



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

RFP NUMBER: OSCA 23-01792

**TITLE: Drug/Alcohol Testing Equipment,
Monitoring Equipment, & Services**

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ISSUE DATE: April 11, 2023

DUE DATE: May 2, 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

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2112 Industrial Dr.

Jefferson City, MO 65109

CONTRACT PERIOD: DATE OF AWARD THROUGH JUNE 30, 2024

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 April 28, 2023
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NOTICE OF AWARD (OSCA USE ONLY)

ACCEPTED BY OFFICE OF STATE COURTS ADMINISTRATOR AS FOLLOWS: <i>In its entirety as submitted</i>		
CONTRACT NO. OSCA 23-01792-20		CONTRACT PERIOD July 1, 2023 through June 30, 2024
CONTRACTS SECTION 	DATE 06/09/2023	DEPUTY STATE COURTS ADMINISTRATOR 

Drug/Alcohol Testing Equipment, Monitoring Equipment, & Services

Submitted to The Office of State
Courts Administrator, Missouri

OSCA 23-01792



RFP Title Page

Immediately following this page, please find BI's completed *RFP Title Page*.

May 1, 2023

Sent via email osca.contracts@courts.mo.gov

ATTN: Mr. Russell Rottmann
Office of State Courts Administrator
P.O. Box 104480
2112 Industrial Drive
Jefferson City, MO 65110

Re: RFP #OSCA 23-01792: *Drug/Alcohol Testing Equipment, Monitoring Equipment, and Services*
Due May 2, 2023

Dear Mr. Rottmann,

Throughout the *Drug/Alcohol Testing Equipment, Monitoring Equipment, and Services* RFP, the State emphasizes the need for alcohol monitoring equipment that can reliably operate throughout Missouri and requires an experienced vendor to support remote alcohol testing and monitoring. With BI's wide range of experience in supporting community supervision programs, BI Incorporated (BI) understands these needs. With our proven experience, we are confident our solutions represent the best technologies available today.

Our submission not only details the established processes, infrastructure, and experience associated with BI's solution, but also describes our approach to supporting electronic alcohol monitoring programs across the State. Throughout our response, BI describes how our solution supports the State monitoring client sobriety in the community. We have more than 40 years of experience supporting the unique objectives and operations associated with managing other supervision programs similar in size and scope to the State.

Detailed throughout our submission, BI explains how our reliable solution meets or exceeds all specifications and will substantially mitigate many of the risks inherent with monitoring programs. BI offers a continuity of services—from officer training to alert notification protocols—that is simply unavailable from other providers. We look forward to providing the most advanced, reliable, and consistent technology in support of the Missouri Office of State Courts Administration. Detailed within our proposal, examples of our advanced technology offering include the reliable BI SL3 for remote breath alcohol testing.

We are confident the State will conclude that our advanced technologies, proven experience, and overall project approach make BI a reliable vendor to provide the low risk, high value solution the agency requires. We are excited and prepared to earn the opportunity to serve the Missouri Office of State Courts Administration during the next contract term.

Best Regards,



Jaime Pullig, Partnership Development Director
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Proposal Response

BI understands that the State is awarding multiple contracts from this solicitation and vendors are allowed to submit proposals in response to specific types of requested equipment. We also understand that vendors are not required to propose products for all RFP requirements. As such, BI is pleased to offer the State in-home breath alcohol testing and transdermal alcohol monitoring solutions that are requested in RFP Sections 2.10 and 2.11. For proposal clarity, we have organized our response to detail the equipment first, followed by information on training. Please refer to the table below for BI's response to RFP performance requirements.

Table 1. RFP Performance Requirements

#	Requirement Section	BI Response
2.1	General Requirements	BI understands the general requirements and will comply with all specifications detailed.
2.3	Laboratory Services	BI is not offering laboratory services.
2.4	Accreditation	BI is not offering laboratory services that would require accreditation.
2.5	Testing Service Requirements	BI is not offering drug testing products or services.
2.6	Transportation of Specimen	BI is not offering drug testing products or services.
2.7	Testing Service Result Reporting	BI is not offering drug testing products or services.
2.8	Test Order Forms and Billing Forms	BI is not offering drug testing products or services.
2.9	On Site Drug Testing Devices	BI is not offering on site drug testing devices.
2.10	Training and Support	Please view BI's detailed response to RFP requirements in section Training and Support (RFP Section 2.10) starting on page 10.
2.11	Electronic Monitoring	Please view BI's detailed response to RFP requirements in section Electronic Monitoring (RFP Section 2.11) starting on page 2.

Electronic Monitoring (RFP Section 2.11)

Devices designed to monitor client compliance in the community are unique from other technologies that are available today. This type of equipment must be compact to minimize impact on the client's daily activities, while robust enough to withstand wear and tear and potential tamper attempts. Equipment needs to operate in all types of environments (rural and urban), but also not be impacted by other electrical equipment or signals. Similarly, electronic monitoring hardware should be able to communicate all events and data to the central monitoring computer to ensure appropriate alerts are directed to defined State personnel.

Secure, Reliable, Available Systems

By leveraging BI's virtual and physical security measures, our highly tenured technical administrators, and vast experience supporting supervision programs, BI is confident that our solution will provide a high level of availability and uptime.

BI designed each of our proposed electronic monitoring devices with these intricacies and reliability needs in mind. This portion of our proposal demonstrates how our equipment operates normally in all environments, detects attempts to tamper with equipment, escalates notifications, and communicates other events to the BI central monitoring computer. The following graphic summarizes BI's proposed solution.

ALCOHOL MONITORING SOLUTIONS



TAD
Transdermal
Alcohol Monitoring



SL3
Mobile Breath
Alcohol Monitoring



TotalAccess
TotalAccess Mobile
Monitoring Center System



Monitoring Operations Center
Technical Service and
Industry Support

• PRODUCTS • SERVICES

Figure 1. BI's Alcohol Monitoring Solutions

BI offers a continuum of supervision products, including breath and transdermal alcohol monitoring. All alcohol data is available for State personnel to view in the web-based monitoring platform, TotalAccess.

BI SL3: In-Home/Portable Breath Alcohol Testing System

Monitoring an individual's sobriety is a common need in many community supervision programs, and agencies require technologies that provide real-time alcohol notification results without hindering the daily activities of the monitored clients. Legacy breath alcohol solutions require individuals to be at a pre-defined location, usually the home, to submit a breath alcohol test. However, the technological features and capabilities of modern solutions provide mobile, discreet breath alcohol testing capabilities—all in support of monitoring client sobriety and compliance with supervision terms.

With these needs in mind, BI is pleased to present the agency with the newest product in our alcohol monitoring continuum, the BI SL3. This court-validated technology employs innovative features aimed at accurately tracking client alcohol intake and biometrically identify the individual performing the test.

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

Key SL3 features include:

- **Biometric Facial Comparison.** The BI SL3 device takes a high-resolution photograph of the client during each breath alcohol test, and biometric facial comparison technology spatially analyzes each photograph. