies we serve. We provide 24 hours a day, 7 days a week, 365 days a year electronic monitoring and supervision services to nearly 300 agencies across the United States from our International Organization of Standardization (ISO) 9001:2015 Certified National Monitoring Center and from highly trained staff nationwide. Our professional staff of over 290 employees is dedicated solely to providing services within the offender management market. Currently, we have operations in 40+ states, operate 20+ office locations across the country, and monitor tens of thousands of participants nationwide daily through our wide array of services, products, and programs. In our 31+ years of operation, we have electronically monitored and tracked more than 1.5 million offenders and completed more than 10 million face-to-face meetings with program participants ensuring compliance, addressing program fees, performing drug testing, changing participant schedules, and reporting to the agencies we serve. **All of Sentinel's services, products and technologies are specifically designed for corrections supervision and meet or exceed the requirements of the agencies we serve.**

- b. Describe the nature of the offeror's business and type of services performed, etc.

Sentinel provides a wide array of services to offender supervision programs nationwide. We monitor participants who are pre-trial, post-sentence, and in custody for those agencies we serve, **including both adult and juvenile populations.** We continue to exhibit extraordinary depth in qualifications and experience, and we administer all aspects of our solutions-based programs in partnership, and in complete compliance, with the agencies we serve.

Corrections agencies, sheriff's departments, probation and parole departments, and courts can receive more electronic monitoring and offender management solutions through Sentinel than any other single service provider. These services include:

- + Global Positioning Satellite (GPS) Tracking
- + Radio Frequency (RF) Monitoring
- + Alcohol Monitoring and Testing Services (Breath and Transdermal options)
- + Case Management Services
- + Drug Testing Programs
- + Voice Verification Programs
- + Offender-Funded Programs
- + Smartphone Check-in / Video Call Applications
- + Court Reporting Programs
- + Day Reporting Centers

EXHIBIT A

OFFEROR INFORMATION

—IMPORTANT SENTINEL ADVANTAGE—

Sentinel is the Original Equipment Manufacturer (OEM) for all proposed equipment and monitoring systems. As a company, Sentinel specifically provides the following advantages:

- + Offers 31+ years of continuous electronic monitoring experience including GPS tracking, RF monitoring, and alcohol monitoring;
- + Offers a proprietary monitoring and information management system that is 100% web-based and provides authorized agency staff the ability to access real-time information about each participant;
- + Is the industry leader in providing full-service, offender-funded monitoring programs;
- + Currently monitors tens of thousands of participants for nearly 300 agencies in 40+ states;
- + Maintains a professional staff of 290 employees dedicated solely to providing services within the participant management market;
- + Possesses all permits, licenses, and professional credentials necessary to supply products and perform services as specified in this solicitation; and
- + Operates our own 24 hour a day, 7 day a week, 365 day a year, ISO 9001-2015 certified National Monitoring Center, including a remote, redundant monitoring facility, and National Warehouse.

—IMPORTANT SENTINEL ADVANTAGE—

All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring center that is operational 24 hours a day, 7 days a week, 365 days a year. Sentinel owns, staffs, and operates both its Primary Monitoring Center and Secondary Monitoring Center.

- c. Provide a list of, and a short summary of information regarding the offeror's current contracts/clients. List, identify, and provide reasons for each contract/client gained and lost in the past two (2) years.

Sentinel has contracted with some of the most progressive and demanding correctional agencies in the provision of electronic monitoring, including for the service of GPS tracking as required for the programs under the supervision of the treatment courts. Today we serve state-level agencies that include the State of Alabama Bureau of Pardons & Paroles, the State of Connecticut Judicial Branch, the State of Mississippi Department of Corrections, the State of New Hampshire Department of Corrections, and the State of Hawaii Judiciary and Department of Public Safety. Moreover, we are contracted with some of the largest county programs in the country including operations in Leon and Miami-Dade Counties within Florida; Bexar, Dallas, Harris, and Tarrant Counties within Texas; Los Angeles, San Diego, and San Francisco Counties within California; Dauphin County and the City of Philadelphia within Pennsylvania; and in the Cities of Seattle and Tacoma, Washington, just to name a few. Please refer to **Exhibit B Prior Experience Reference** for references from customers where Sentinel has successfully implemented and managed equipment and services like what has been proposed herein.

Sentinel has not had any contract terminations over the last two (2) years. Sentinel has had programs that were disbanded due to budget constraints, changes in legislation or court processes that impacted program operations thus resulting in contracts being cancelled for convenience.

- c. Describe the structure of the organization including any board of directors, partners, top departmental management, corporate organization, corporate trade affiliations, any parent/subsidiary affiliations with other firms, etc.

EXHIBIT A

OFFEROR INFORMATION

The parent company, Sentinel Offender Holdings, LLC, a Delaware Limited Liability Company, can be considered an Associated Entity per Section IX and owns 100% of Sentinel Offender Services, LLC. A Board of Directors oversees the operations of Sentinel Offender Holdings, LLC, while Sentinel Offender Services, LLC, is overseen by Principals who are the Chief Business Development Officer, Chief Financial Officer, Chief Operations Officer, and the Chief Technology Officer. Please refer to **Exhibit D: Method of Performance** for a chart illustrating the structure of Sentinel Offender Services, LLC.

Sentinel is the sole provider of the electronic monitoring equipment, monitoring systems, and 24/7/365 monitoring center services. **Sentinel does not subcontract any of our monitoring services that we are offering as part of this proposal.**

- e. Provide a list summarizing pending litigation, any civil or criminal judgments, any bankruptcy proceedings, etc., that could affect the offeror's ability to perform. Failure to list such litigation may result in rejection of the proposal or in termination of any subsequent contract.

Sentinel does not have any pending litigation, any civil or criminal judgments, any bankruptcy proceedings, etc., that may affect performance under a contract with the OCSA.

- f. Document the offeror's financial solvency in a manner that is acceptable for public review. Audited financial statements for the last year will provide such documentation; however, the statements will become public information. If the offeror is a subsidiary, also provide the documentation for the parent company.

Sentinel Offender Services is proud of our 31-year history and the relationship we have built with our customers. Sentinel is partnered with Bison Capital Asset Management LLC, a Los Angeles and New York based private equity firm, that makes growth-oriented investments in middle-market companies. The partnership has allowed Sentinel to grow, improve the balance sheet, and provide liquidity needed to maintain and improve services throughout this contract period. Sentinel has positive cash flow from operating activities and has access to additional funds through facilities with its senior lender, including \$4m cash via revolving lines of credit and \$2m in term note dedicated to Engineering and product design-build. The company is not overleveraged and maintains a strong pipeline of opportunities to add to \$48m revenue in multi-year agency and community-based contracts.

Sentinel's CBDO, COO, and CFO have taken personal responsibility for the thoroughness and correctness of all financial information supplied with this proposal and all materials presented to its Board of Directors. The Company retains an independent auditing firm to attest its statements on a yearly basis. In the interest of separation of duties and internal controls, the staff and management assigned to support auditing functions are not members of the Board of Directors. Sentinel's Board of Directors include members of its investment banking and its CBDO, COO, and CEO. Board integrity is assured through the company's separation of duties and delegation of authority. No Board member has access to alter records. The Company has not engaged its audit firm for any material consulting projects.

Sentinel remains a private, middle-market company, and therefore continues to keep financial statements out of public view.

EXHIBIT B

PRIOR EXPERIENCE REFERENCE

The offeror should copy and complete this form for each reference being submitted as a demonstration of the offeror's and subcontractor's prior experience. In addition, the offeror is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

Offeror Name: <u>Sentinel Offender Services, LLC</u>	
Subcontractor Name, if applicable: <u>N / A</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	State of Connecticut Judicial Branch
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	455 Winding Brook Drive, Glastonbury, Connecticut 06033
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Mr. Michael McKeon, Court Planner Office 860.368.3807 Mobile 860.748.3542 Michael.McKeon@jud.ct.gov
Dates of Prior Services:	1999 - Current; multiple contract award cycles
Dollar Value of Prior Services:	Approximately \$693,233.00 annually
Description of Prior Services Performed:	Sentinel has had the privilege of working with the Connecticut Judicial Branch for the provision of electronic monitoring equipment and services for the past 25 years. The State of Connecticut Judicial Branch utilizes approximately 250 RF Cellular and 1,140+GPS location-based monitoring devices, including but not limited to GPS used in the Judiciary Victim Notification Program (CT VNP) for tracking DV / Restraining Order Compliance Cases. Sentinel also provides 24-hour, 7 days a week full-service monitoring and notification services per the agency's monitoring protocols. In addition, agency officers have real-time access to all participants' monitoring records and data via our 100% secure web-based system and monitoring application. For this contract Sentinel provides six (6) full-time staff including a program manager, an inventory specialist, four (4) lead field technicians, plus five (5) part-time field technicians.

As the contact person for the reference provided above, my signature below verifies that the information presented on this form is accurate. I am available for contact by OSCA for additional discussions regarding my company's association with the offeror referenced above:


Signature of Reference Contact Person

12/19/2024
Date of Signature

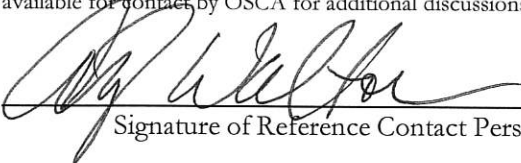
EXHIBIT B

PRIOR EXPERIENCE REFERENCE

The offeror should copy and complete this form for each reference being submitted as a demonstration of the offeror's and subcontractor's prior experience. In addition, the offeror is advised that if the contact person listed for the reference is unable to be reached during the evaluation, the listed experience may not be considered.

Offeror Name: <u>Sentinel Offender Services, LLC</u>	
Subcontractor Name, if applicable: <u>N / A</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Alabama Bureau of Pardons and Paroles
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	2176 Parkway Lake Drive Hoover, Alabama 35244
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Amy McDill Walton, Manager Special Populations and Programs 334.399.0698 amy.walton@paroles.alabama.gov
Dates of Prior Services:	2019 – Current; multiple contract cycles
Dollar Value of Prior Services:	Approximately \$1,528,544.00 annually
Description of Prior Services Performed:	In October of 2019, Sentinel began contracting to provide equipment and monitoring services for the Alabama Bureau of Pardons and Paroles. For this contract, Sentinel provides electronic monitoring program services to approximately 1,000 participants in addition to the provision of 1-piece GPS equipment and web-based Monitoring Services for the program.

As the contact person for the reference provided above, my signature below verifies that the information presented on this form is accurate. I am available for contact by OSCA for additional discussions regarding my company's association with the offeror referenced above:


Signature of Reference Contact Person

12/20/2024
Date of Signature

EXHIBIT C

PERSONNEL EXPERTISE SUMMARY

(Complete this Exhibit for personnel proposed. Resumes or summaries of key information should be provided)

OFFEROR NAME: Sentinel Offender Services, LLC

Personnel	Background and Expertise of Personnel and Planned Duties
<p>1. <u>D.J. Williamson</u> (Name) <u>Midwest Regional Sales</u> (Title) <u>Sales Representative, Support & Liaison</u> (Proposed Role/Function)</p>	<p>Ms. Williamson brings 31 years of electronic monitoring and criminal justice experience to the Sentinel team. During her 20-year career with Sentinel, Ms. Williamson has held multiple positions within the company and is currently one of our Regional Sales Managers. Her experience includes overseeing day-to-day program development and operations, managing multiple regional offices, and providing presentations and demonstrations to top level Executives, Legislators, Judges, and department leadership. Prior to her work with Sentinel, Ms. Williamson was the Director of a two-county Community Corrections program located in Indiana where she oversaw the electronic monitoring services and community work crew programs. She also worked hand-in-hand with her Juvenile Court judge to develop and implement an out-of-school suspension program designed to provide both classroom instruction as well as community service projects for those youth suspended from any of the school districts within the two (2) counties.</p> <p>Ms. Williamson will provide support throughout the solicitation process for Sentinel's corporate office during the sales cycle. Ms. Williamson will also provide corporate oversight for the contractual cycle as well as back-up technical support to the agency and purchasing department. In addition, she will aid in the initial set up and training for the program. Ms. Williamson completed her Bachelor of Science degree in Criminal Justice with a minor in Business Administration from Indiana State University in Terre Haute, Indiana. Her responsibilities will include:</p> <ul style="list-style-type: none"> + Support and liaison status throughout the quote phase and contract negotiation phase between the agency and Sentinel's corporate office; + Corporate oversight for the contractual cycle as well as back-up technical support to the agency's programs and purchasing department; and + Aiding in the post-award implementation and transition phases for this contract.
<p>2. <u>Darin Simion</u> (Name) <u>Senior Regional Account Manager</u> (Title) <u>Account Management</u> (Proposed Role/Function)</p>	<p>Mr. Simion's career began in 2004 working for Marion County Community Corrections (Indiana) as a field officer managing a caseload of 300 home detention and pretrial offenders. He has been involved in implementation and supervision of more than 35 agency-run monitoring programs nationwide. He has held several positions including Community Corrections Officer, Trainer, and Electronic Monitoring Specialist. He has extensive experience authoring and delivering agency training. In 2007, Mr. Simion joined</p>

	<p>the Sentinel team as a Regional Account Manager. He manages a portfolio of services that includes customer logistics, training, and consultancy. For this program, Mr. Simion will:</p> <ul style="list-style-type: none"> + Conduct training and oversee the transition and implementation of the program; and + Be responsible for daily, weekly, and monthly reviews of inventory reports, training agency personnel on equipment installation/removal, and completion of any required Key Performance Indicator (KPI) reports as per the contract.
<p>3. <u>Monitoring Center Operators</u> (Name) <u>Monitoring Center Operators</u> (Title) <u>Monitoring Center Operations & Support</u> (Proposed Role/Function)</p>	<p>Sentinel's National Monitoring Center is owned and managed by Sentinel and is the focal point of our state-of-the-art facility, located in Norco, California. Sentinel handles over 50,000 calls daily providing secure confidential monitoring services. The monitoring center is a separate, self-supporting node within the facility and is designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, monitoring information is disseminated, and technical support services are provided. All monitoring services are provided by Sentinel personnel and equipment. Sentinel's direct provision of monitoring duties eliminates concerns found with other vendors who have no direct control over their subcontractor's monitoring center.</p> <p>—IMPORTANT SENTINEL ADVANTAGE—</p> <p>All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring centers that are operational 24 hours a day, 7 days a week, 365 days a year. Sentinel owns, staffs, and operates both our Primary Monitoring Center and Secondary Monitoring Center.</p> <p>Our monitoring centers are staffed 24 hours a day, 7 days a week, 365 days a year with a supervisor always on duty and operators cross-trained to support our suite of supervision services and products. Agency staff can call and speak with one of our monitoring experts at all times of the day or night. We do not use a message delivery service; our operators answer all calls directly. We currently employ more than 60 personnel to staff our continuous operations (24/7) facility. Staffing patterns include overlaps so that we have increased staff during the high-volume hours of each time zone. This staffing pattern permits us to process alarms during these peak periods without delays. In addition, our center is staffed with bilingual personnel on every shift to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact program participants when certain alarms occur, regardless of the day of the week or time of the event.</p> <p>—IMPORTANT SENTINEL ADVANTAGE—</p> <p>In concert with evidence-based practices, Sentinel measures and reviews each process to determine effective outcomes. Similarly, we have demonstrated our commitment to quality processes by</p>

	<p>achieving the ISO certification for our Manufacturing Facility for Production of Electronic Monitoring Equipment plus our Monitoring Center for the Provision of Electronic Monitoring Services. This quality certification ensures that documented procedures are in place for all aspects of services performed by Sentinel's monitoring centers that are audited on a routine basis.</p> <p>Sentinel is committed to providing excellent customer service and support to the agencies we serve, and therefore we staff our monitoring centers with multiple overlapping shifts, which allows us to have more than sufficient personnel available at key peak traffic times. All our operators are trained in properly fielding inquiries and providing Sentinel and agency personnel with the most accurate and detailed explanations. To ensure that our operators are performing their customer service duties properly, all telephone calls into and out of the monitoring center are recorded for quality control and record review purposes.</p> <p>Sentinel's monitoring center staff have years of experience successfully delivering complex notification protocols for optional Enhanced Notification, including but not limited to notification protocols whereby Monitoring Center Staff triage and escalate and/or troubleshoot alerts, calling/texting participants on home/mobile phones, calling/texting/emailing officers at office/on mobile phones, calling/triaging locally-based Sentinel installers for local services, and documenting results within Sentinel's web-based system.</p>
<p>4. <u>Melissa Starr</u> (Name) <u>Senior Vice President of Field Operations</u> (Title) <u>Manage and Oversee Account</u> <u>Management</u> (Proposed Role/Function)</p>	<p>Mrs. Starr is responsible for the management and oversight of our Regional Account Management team as well as Sentinel's national network of customer support and branch office personnel. This team manages the day-to-day needs of our benchmark offender-funded programs as well as providing customer service to our agency-funded contracts across the United States.</p> <p>With a focus on the development of Standard Operating Procedures (SOP), attention to Key Performance Indicators (KPI) and relationship building, the Field Operations Team strives to make use of Sentinel's spectrum of services to assist our customers in realizing efficiencies, cost savings and freeing up much needed government resources. As subject matter experts in electronic monitoring supervision and reentry, her team takes a consultative approach to account management to ensure that the design of the program is in line with the goals of the agency. Additionally, this team utilizes their experience in the industry and their relationships with our customers to introduce advanced technologies and services into existing programs to grow brand loyalty and revenue through a spectrum of services offering.</p> <p>Mrs. Starr began her career in the electronic monitoring industry in 1997, with Sentinel Offender Services managing an active offender caseload of 150 participants. She was quickly promoted through the</p>

	<p>company to Branch Manager, Project Director, and then Field Operations Manager of the Western Region where she was responsible for all branch operations and business development in 12 states. In 2010, Mrs. Starr accepted an opportunity to become Vice President of Customer Service with an industry manufacturer. For four (4) years she gained valuable senior leadership experience and managed staff and accounts both domestically and abroad. In 2014, Mrs. Starr returned to Sentinel as the Vice President of Field Operations and was promoted to Senior Vice President of Field Operations in 2018. Mrs. Starr has developed relationships with agencies across the country and has helped them design, implement and manage successful alternative to incarceration programs using innovative hardware and web-based information solutions. She focuses on program integrity, consultation, and customer service. As a true industry veteran, her expertise in relationship building with customers and team building with staff has resulted in a contract retention rate of over 95 percent in a very volatile and competitive industry. She is responsible for retention, growth, strategy, budget development, forecasting and the P&L for all domestic accounts.</p>
<p>5. <u>Myriam Montalvo-Sunga</u> (Name) <u>Director Logistics Operations</u> (Title) Oversight of Sentinel Operations Related to the Acquisition, Repair, Distribution, Warehousing, and Disposal of Raw Materials, Consumables, and Fixed Assets (Proposed Role/Function)</p>	<p>Mrs. Montalvo-Sunga joined Sentinel in 2016 and has held various roles in Sentinel's National Monitoring Center during her tenure. As Help Desk Supervisor, she was responsible for Tier-1 customer support delivery, supervising a team of seven (7) technicians, driving changes and results related to ISO certification maintenance, and identifying trends involving product and system performance. Prior to Mrs. Montalvo-Sunga's appointment as Help Desk Supervisor, she was a Help Desk Lead and responsible for Help Desk personnel performance, investigating and reporting abnormalities with Sentinel's products and Services, and delivering operational efficiencies. She earned her Bachelor's of Arts degree from the University of California at Los Angeles in 2014.</p> <p>In December of 2024, Mrs. Montalvo-Sunga was promoted to Director Logistics Operations. In her new role, she oversees the full life cycle of Sentinel's assigned products by managing the assembly, repairs, warehousing, and disposal of electronic monitoring devices and related accessories, and processing the procurement, distribution, allocation, and delivery based on contract terms and corporate planning. She analyzes and coordinates logistical operations, including raw materials, production, equipment repairs, consumables, and fixed asset inventories, to ensure efficient and cost-effective supply chain management across the product lines and organization. As Director Logistics Operations, Mrs. Montalvo-Sunga is primarily responsible for:</p> <ul style="list-style-type: none"> + Leading Sentinel's Equipment Services, Fulfillment, and Warehouse teams.

	<ul style="list-style-type: none"> + Overseeing company operations related to the acquisition, repair, distribution, warehousing, and disposal of raw materials, consumables, and fixed assets. + Supervision physical inventory count operations as scheduled by the Finance Department, external auditors, or management. + Managing third party relationships including contract manufacturers, equipment repair centers, and suppliers of electronic monitoring equipment and consumables. + Planning, organizing, and executing logistics support activities such as maintenance planning, repair (RMA) analysis, and test equipment requirements. + Delivering efficient and cost-effective supply chain management and operational efficiencies.
<p>6. <u>Christy Suazo</u> (Name) National Service Center Director and Custodian of Records (Title) Supervision of Monitoring Center Operations and Maintenance and Control of the Original Records Created by Sentinel (Proposed Role/Function)</p>	<p>Mrs. Suazo has been involved in internal operations for the electronic monitoring industry since 2009. Mrs. Suazo began her electronic monitoring career with G4S Judicial Services as a Dispatcher, Monitoring Center Operator, and a Help Desk Technician. In 2012, she joined the Sentinel team, and her responsibilities have continued to expand and have included roles as Help Desk Supervisor, Monitoring Center Manager, and now as National Service Center Director, overseeing Sentinel's Monitoring Center and Help Desk operations, as well as Custodian of Records since 2018. As part of Mrs. Suazo's regular duties, she maintains custody and control of the original records of Sentinel Offender Services, LLC. Mrs. Suazo is required to attest to the truth and accuracy of the records that can include but are not limited to the original memorandums, reports, records, data compilations or other business records maintained by Sentinel as regular practice in the course of the regularly conducted activities of Sentinel.</p> <p>As the National Service Center Director, Mrs. Suazo is responsible for the day-to-day supervision and management of the National Monitoring Center and other functional departments. As a member of the Operations management team, Mrs. Suazo participates in the strategic planning process, develops and manages budgets, implements and manages organizational change, and determines the financial impact of management decisions. In addition, she is responsible for leading the National Service Center team to ensure that all terms and conditions of Sentinel customer contracts are met. In this capacity, she assists in the successful resolution of difficult and/or complex customer issues or problems that have been escalated. Mrs. Suazo's primary duties and responsibilities include:</p> <ul style="list-style-type: none"> + Developing, managing, motivating and leading a customer service team to create a definitive value-add for our customers (internal and external) and a distinct differentiator from our competition. Initiating recruitment

	<p>and development programs that establish team members as experts in our industry and ensuring that they are perceived as such by all Sentinel customers.</p> <ul style="list-style-type: none"> + Establishing, investigating and resolving issues while producing timely management reports related to Key Performance Indicators (KPI) for assigned areas of responsibility and related positions. Identifying trends, patterns, and priorities relating to Key Performance Indicators and other performance measurements. + Identifying and mitigating any risks relating to the monitoring of financial service operations and equipment. + Designing collection programs that permit Sentinel employees to effectively collect outstanding fines, fees, and restitution from program participants. Reviewing records to identify delinquent account records that require collection action. + Supervising and coordinating the activities of employees engaged in collecting fines, fees, and restitution from program participants. Creating and managing spreadsheets/management information showing the progress of collection activities. + Developing, implementing, monitoring, and testing appropriate processes to facilitate contract compliance and customer satisfaction. + Identifying and implementing policies and procedures to improve the quality and efficiency of Sentinel's 24/7/365 National Service Center delivery of service to customers. + Proactively monitoring and managing communication routes between the customer and assigned internal or external operational contacts thereby ensuring that service is compliant with contractual obligations. + Diagnosing, resolving, or escalating advanced electronic monitoring hardware and software issues while staying current with technological trends related to hardware and software applications offered by Sentinel. Staying abreast of current news, system information, problems, changes and updates relevant to our internal and external user community. + Responding to internal and external customer requests via telephone, email, via remote access or in-person in a timely and professional manner.
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EXHIBIT D

METHOD OF PERFORMANCE

The offeror should use this Exhibit, or similar format, to present a written plan for performing the requirements specified in this Request for Proposal (RFP).

OFFEROR NAME: Sentinel Offender Services, LLC

1. Describe testing procedures, including but not limited to the following:

a. What is provided with which to collect each sample (cups, chain of custody forms, mailing packets)?

Not Applicable. Sentinel has not proposed drug testing and collection procedures.

b. Describe how the sample is transported to the testing laboratory (U S Postal, Fed Ex, UPS, etc.).

Not Applicable. Sentinel has not proposed drug testing and collection procedures.

c. Describe the methods of testing which are employed (LC/MS/MS, GS/MS, LC/MS, and/or Immunoassay methods).

Not Applicable. Sentinel has not proposed drug testing and collection procedures.

d. Provide the testing cutoff levels which are available (100ng/mL, 250ng/mL, 500ng/mL, 1000 ng/mL).
What cutoff level is recommended to safe guard against incidental false positives? _____ng/mL

Not Applicable. Sentinel has not proposed drug testing and collection procedures.

e. Describe the turnaround time for results.

While Sentinel has not proposed drug testing and collection procedures, we have provided information below regarding our electronic monitoring service option.

Sentinel's OM500 GPS tracking device can be remotely programmed through the corresponding monitoring application to report at a variety of different transmission rate plans, as intensive as tracking at one (1) point per minute and reporting the information every minute as well as a less intense plan that tracks one (1) point per minute and reports the information every ten (10) minutes. Other reporting intervals are also available based on agency preferences. **It is important to note that regardless of the reporting interval setting, alerts such as Tamperers and Exclusion Zone Violations are always reported immediately.**

SENTINELDNA

Via our secure, Internet-based SentinelDNA monitoring system, any authorized user can configure or change the data transmission rate plan (tracking and reporting intervals) on any individual unit without the need to come in contact with the participant/equipment. Through the DNA monitoring system, our proposed solution provides the flexibility an agency needs for tracking these rate plans or levels of supervision each participant receives to meet individual monitoring needs. This level is defined by the type of monitoring assigned in the participant's equipment profile. The equipment profile not only defines the monitoring intensity, but also allows the agency to change the level based on a participant's current monitoring status. It is important to know that at any time the rate plan can be changed to collect points more/less frequently and to report the information at differing intervals. It is also important to note that, **when in an Exclusion Zone**

EXHIBIT D

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or while in Pursuit Mode, the OM500 device increases its acquisition timers and collects location information every fifteen (15) seconds then reports the data to the web-based information system every thirty (30) seconds. The most common profiles are identified below but may be customized to meet agency requirements as desired.

MONITORING PROFILE	MODE OF OPERATION	DESCRIPTION OF RISK
Active Monitoring	Acquires a GPS point every one (1) minute and transmits data every ten (10) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamper and Zone Violations (Zones on Board) are immediately transmitted.	Riskiest participants requiring a very high level of supervision
Hybrid Monitoring	Acquires a GPS point every one (1) minute and transmits data every thirty (30) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamper and Zone Violations (Zones on Board) are immediately transmitted.	Moderate participants requiring intensive supervision
Passive Monitoring	Acquires a GPS point every three (3) minutes and transmits data every sixty (60) minutes and includes an Impaired Location (Wi-Fi/cell tracking) every fifteen (15) minutes. Tamper and Zone Violations (Zones on Board) are immediately transmitted.	Lower risk participants requiring only standard supervision

FOCALPOINT

The Rate Plans screen allows the authorized user to view and manage the available rate plans and rate plan details. A rate plan consists of the frequency that an OM500 device collects a GPS point, an impaired location point, and the transmission rate for collected points.

Rate Plans

Last Login: August 3rd 2018, 3:33:58 pm

English

OM400test

Rate Plans - OM400test (OM400test)

Q

Show10entries

Plan Name	GPS Rate	Tx Rate	GPS Mode	Device Type
3/3min rate plan (Hybrid 30)	180	180	X Unimpaired 30 Mins Impaired	AD
3/3min rate plan (Hybrid 30)	180	180	X Unimpaired 30 Mins Impaired	OM200
3/3min rate plan (Hybrid 30)	180	180	X Unimpaired 30 Mins Impaired	PT200
3/3min rate plan (Hybrid 30)	180	180	X Unimpaired 30 Mins Impaired	VT100
3/3min rate plan (Hybrid 30)	180	180	X Unimpaired 30 Mins Impaired	TX200
3/3min rate plan (Hybrid 30)	180	180	X Unimpaired 30 Mins Impaired	DS500
1 & 1/2 day Satellite only - OM400	129600	129600	Not Applicable	OM400
1 & 1/2 GPS 10 Minute TX (CP/UP)	90	600	CP UP Hybrid	AD
1 & 1/2 GPS 10 Minute TX (CP/UP)	90	600	CP UP Hybrid	OM200
1 & 1/2 GPS 10 Minute TX (CP/UP)	90	600	CP UP Hybrid	PT200

Showing 1 to 10 of 494 entries

Previous

1

2

3

4

5

...

50

Next

Create

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f. Describe how test results will be reported (by telephone, fax, vendor portal or e-mail).

While Sentinel has not proposed drug testing and collection procedures, we have provided information below regarding our electronic monitoring service option.

Each OM500 unit detects a violation and reports the violation to the designated monitoring system.

SENTINELDNA

Upon receipt of an violation from the OM500 tracking unit, SentinelDNA then sends the violation information based on the agency-defined notification procedures established within the system. The system will notify agency officers via phone, email, or text message. The **Advanced Notification Features** within DNA provides each agency with the ability to **create multiple notification profiles specific to each agency**. The ability to create custom notification profiles ensures program staff will receive notifications of violations during the timeframe and format as required.

DNA is equipped with the **ability to create custom notification profiles**. Each notification profile is a set of protocols on how to handle alerts and violations. Violations can be prioritized to alert immediately or hold for a grace period. The DNA Profile Manager allows for automated notification of alerts as well as optional manual escalation/closed loop communication and sequencing. The Profile Manager also differentiates protocol changes within a single alert by time and day of the week. Please refer to the image below for Sentinel's **Notification Procedure** screen within DNA. All these procedures are reviewed, discussed and implemented with the assistance of the Senior Regional Account Manager.

Warning
This Page Only Shows The Current State Of The Profile, Any Changes Will Not Actually Be Comitted Until The Profile is Submitted

Agency: QA

Event: AC Power Disconnect (R007)
Day: Sunday
24 Hour: 00:00:00 - 23:59:59

State Name	State Time (Minutes)	Next State	Action	E-Mail	Instruction
Email	10	Text	Auto E-mail	jsmerdel@sentineladvantage.com	
Text	20	Call Primary	Auto E-mail	9497262386@messaging.sprintpcs.com	
Call Primary	0	None	Role Based - Call Primary Officer		Call officer and inform of violation

Day: Monday
24 Hour: 00:00:00 - 23:59:59

State Name	State Time (Minutes)	Next State	Action	E-Mail	Instruction
Email	10	Text	Auto E-mail	jsmerdel@sentineladvantage.com	
Text	20	Call Primary	Auto E-mail	9497262386@messaging.sprintpcs.com	
Call Primary	0	None	Role Based - Call Primary Officer		Call officer and inform of violation

Day: Tuesday
24 Hour: 00:00:00 - 23:59:59

State Name	State Time (Minutes)	Next State	Action	E-Mail	Instruction
Email	10	Text	Auto E-mail	jsmerdel@sentineladvantage.com	
Text	20	Call Primary	Auto E-mail	9497262386@messaging.sprintpcs.com	
Call Primary	0	None	Role Based - Call Primary Officer		Call officer and inform of violation

FOCALPOINT

FocalPoint 4 is equipped with the **ability to create custom notification profiles for events and alerts**, and upon receipt of a violation from the OM500 tracking device will process the alert based on the agency-defined procedures. Each notification profile is a set of protocols on how to handle alerts and violations. The **Company Notifications** feature allows for automated notification of alerts, and violations can be prioritized to alert immediately or hold for a grace period. The screen is divided into tabs to set notifications for different users. Each tab contains a virtually identical screen with a table

EXHIBIT D

METHOD OF PERFORMANCE

containing rows of alert or event notifications, methods of delivery (pager, voice, email, text), as well as indicators for whether to send immediately and whether to summarize notifications (email only). Please refer to the image below for the **Company Notifications** screens within FocalPoint 4.

FOCALPOINT 4 COMPANY NOTIFICATIONS SCREEN IMAGE | ALERTS

The screenshot shows the 'Notifications' interface for Alerts. The top header includes a bell icon, the title 'Notifications', and a last login timestamp. Below the header, there are tabs for 'Administrator', 'Supervisor', and 'Officer'. The 'Administrator' tab is active, showing 'Administrator Settings'. Under 'Category', 'Alerts' is selected. A yellow warning box provides instructions on using the 'IMMEDIATE' and 'SUMMARY' checkboxes. Below this is a table with columns for Notification, Pager, Voice, Email, Text, Immediate, and Summary. The table lists four notifications: Backplate Tamper, Backplate Tamper Clear, Buffer Zone, and Buffer Zone Clear. The 'Email' and 'Immediate' checkboxes are checked for all listed notifications.

Notification	Pager	Voice	Email	Text	Immediate	Summary
Backplate Tamper	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Backplate Tamper Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Buffer Zone	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Buffer Zone Clear	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

FOCALPOINT 4 COMPANY NOTIFICATIONS SCREEN IMAGE | EVENTS

The screenshot shows the 'Notifications' interface for Events. The top header and tabs are identical to the Alerts screen. Under 'Category', 'Events' is selected. The same yellow warning box is present. The table below shows two notifications: Zone Enter and Zone Exit. The 'Email' and 'Immediate' checkboxes are checked for both. The footer of the table indicates 'Showing 1 to 2 of 2 entries (filtered from 26 total entries)' and includes 'Previous', '1', and 'Next' navigation links. A 'Save' button is located at the bottom right of the screen.

Notification	Pager	Voice	Email	Text	Immediate	Summary
Zone Enter	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Zone Exit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 2 of 2 entries (filtered from 26 total entries)

Previous 1 Next

Save

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2. Describe the instruction or training provided to treatment court staff pertaining to properly collecting a sample and completing necessary documentation.

While Sentinel has not proposed drug testing and collection procedures, we have provided information below regarding our electronic monitoring service option.

Sentinel will provide training and support for the treatment court staff pertaining to the use of the GPS tracking device.

EDUCATION AND TRAINING PLAN | TRAINING MATERIALS

Sentinel understands that training and customer service are crucial to the success of any electronic monitoring program, and Sentinel is dedicated to meeting those needs. Sentinel agrees to provide the initial training session and ongoing training, including all manuals, concerning the implementation and management of the monitoring program as determined by the contract. Sentinel is committed to establishing a partnership over the term of the contract to ensure that all staff members are fully and properly trained.

Sentinel's training philosophy for our instructor-led courses can be a combination of respondent training as well as train-the-trainer if so desired by the agency. Sentinel maintains an online library of training materials that are accessible through our Sharepoint file sharing system. Links to these training materials will be available to Sentinel's Regional Account Manager. Access to these training materials can also be provided to the agency for inclusion in their training materials library if requested. Sentinel also has training videos and can create and customize them for the agency if required. We work to provide all training for our customers based on their individual programmatic needs and thus will work with the agency to develop and deliver a training format that provides the best solution for each training location. Sentinel's standard training minimally includes the following items: installation and de-installation of equipment; use of web-based information system including procedures for enrollment and curfew changes; troubleshooting monitoring problems; and any additional training as needed to remain current on monitoring equipment and web-based information system. Training is offered for the life of the program as outlined in the monitoring services agreement at no additional cost.

Once Sentinel management and agency management have executed a contract and agreed upon program guidelines, notifications, and parameters, Sentinel will arrange for a mutually beneficial initial training session at times and locations to be determined by the agency. In Sentinel's experience, training should be conducted in near proximity to the intended program start date and should be very thorough to ensure that all agency personnel are completely comfortable and knowledgeable in using the proposed equipment and systems prior to program transition.

Sentinel's implementation team will train all agency personnel assigned to the program prior to deployment and as needed for changes to the system, equipment, web-based information system, or personnel, for the duration of the program as directed by the contract. Our standard training protocol includes demonstration, discussion, and hands-on sessions on the following topics:

- + All GPS equipment (use, installation, removal, and troubleshooting)
- + Enrollment (enrollment, deactivation, and the setting of all monitoring parameters including curfew schedules and GPS zones)
- + Tracking and monitoring of participants
- + Alarm processes and resolution procedures (agency-specific protocols)
- + Notification processes and reports (agency-specific protocols)

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- + Monitoring System (complete instruction on the use of the web-based information system including, but not limited to, participant enrollment, modifications, reports, schedules, advanced automated analytics, location review, and deactivations)

Sentinel offers training sessions that are scheduled based upon officer availability with training class sizes determined by the number of officers available to attend a training session and accessible training facilities. Sentinel will supply all materials, including instructions, training materials and equipment for training, to be used by agency personnel at no additional cost. Sentinel places emphasis on practical experiential learning, as it has shown this provides the greatest opportunity for the development of practical skills and device and web-based information system knowledge. In addition, as directed by contractual procedures, Sentinel will provide additional training for officers working more directly with the electronic monitoring program, as needed.

Training is typically provided in a classroom setting for officers to wear / experience the equipment, if desired. Training will be conducted during the hours requested by the agency. Though tailored for the specific program needs of the agency, Sentinel's general training outline for GPS tracking consists of:

SENTINEL TRAINING ELEMENTS – GPS EQUIPMENT / WEB-BASED INFORMATION SYSTEM			
08:00 AM	08:15 AM		Introductions
08:15 AM	10:00 AM		How to Access the Monitoring System (handout) How to Add a Participant to the System (handout) Program Types How to Search for a Participant in the System (handout) Navigating the System
<i>10:00 AM</i>	<i>10:15 AM</i>		<i>BREAK</i>
10:15 AM	12:30 PM		GPS Tracking <ul style="list-style-type: none"> + Introduction to GPS Tracking Devices + Parts of the GPS Tracking Devices + Demo Installation of Devices + Hands-on Training with the Devices + Setting up Participant Profile + Program Configuration (Zones) + Unit Configuration + Scheduling + GPS Tracking Devices Shutdown + Cleaning the GPS Tracking Devices
<i>12:30 PM</i>	<i>01:30 PM</i>		<i>LUNCH</i>
01:30 PM	03:00 PM		GPS Tracking (continued)
<i>03:00 PM</i>	<i>03:15 PM</i>		<i>BREAK</i>
03:15 PM	04:30 PM		Web-based Information System & Equipment Review and Q&A
04:30 PM	05:00 PM		Web-based Information System & Equipment Exam

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SENTINEL TRAINING ELEMENTS – GPS EQUIPMENT / WEB-BASED INFORMATION SYSTEM (CONTINUED)		
08:00 AM	09:00 AM	Review from DAY 1 + How to Log into the System + How to Add a Participant into the System
09:00 AM	09:30 AM	Review - How to Search for a Participant in the System + List Query + Search Tool
09:30 AM	10:30 AM	Review – Current Status Screen Review Data from Test Units Taken Home Overnight + Events interpretations + How to read the location screens + How to use the tools on the mapping screens + How to Properly End of Service (EOS) - Remove From System - Equipment
<i>10:30 AM</i>	<i>10:45 AM</i>	<i>BREAK</i>
10:45 AM	11:15 AM	Review - Configuration Screens + Set Up Equipment Configuration + Set Up Events
11:15 AM	11:45 AM	Review - GPS Zones + How to Find an Address Using the System Search Tool + Circle and Polygon Zones + Inclusion and Exclusion Zones
11:45 AM	12:30 PM	GPS Schedules + Weekly and Calendar Day Schedules + No Zone, Do Not Care, or Must Be In
<i>12:30 PM</i>	<i>01:30 PM</i>	<i>LUNCH</i>
01:30 PM	02:00 PM	GPS Schedules (continued)
<i>02:00 PM</i>	<i>02:15 PM</i>	<i>BREAK</i>
02:15 PM	03:45 PM	Data Management (continued) + Track Schedule Changes + Entering Picture + Entering Additional Addresses and Phone Numbers + Entering Additional Personal Details Report System + System Reports + Web Reports

EXHIBIT D

METHOD OF PERFORMANCE

03:45 PM	04:15 PM		Web-based Information System & Equipment Review and Q&A
04:15 PM	04:45 PM		Web-based Information System & Equipment Exam
04:45 PM	05:00 PM		Sentinel EVALUATIONS

—IMPORTANT SENTINEL ADVANTAGE—

In addition to the initial training and set up process with representatives onsite at the agency program location(s), the Sentinel Training Department offers webinar training sessions for customers and staff on an ongoing basis. Webinars are offered for all technologies and services including those proposed herein. It is important to note that Sentinel's webinar training sessions involve interactive voice plus visual contact with a live Sentinel expert trainer, therefore agency trainees can ask questions and engage in discussion with the trainer as part of any webinar.

TECHNICAL SUPPORT

The Sentinel monitoring center is available 24 hours a day, 7 days a week, 365 days a year, through toll-free telephone and fax numbers. The monitoring operators and technicians are trained, experienced and capable of resolving most technical problems over the telephone or through remote diagnostics. In the unlikely event that problem solving requires a higher-level of involvement, Sentinel customer service is staffed by experienced technicians, each with diagnostic computer equipment to provide quick analysis and resolution of problems.

The equipment offerings discussed in this proposal are designed specifically for continuous (24/7/365) and real-time electronic monitoring and supported by these monitoring centers to receive, store, and disseminate data generated from the field through multiple communication methods including toll-free telephone, email, fax and the proposed web-based software platform. The proposed electronic monitoring solutions transmit data to the host computers at the primary Sentinel monitoring center located in Norco, California, that is occupied exclusively by Sentinel for the sole purpose of electronic monitoring. **We do not subcontract any of our monitoring services that we are offering as part of this proposal.**

LEGAL SUPPORT

Sentinel utilizes a Corporate Custodian of Records in our organization to be the gatekeeper of official subpoenas and Departmental requests for data as it relates to Sentinel's role in the monitoring, supervision, alert notification, and conformance of the delivery of contractually agreed upon service levels.

Sentinel can provide records from our servers and monitoring system as well as from our Engineering and Quality Assurance Departments in a variety of formats which can be sent via certified mail and/or electronically. Sentinel will include all data requested by the agency.

3. Organizational Chart - The offeror should provide an organizational chart showing the staffing and lines of authority for the key personnel to be used. The organizational chart should include (1) The relationship of service personnel to management and support personnel, (2) The names of the personnel and the working titles of each, and (3) Any proposed subcontractors including management, supervisory, and other key personnel.

- a. The organizational chart should outline the team proposed for this project and the relationship of those team members to each other and to the management structure of the offeror's organization.

On the following page, Sentinel has provided an organizational chart showing our staffing lines of authority under Sentinel's Principals through our executive management and down through the key personnel proposed for this project.

EXHIBIT D

METHOD OF PERFORMANCE

SENTINEL OFFENDER SERVICES ORGANIZATIONAL CHART

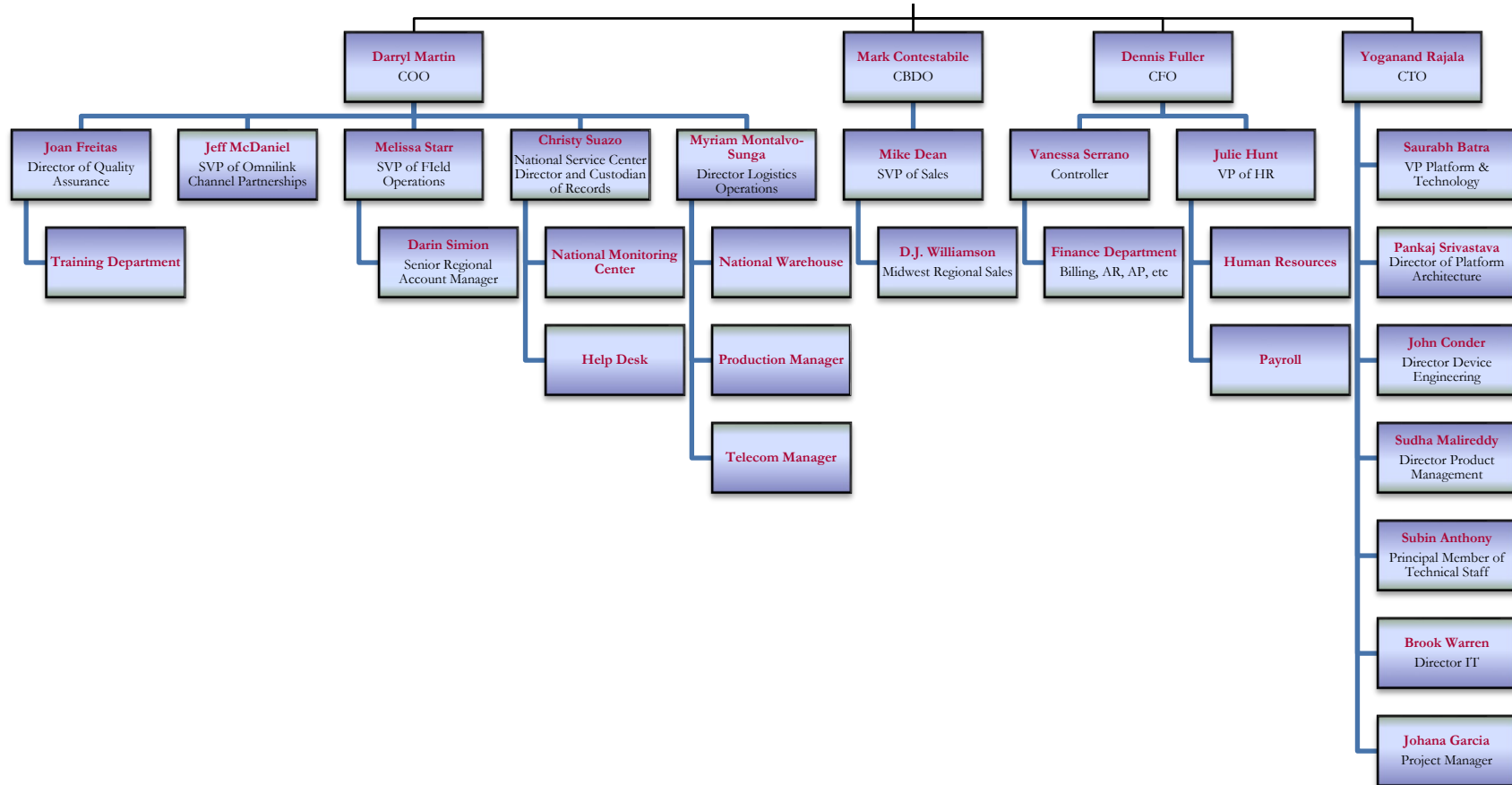


EXHIBIT D

METHOD OF PERFORMANCE

4. Along with a detailed organizational chart, the offeror should describe the following:
 - a. How services of the contract will be managed, controlled, and supervised in order to ensure satisfactory contract performance.

In support of this project during implementation and throughout the on-going contract, we will utilize our training, quality assurance, sales, technical support, field services and management divisions. The treatment court can be confident in the fact that the full breadth of Sentinel resources will always be available to these programs. We understand the importance of open and fully transparent operations in the provision of public safety solutions and believe it essential to the effective operation of any electronic monitoring program.

We will meet with the treatment courts during any initial implementation stages to review progress and performance and to identify and resolve any programmatic challenges. After implementation, we will continue to meet with treatment court personnel as necessary depending on the needs of the treatment court. We will provide all reports to the treatment court personnel as needed to operate an efficient and effective program including participant activity reports for each program participant and summary inventory reports.

Ms. D.J. Williamson, Midwest Regional Sales, is responsible for the bid and contract negotiation phases of any resulting contract, while Mr. Darin Simion, Senior Regional Account Manager, is responsible for the account management of any subsequent program, transition, and ongoing operational phases, including immediate requests, on-site visits, training, and complaint resolution. Any resulting programs will also be supported by a team of professionals from our corporate office, National Monitoring Center, and National Warehouse. Additionally, Mr. Simion will always be available through telephone and/or email communications to address concerns or resolve issues with the program.

Throughout program implementation and operation, Sentinel staff will address all issues in a timely manner and with appropriate urgency. Client monitoring related issues that need immediate resolution such as tampers, zone violations and other equipment-related events are immediately processed by our 24/7/365 monitoring center and forwarded to the treatment court in real time according to the notification profiles established for each agency's program staff; e.g., text, email, voice call. Additionally, Mr. Simion is the day-to-day operational and contractual contact for the treatment court. His responsibilities include:

- + Stakeholders' handoff meeting between the treatment court and Sales;
- + Coordination and design of notification procedures;
- + Coordination of hardware order;
- + Coordination of treatment court training and ramp up, inclusive of pre-staging of data entry and launch;
- + Ongoing support for training and programmatic and operational changes and adjustments;
- + Oversight into inventory control and reconciliation;
- + Act as liaison with the project implementation resource; and
- + Advising the treatment court of best practices and introducing them to advanced products and services as they become available.

We understand the importance of open and fully transparent operations in the provision of public safety solutions and believe it essential to the effective operation of any electronic monitoring program. We will meet with program personnel during the initial implementation stages of this contract to review progress, performance, and to identify and resolve any programmatic challenges. Below we have provided a brief overview of Sentinel's proposed approach to management of the contract operations.

EXHIBIT D

METHOD OF PERFORMANCE

RESPONSIVENESS | Sentinel staff will address all issues in a timely manner and with appropriate urgency. Client monitoring related issues that need immediate resolution such as tampers, zone violations, and other GPS related events are immediately processed by our 24/7/365 monitoring center and forwarded to the requesting agency in real time according to the notification profiles established; e.g., text, email, voice call at the request of the treatment court.

COMMUNICATION | Sentinel staff will communicate in a clear and professional manner with the treatment court. If treatment court personnel need additional assistance in resolving an issue, our National Monitoring Center and the Senior Regional Account Manager, Mr. Simion, will work in conjunction to provide an appropriate response within 24 hours. Mr. Simion would also be the day-to-day operational contact for the treatment court.

SUPPORT | Sentinel will provide remote diagnostic support and technical troubleshooting assistance via a toll-free telephone line 24 hours a day, 7 days a week, 365 days a year through our National Monitoring Center. In the event of technical problems that are not resolved from a remote location, Mr. Simion will provide an appropriate response within 24 hours. In addition to Technical Support, Mr. Simion will also provide equipment inventory support, which includes maintenance and replacement of lost, damaged, or stolen equipment. Our dedicated training personnel will handle the training of treatment court personnel to ensure that they have a complete understanding of the monitoring equipment and monitoring platform. Our account managers and field personnel nationwide are supported by our internal team of professional staff including Information Technology, Research and Development, and monitoring center management and supervisory staff all dedicated to ensuring program goals are met and exceeded.

Sentinel will provide all equipment inventory including, but not limited to on-site inventories of GPS equipment, consumables, installation kits, and spares necessary for program operations. Sentinel will provide the program with an on-site supply of spare equipment inventory of 20% of the number of units in use at no cost until assigned to an offender and activated. In our staffing model, Mr. Simion will work in conjunction with the treatment court to monitor the quantity of available spares to ensure that ample quantities meet the programmatic needs and requirements. Mr. Simion will be responsible for regular reviews of inventory reports and any required KPI Reports. Mr. Simion will then utilize this information to work closely with the treatment court to address all equipment needs such as, but not limited to, any necessary increase in inventory due to program population changes as well as lost / damaged / stolen / non-functioning equipment.

Sentinel's National Warehouse will work in conjunction with Mr. Simion to verify all inventory levels for the program when a shipment request is received, thereby managing the inventory percentages to ensure compliance with program requirements. Sentinel's Inventory Control Specialists within our warehouse maintain detailed records of all inventory transactions by program for historical purposes. These records will aid Mr. Simion with the creation of inventory control reports and ensure all required monitoring equipment is available when needed for new installations and maintenance situations. Treatment Court personnel can also speak with Sentinel warehouse personnel if they have any questions as well.

All equipment provided for this program will be warranted by Sentinel for the duration of the contract. In the event of a malfunction, loss, damage, and/or stolen piece of equipment, Sentinel will provide equipment maintenance repair through the return and replacement of said equipment. All shipping costs (both delivery and return) of all equipment and supplies will be the responsibility of Sentinel via Ground delivery service. If equipment issues were the result of damage or destruction by the participant, Sentinel will provide the treatment court with all pertinent information including the damage caused by the participant and what impact it had on the monitoring device.

—IMPORTANT SENTINEL ADVANTAGE—

As a **Sentinel Advantage**, Sentinel will provide the treatment court with a volume of up to five percent (5%) of the average daily population calculated annually for replacements of equipment damaged, destroyed or lost by the participant at no cost.

EXHIBIT D

METHOD OF PERFORMANCE

Any damaged, destroyed or lost equipment above this included spare allowance will be billed at the replacement costs as outlined within the pricing section of this proposal.

TRANSITION | Sentinel is committed to working with the treatment courts at the start of the contract period to mitigate any risk or break in service. Our Management Team will ensure a successful, risk-free transition while our staff will be responsible for ensuring the successful delivery and installation of all equipment for the transition. In addition, our transition team will coordinate with the treatment court so that all participant data is provided in a format and manner acceptable to the treatment court. Sentinel will provide training and technical support, both before and during the transition period, to ensure participant service is interrupted as little as possible.

INVOICING | Sentinel's billing staff will invoice the treatment court, as appropriate, with timely, accurate, and easy-to-understand invoices for program participants. The invoice will include the program fees incurred from the first through the last day of the prior month. Each invoice will be comprised of all participants monitored for that specific month, along with the itemization of the type of monitoring service provided (i.e.; GPS), the corresponding daily rate, number of days on the program per participant as well as the entire program, and any special treatment court identifiers needed to identify the specific participant. For any equipment that is verified as lost, damaged, or stolen, the corresponding serial numbers and billing details will also be included in an accompanying notice for treatment court records.

LEADERSHIP | Sentinel is knowledgeable of industry trends, and follows best practices related to electronic monitoring. We understand that technology is constantly changing and that in this industry, this is an important fact. Internally, we continuously strive to provide the latest technology available and can offer a wide array of services. Our executive personnel, developers, and product managers work closely together to ensure Sentinel remains at the forefront of monitoring technology. As we see new trends in the offender monitoring industry, we understand that we must keep our technology at its most effective and efficient performance levels, even if new re-designs are required due to new components or features. The monitoring system being offered has been designed internally, which allows Sentinel to implement any new and/or future advancements/revisions.

INNOVATION | For 31+ years, Sentinel has been committed 100% to community-based offender management programs and delivery of monitoring technologies. We employ our own full-time, in-house Sentinel Research and Development personnel, as well as an Information Technology team. This allows us to bring new ideas for technology and upgrades to our R&D staff for assessment, review, and manufacturing. This enables Sentinel to provide our customers with up-to-date technology because any new revision and/or product development is easily handled in-house by our own staff thereby expediting our ability to bring any such modifications to our customers.

—IMPORTANT SENTINEL ADVANTAGE—

- + As a benefit to Sentinel and our customers, on April 18, 2022, Sentinel announced that it successfully completed the acquisition of Omnilink Systems Inc.®, OEM provider of the industry leading OM500 GPS electronic monitoring solution (currently in use nationwide). As an industry leader of electronic monitoring systems, Omnilink's addition to the Sentinel portfolio solidifies a relationship that has existed for more than a decade. These combined resources further ensure that the agencies will be kept at the forefront of technological advancements throughout the next contract cycle.
- + Sentinel employs our own full-time, in-house Sentinel Research and Development personnel. This allows us to bring new ideas for technology and upgrades to our R&D staff for assessment, review, and manufacturing. Any new revisions and product development are easily handled in-house by our own staff, which expedites our ability to bring any such modifications to our customers since we do not utilize a third-party vendor for this service. With Sentinel now being the Original Equipment Manufacturer (OEM) of the OM500 GPS tracking solution, the

EXHIBIT D

METHOD OF PERFORMANCE

acquisition allows us to offer significant cost savings for the provision of 24/7/365 GPS tracking equipment and services.

As we develop new revisions of our hardware and/or monitoring system, we will bring these for review and consideration to the treatment court. All equipment will be manufactured to meet or exceed the industry standards that exist. Our goal is to provide the best technology available that will operate reliably and as expected. If the agencies approve of the new technology or any new service features released with any of our proposed technology, we will implement these new components into the respective programs.

By continuously seeking the latest in technology for our customers, we strive to stay ahead of the technology curve and offer the latest in monitoring services.

b. Total Personnel Resources - The offeror should provide information that documents the depth of resources to ensure the completion of all requirements on time and on target. If the offeror has other ongoing contracts that also require personnel resources, the offeror should document how sufficient resources will be provided to the state of Missouri.

Sentinel is committed to being a reliable partner to the OSCA, treatment courts, and all local law enforcement entities. We acknowledge our duty to perform tasks professionally so public safety is enhanced and individuals under supervision are held accountable according to the mandates of the program. Sentinel has provided the following summary of our unique qualifications and experience:

- + We have the resources to immediately provide services.
- + We have direct program experience and ability to work with the treatment court to expand the program.
- + We operate our own monitoring centers that continuously operate (24/7) to monitor and track offenders enrolled in Sentinel programs.
- + Through the Sentinel monitoring centers, staffed monitoring services and technical support are available through a toll-free telephone number from Sentinel 24 hours a day, seven (7) days a week, 365 days a year.
- + We will utilize our proprietary on-line digital monitoring and tracking platform to monitor and track participants and provide on-line access to authorized treatment court personnel; authorized treatment court personnel are provided free, on-line access to our monitoring system.
- + We own all our proposed global positioning satellite tracking equipment; we also offer radio frequency electronic monitoring, alcohol monitoring, and smartphone-based check-in and video call solutions to aid in compliance with court orders and reduce recidivism.

EXHIBIT D, cont.

METHOD OF PERFORMANCE

OFFEROR NAME: Sentinel Offender Services, LLC

5. Outside United States - If any products and/or services offered under this RFP are being manufactured or performed at sites outside the United States, the offeror MUST disclose such fact and provide details in the space below or on an attached page.

Are products and/or services being manufactured or performed at sites outside the United States?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
Describe and provide details: Sentinel's proposed products and services are all performed at sites within the United States.		

EXHIBIT E

EMPLOYEE BIDDING/CONFLICT OF INTEREST

Offerors who are employees of the state of Missouri, a member of the General Assembly or a statewide elected official must comply with sections 105.450 to 105.458 RSMo regarding conflict of interest. If the offeror and/or any of the owners of the offeror's organization are currently an employee of the state of Missouri, a member of the General Assembly or a statewide elected official, please provide the following information.

Offeror Name		Sentinel Offender Services, LLC
Name of State Employee, General Assembly Member, or Statewide Elected Official:		Not Applicable
	In what office/agency are they employed?	Not Applicable
	Employment Title:	Not Applicable
Percentage of ownership interest in offeror's organization:		<u>N/A</u> %

PRICING PAGE

The offeror shall provide the firm, fixed pricing information for each product and/or service to be provided in accordance with the provisions and requirements specified herein. All costs associated with providing the products and/or services required herein shall be included in the prices.

PRICE: The offeror shall provide a listing of each product and/or service with a firm, fixed price for each product and/or service.

Effective Date: The effective date for contracts awarded as a result of this RFP shall be from date of award through June 30, 2024.

More lines/additional pages may be added, if needed.

OFFEROR NAME: Sentinel Offender Services, LLC

_____ Product/Service \$_____ firm, fixed price per each unit

_____ Product/Service \$_____ firm, fixed price per each unit

_____ Product/Service \$_____ firm, fixed price per each unit

_____ Product/Service \$_____ firm, fixed price per each unit

_____ Product/Service \$_____ firm, fixed price per each unit

_____ Product/Service \$_____ firm, fixed price per each unit

_____ Product/Service \$_____ firm, fixed price per each unit

Electronic Monitoring

Pricing per participant

per day: \$3.50

per week: _____

per month: _____

Is there a minimum number of days? Yes _____ No X

If yes, please indicate number of days:_____

Deposit or Start Up fee required? Yes _____ No X

If yes, what is the cost?_____

Please list system requirements, such as single land phone line, water resistance, range of coverage etc.:

Please refer to the OM500 GPS Tracking Device specifications attached to this form.

Please list counties for which you will provide this service:

Sentinel can provide services to all counties within the State of Missouri.

Pricing Page, cont.

COLLECTOR SERVICES PRICING

OFFEROR NAME: Sentinel Offender Services, LLC

The offeror should quote a price per hour or per test. Only one will be accepted.
The price shall not change during the contract period.

Firm, fixed price for collector services performed: \$ N/A per hour, or
\$ N/A per test

For the following county and circuit:

County: _____ Circuit: _____

County: _____ Circuit: _____

County: _____ Circuit: _____

County: _____ Circuit: _____

County: _____ Circuit: _____

County: _____ Circuit: _____

OM500 SPECIFICATIONS

The OM500 GPS tracking unit is both the transmitter and receiver of information in one unit. It is equipped with onboard processing capabilities and communicates with the host system via the Verizon or the AT&T LTE networks. The unit allows for customized tracking and reporting intervals to be assigned at the participant level and contains a non-volatile onboard memory for when the unit cannot communicate with the host system. The OM500 is equipped with three (3) location technologies (GPS, Wi-Fi, Cellular) to ensure that program participants are continually tracked, even in the absence of satellite signals. The OM500 is also able to store zones on board the device to provide immediate notifications on zone alerts. In addition, based on its performance capabilities, the OM500 does not require the use of a home unit or beacon to monitor participants 24/7. Through the use of a geographic Home Zone, the system ensures the participant's compliance with curfew or home detention restrictions.

Make and Model | Sentinel Offender Services, LLC, OM500

Type | One-piece GPS tracking device

FCC Certified | TS5-WP76-OM500

Dimensions | 3.9" x 2.6" x 1.5"; 5 oz without strap

Battery Life | 5+ days on a full charge on a standard rate plan; rechargeable Lithium-ion battery with an agency-definable threshold for low battery alerts for participants (e.g., 20% remaining) - the OM500 is configured to automatically vibrate, beep, and/or provide an audible voice reminder

Charging Time | 30 - 45 minutes per day via standard AC electrical outlet

Storage | 10 days; transmitted upon restoration of communications, in historical order with date and time stamp

Waterproof Capabilities | 1 atmosphere, or 33 feet; IP67 certified and IP68-compliant

Tamper Detection | fiberoptic strap design; device case; backplate

Reporting Intervals | Agency-defined for each participant; can be remotely programmed to a variety of different transmission rate plans, as intensive as tracking at one (1) point per minute and reporting the information every one (1) minute as well as a less intense plan that tracks one (1) point per minute and reports the information every ten (10) minutes. Other reporting intervals are also available based on agency preferences and can be established upon award during the negotiation process. It is important to note that regardless of the reporting interval setting, alerts such as Tamperers and Exclusion Zone Violations are always reported immediately. It is also important to note that, when in an Exclusion Zone or while in Pursuit Mode, the OM500 devices increase their acquisition timers and collect location information every fifteen (15) seconds then report the data to the web-based information system every thirty (30) seconds.

11 SUPPORTING DOCUMENTATION

Sentinel has provided the following supporting documentation as a supplement to this section of this proposal:

- **International Organization of Standardization 9001:2015 Certificate (page 83)**
- **Federal Communications Commission Certification | OM500 Tracking Device (page 85)**
- **Federal Communications Commission Certification | OM500 Beacon (page 86)**
- **Product and Service Brochures (page 87)**



**American Systems
REGISTRAR**

5281 Clyde Park Ave. SW, Suite 1
Wyoming, MI 49509 USA
www.asrworldwide.com
616-942-6273



American Systems Registrar, LLC, a provider of third-party system registration and accredited by the ANSI National Accreditation Board attests that:

SENTINEL OFFENDER SERVICES, LLC

1290 N. HANCOCK, ANAHEIM, CA 92807

and the sites as mentioned in the appendix accompanying the certificate.

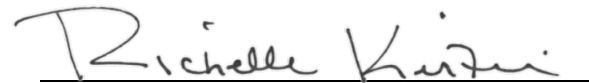
with a scope of:

DESIGN, PRODUCTION, AND DELIVERY OF ELECTRONIC MONITORING TECHNOLOGIES, MONITORING CENTER SERVICES, AND COMMUNITY BASED OFFENDER MANAGEMENT PROGRAMS

has established a quality management system that is in conformance with the International Quality System Standard

ISO 9001:2015

ASR Certificate Number: 4234
Date of Certification: February 14, 2022
Date of Certification Expiration: February 13, 2025
Date of Initial Registration: September 19, 2010
Revision:
Re-Issue Date:


President

PAGE 1 OF 2

CERTIFICATE OF REGISTRATION



**American Systems
REGISTRAR**

5281 Clyde Park Ave. SW, Suite 1
Wyoming, MI 49509 USA
www.asrworldwide.com
616-942-6273



American Systems Registrar, LLC, a provider of third-party system registration and accredited by the ANSI National Accreditation Board attests that:

APPENDIX:

**930 TACOMA AVENUE SOUTH, ROOM 136
TACOMA, WA 98402**

**600 E. WASHINGTON STREET
GREENVILLE, SC 29601**

**600 5TH AVENUE, 8TH FLOOR
SEATTLE, WA 98104**

**510 NORTH ARTHUR, SUITE D
CALDWELL, ID 83605**

**70 OAK GROVE
SAN FRANCISCO, CA 94107**

**3806 N. 3RD STREET, SUITE #200
PHOENIX, AZ 85012**

**7857 CONVOY COURT, SUITE 201
SAN DIEGO, CA 92111**

**51 COUNTY CENTER DRIVE
OROVILLE, CA 95965**

**133 N. RIVERFRONT BLVD.
1ST FLOOR, ROOM A9
DALLAS, TX 75207**

**4133 10TH STREET
RIVERSIDE, CA 92501**

SCOPE FOR THE ABOVE LOCATIONS: DELIVERY OF ELECTRONIC MONITORING TECHNOLOGIES, CASE MANAGEMENT SERVICES, AND COMMUNITY BASED OFFENDER MANAGEMENT PROGRAMS

**1220 SIMON CIRCLE, UNIT C
ANAHEIM, CA 92806**

LOCATION SCOPE: PRODUCTION AND DELIVERY OF ELECTRONIC MONITORING TECHNOLOGIES

PAGE 2 OF 2

CERTIFICATE OF REGISTRATION

TCB

GRANT OF EQUIPMENT
AUTHORIZATION

TCB

Certification
Issued Under the Authority of the
Federal Communications Commission
By:

Timco Engineering, Inc.
849 NW State Road 45
Newberry, FL 32669

Date of Grant: 10/04/2018
Application Dated: 09/10/2018

Sendum Wireless Corp.
4500 Beedie Street
Burnaby, V5J5L2
Canada

Attention: Henry Seto , Engineer

NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is
VALID ONLY for the equipment identified hereon for use under the Commission's
Rules and Regulations listed below.

FCC IDENTIFIER: TS5-WP76-OM500
Name of Grantee: Sendum Wireless Corp.
Equipment Class: Licensed Non-Broadcast Station
Transmitter
Notes: Digital Transceiver Ankle

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
BC	27	1720.0 - 1745.0	0.132	2.5 PM	17M9G7D
BC	27	1720.0 - 1745.0	0.125	2.5 PM	17M9W7D
BC	27	779.5 - 784.5	0.169	2.5 PM	4M53G7D
BC	27	782.0 - 782.0	0.164	2.5 PM	8M88G7D
BC	27	782.0 - 782.0	0.141	2.5 PM	8M88W7D

Output Power is EIRP and ERP for above and below 1 GHz, respectively. This device
supports LTE of 1.4, 3, 5, 10, 15, and 20 MHz bandwidth modes for FDD LTE Band 4; and
LTE of 5, and 10MHz bandwidth modes for FDD LTE Band 13.

BC: The output power is continuously variable from the value listed in this entry to 5%-10% of the value listed.

TCB

GRANT OF EQUIPMENT
AUTHORIZATION

TCB

Certification
Issued Under the Authority of the
Federal Communications Commission
By:

Timco Engineering, Inc.
849 NW State Road 45
Newberry, FL 32669

Date of Grant: 04/22/2022

Application Dated: 04/22/2022

Sendum Wireless Corp.
4500 Beedie Street
Burnaby, V5J5L2
Canada

Attention: Henry Seto , Engineer

NOT TRANSFERABLE

EQUIPMENT AUTHORIZATION is hereby issued to the named GRANTEE, and is
VALID ONLY for the equipment identified hereon for use under the Commission's Rules
and Regulations listed below.

FCC IDENTIFIER: TS5-OM500B
Name of Grantee: Sendum Wireless Corp.
Equipment Class: Part 15 Class B Digital Device
Notes: Digital Transceiver

Grant Notes

FCC Rule Parts
15B

Frequency
Range (MHZ)

Output
Watts

Frequency
Tolerance

Emission
Designator



The OM500 offered by Sentinel is a sleek, one-piece GPS tracking device that employs GPS, WiFi, and Cellular location tracking technologies to effectively monitor a participant's movement throughout the community. The device allows agency personnel to communicate with participants through the use of audio messaging, vibrations, and tones. The OM500 utilizes quick charge technology and offers industry leading battery performance.



ESSENTIAL FEATURES

- One-piece design, tool-free installation
- Reusable, fiber-optic strap and Optional Cut Resistant strap
- Tamper detection by fiber-optic strap and backplate removal
- Tracks indoors and GPS-impaired environments for greater accuracy
- Participant acknowledgement sensor
- Audio Siren 90+ decibel
- Cellular, satellite, and Wi-Fi signals for precision tracking
- Verizon and AT&T LTE Networks
- Rapid, rotating magnetic charger
- Participant communications via tone, vibration, and voice
- Extended battery life that exceeds five days on a single charge
- Waterproof, dishwasher safe, and exceeds IP68 standards



SentinelDNA is the intelligent offender management platform with advanced analytics. SentinelDNA provides single-screen access to our comprehensive set of products and services.

GPS and RF Electronic Monitoring * Remote Alcohol Testing * Substance Abuse Screening
Domestic Violence Monitoring * Cognitive Skills Training * Full-Service Offender Management.

Call today to request a free demonstration or customized solution.

P| 800 589 6003 | SALES@SENTINELADVANTAGE.COM | WWW.SENTINELADVANTAGE.COM

The OM500 Beacon, offered by Sentinel, is a sleek in-home device that provides accurate location data in challenging environments where GPS signals are limited or unavailable. Paired with the OM500, the Beacon uses a secure Wi-Fi connection to precisely verify presence or absence of the participant at a specific location.

The OM500 Beacon is particularly effective in situations where participants may be restricted to a certain apartment within a multi-level facility. The Beacon is able to assist in reporting the vertical and horizontal movement of the participant should they leave their assigned residence.



OM500 Beacon Benefits

- Reduces location failure alerts in challenging environments
- Immediately reports tampering when the device is opened, moved, or power is disconnected
- 20+ hour battery backup
- Simple installation completed in under 3 minutes
- Secure Wi-Fi connection minimizes zone size and behaves like curfew monitoring device
- OM500 reinitiates GPS upon leaving the range of the Beacon

Specifications

Location Technology	Wi-Fi
Physical	2.0" (h) x 6.5" (w) x 4.0" (d)
Weight	9.1 oz
Power Source	120 Volt
Battery Backup	20+ hrs
Tamper Features	Case open Power disconnect Device movement
Device Compatability	OM500 Series



SentinelDNA is the intelligent offender management platform with advanced analytics. SentinelDNA provides single-screen access to our comprehensive set of products and services.

GPS and RF Electronic Monitoring * Remote Alcohol Testing * Substance Abuse Screening
Domestic Violence Monitoring * Cognitive Skills Training * Full-Service Offender Management.

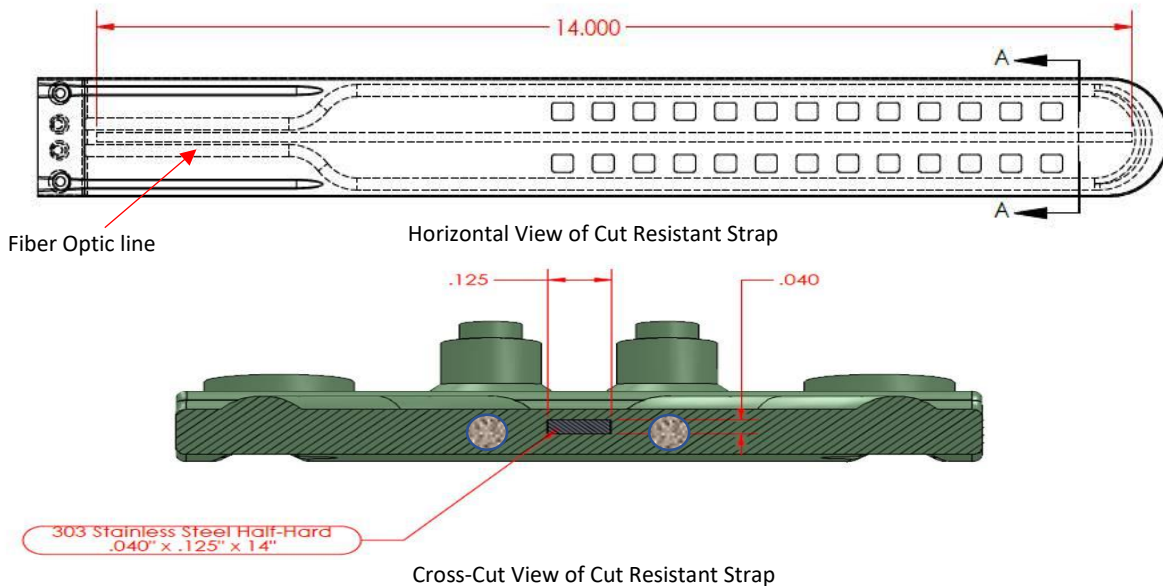
Call today to request a free demonstration or customized solution.

P | 800 589 6003 | SALES@SENTINELADVANTAGE.COM | WWW.SENTINELADVANTAGE.COM



OM Series Cut Resistant Strap

Sentinel now offers a cut-resistant strap that can be used on any OM series offender monitoring solution. Sentinel added a thin heat-treated hardened stainless-steel strip to the existing industry-leading strap design for customers seeking a more secure strap. The hardened heat-treated stainless-steel strip is highly cut-resistant, providing additional layers of security to the existing tamper features of our time-tested reusable strap. The cut-resistant strap is made of thermoplastic polyurethane, which is hypoallergenic.



Sentinel does not recommend the use of cut-resistant straps except in certain controlled environments. The NIJ Offender Monitoring Standard 1004.00 requires that offender monitoring straps be cut with medical sheers in one minute or less, and the Sentinel cut-resistant strap does not meet this voluntary standard. Please contact your Account Manager for additional information about the Sentinel cut-resistant strap.

Offender Management Platform

SentinelDNA™ is the offender management platform that enables corrections agencies to monitor all of their program activities from any device. Users create customized dashboards for activity tracking, robust case management, inventory management, and advanced analytics.

Supervising officers can manage every aspect of a participant's case through a single screen. GPS tracking, electronic monitoring, remote alcohol testing, community based programs, and full service offender management are all accessible at the click of a button to handle even the largest caseloads.

Advanced Data Analytics allow you to take offender management to the next level. Make better, more well informed decisions with SentinelDNA.



Name	ID	Type	Equipment	Compliance	Battery
Doe, Jane	ID900422	GPS3			92%
Doe, John	ID900423	RF			
Doe, Jane	ID900425	RF/GPS3			92%
Doe, John	ID900399	BART			
Doe, Jane	ID900424	GPS3			92%

Supervising Officer Dashboard

ESSENTIAL FEATURES

- Customized Dashboards to meet unique programmatic needs
- Near real-time access to view and access participant activity in just a few keystrokes.
- Case management module provides access to features such as Court-Ordered Requirements, Financial Obligations, Drug Testing Requirements, and Counseling/Community Involvement Projects
- Comprehensive Inventory Management Module enables officers to track all program equipment
- Extensive Report Library allows officers to review participant/caseload activity, track equipment by device or participant, review participant payment history, create non-compliance reports, and audit user access to participant data
- Advanced Data Analytics allow officers to quickly identify known locations frequented by participants, record travel patterns, and recognize deviations from normal scheduled activities
- Event Detection provides participant proximity data to known crime scene locations



SentinelDNA is the intelligent offender management platform with advanced analytics. SentinelDNA provides single-screen access to our comprehensive set of products and services.

GPS and RF Electronic Monitoring * Remote Alcohol Testing * Substance Abuse Screening
Domestic Violence Monitoring * Cognitive Skills Training * Full-Service Offender Management.

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Designed to streamline feature sets that are available through our Sentinel DNA website, DNA Mobile improves the mobile access experience of our customers. Created using valuable input from a panel of supervising officers who routinely work away from their field office, DNA Mobile facilitates remote supervision like never before and will quickly become a valuable tool in participant supervision. DNA Mobile App, free to our customers, utilizes TLS 1.2, AES-256 encryption to ensure all customer and participant data is secure.



ESSENTIAL FEATURES

- Easily send commands to the GPS device
- View, respond, and clear alerts directly from DNA Mobile
- Quickly and easily send a text message to the participant's cellular based home monitoring unit
- Verify and document field contacts with participants while using DNA Mobile to record the date, time, location, and notes for each contact
- Quickly update a participant's curfew schedule
- Update client pictures directly through DNA Mobile
- Modify Participant name, Device ID, Case information, Home address, etc
- View GPS Tracking history, Current Location, and Zones via DNA Mobile
- Initiate Pursuit mode to activate faster GPS acquisition and reporting
- Get turn-by-turn directions from officer's location to the last known location of the participant or selected address
- Schedule and Review alcohol test results client picture, and GPS location directly from DNA Mobile
- Easily identify inventory availability and status



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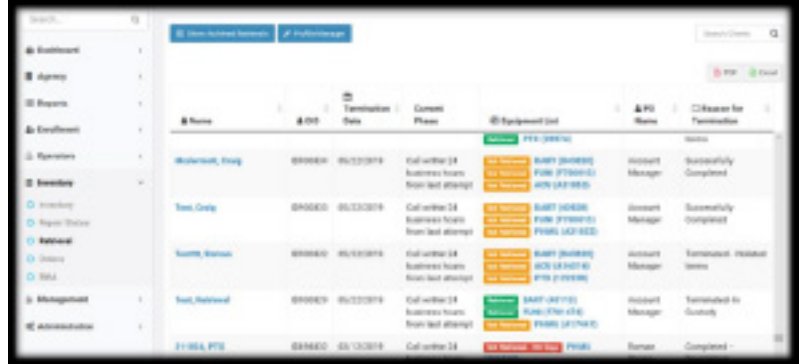
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EQUIPMENT RETRIEVAL DASHBOARD

The SentinelDNA Equipment Retrieval Dashboard extends the value and effectiveness of inventory management. This easy-to-use tool tracks equipment that has yet to be retrieved when removing participants from your program.

The Equipment Retrieval Dashboard captures the participant's address, contact information, and equipment retrieval attempts so officers and supervisors can easily review equipment recovery efforts and reduce device loss. With easy to read reports outlining the status of each unreturned device, agencies are quickly able to identify lost devices and reduce costs associated with lost equipment.

Reduce lost equipment by easily logging attempts to contact participant to retrieve devices.



Name	Termination Date	Current Phase	Equipment Lost	PG Name	Reason for Termination
Michael, Eric	08/08/2019	Call within 24 hours from last attempt	LOST (08/08/2019) (08/08/2019) (08/08/2019)	Account Manager	Successfully Completed
Tom, Greg	08/08/2019	Call within 24 hours from last attempt	LOST (08/08/2019) (08/08/2019) (08/08/2019)	Account Manager	Successfully Completed
Scott, Brian	08/08/2019	Call within 24 hours from last attempt	LOST (08/08/2019) (08/08/2019) (08/08/2019)	Account Manager	Returned, Related Items
Scott, Michael	08/08/2019	Call within 24 hours from last attempt	LOST (08/08/2019) (08/08/2019) (08/08/2019)	Account Manager	Returned to Custody
THOMAS, JIM	08/08/2019	Call within 24 hours from last attempt	LOST (08/08/2019) (08/08/2019) (08/08/2019)	Account Manager	Completed

Standardize retrieval efforts with customizable phases. For example: Phase 1: Call participant within the next 24 hours; Phase 2: Mail retrieval letter; Phase 3: Schedule drive by.

ESSENTIAL FEATURES

- Configurable retrieval phases define and standardize participant contacts and touch points
- Automatically lists unrecovered equipment at the time of participant removal from the program
- Automatically flags equipment not recovered within 30 days
- Quickly view real time information about unreturned equipment, recovery efforts, officer assignment and the date of each recovery attempt
- Quickly lookup of specific participant or device via the search box
- Easily update the device status to Retrieved or Lost with the click of your mouse



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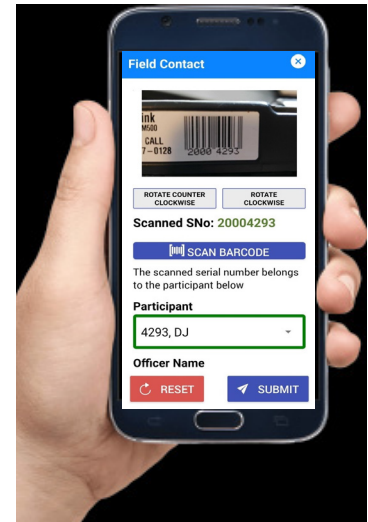
FIELD VERIFICATION MODULE

Complete and accurate record of participant contact

The Field Verification module for SentinelDNA allows field officers to efficiently verify and document interactions with program participants anytime and anywhere.

Using the SentinelDNA Mobile App, the officer scans the participant's GPS device to capture all pertinent information. The identity of the participant and officer are linked to the contact and the data is transmitted to SentinelDNA to become part of the permanent case file. Benefits include:

- **Simplicity:** Field officers quickly capture and document all pertinent information during field contact with a participant using their smartphone.
- **Convenience:** The participant's SentinelDNA record is automatically updated without after-the-fact manual entry of information.
- **Accountability:** Supervisors can ensure field contact with participants is documented and performed according to agency standards.



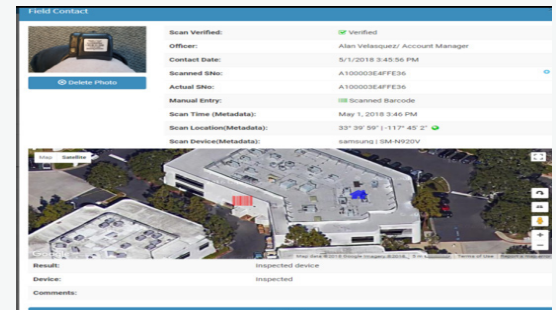
Verify field contact with participants using an iPhone or Android.

CAPTURES ESSENTIAL DATA

Field officers simply scan the participant's GPS device and all pertinent information is recorded, ad hoc notes can be added and data is electronically transmitted to SentinelDNA.

- **Who:** identity of program participant
- **Where:** location of the contact
- **When:** date and time contact took place
- **Field notes:** ad hoc notes and comments by officer
- **Agency-specific data:** user definable information
- **Part of the permanent record:** verified field contact with the participant becomes part of their historical record in SentinelDNA

FIELD VERIFICATION DATA ATTACHED TO CASE FILE



The Field Verification module for SentinelDNA provides proof of the date, time, and location of participant contact.



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Sentinel FocalPoint® Electronic Monitoring

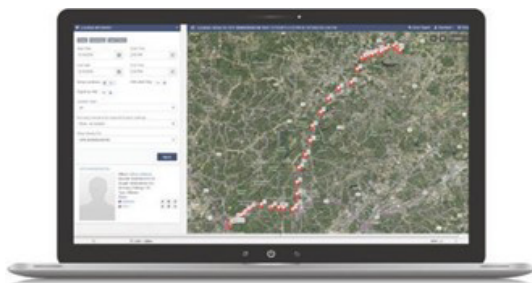
FocalPoint, a Sentinel solution, is an industry leading electronic monitoring software application that offers easy-to-use, on-demand access to critical monitoring data. Built to increase efficiency, FocalPoint offers streamlined functionality within a secure cloud-based platform that makes it easy to manage persons of interest anytime, anywhere, from a desktop, smartphone, or tablet.

Features

- Comprehensive location and mapping functionality
- Communication Center to send custom audio messages to offenders
- Robust reporting including export capabilities
- Language support for more than 20 languages
- Alert tagging and notifications via text, email, and voice
- Customizable geofencing and Mobile Exclusion Zone monitoring
- Intuitive, quick reference dashboard
- Drag and drop schedules for simple adjustments

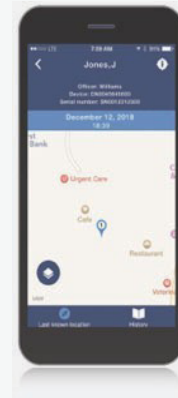
Benefits

- Compatible with Chrome, Internet Explorer, Safari, and Firefox browsers
- Provides intuitive user friendly experience
- Increases efficiency through customizable system configurations
- Enables quick response to participant noncompliance



Product features and specifications subject to change without notice

Mobile Access



Available for both Android® and Apple® devices, FocalPoint Mobile enables agency or department staff on the go to track, monitor, and manage persons of interest directly from a smartphone or tablet.

The mobile application offers these features:

- Voice guided turn by turn directions using Google® or Apple® maps
- Field visit bar code scanning
- Enhanced mapping features and comprehensive location data
- Clear or tag an alert and add notes
- Add photos and personal information
- Direct application to device communication
- Updated home screen views

About Omnilink

Omnilink, a Sentinel Solution, has been a leading provider of GPS offender tracking technology for more than twenty years. In 2022, Sentinel acquired Omnilink for the purpose of continuing the legacy of innovative GPS product design and to supplement Sentinel's robust offender management solutions. By aligning with Sentinel, Omnilink customers now have access to the complete array of Sentinel solutions (www.sentineladvantage.com) while maintaining their ability to receive integrated software solutions and 24/7/365 live monitoring center support.

SENTINEL'S 24/7/365 NATIONAL MONITORING CENTER PROVIDES THE SUPPORT YOU NEED

Sentinel's National Monitoring Center provides enhanced alert monitoring and officer support 24 hours a day, seven days a week, 365 days a year. The highly trained monitoring center personnel oversee a digital dashboard of mission critical information. These dedicated professionals ensure that automated and live-notification alerts are delivered smoothly to participants and supervising agencies.

Based on contracted specifications, any violation is quickly identified, confirmed, and possible cause verified. This information is passed along to the supervising officer and agency electronically and / or verbally. Monitoring Center personnel assist agencies in the completion of participant enrollments, the creation or editing of curfew schedules, the creation and management of GPS inclusion or exclusion zones, and also assist with alcohol testing. Monitoring Center personnel provide these support services:

- Assist users with all aspects of electronic monitoring and monitor alerts and violations 24 hours a day in real-time
- Provide around-the-clock diagnostic assistance and equipment and software troubleshooting support
- Deliver phone, email, SMS/text and fax updates 24/7/365.

Live Help Desk

Prior to a program's launch, Sentinel's Help Desk establishes all contract implementation procedures as required by the agency. Once established, help desk personnel are available to provide specialized technical support and advanced troubleshooting during peak business hours.



Help desk personnel provide written documentation and analysis of participant activity. This has been found to be an incredibly valuable service by supervising agencies and legal teams for internal purposes.

- Best-in-class electronic monitoring support services
- Advanced troubleshooting and high-level technical support
- Expert analysis documentation of electronic monitoring activity
- Report creation and analysis
- Creates and maintains custom agency profiles and notification procedures based on customer requirements
- Assists users with logins, passwords, enrollments, and alert processing information
- Inventory management: Orders and returns processing, inventory allocation, and the replacement of equipment
- Available by phone, email and fax Monday through Friday from 6:00 a.m. to 5:00 p.m. (Pacific)



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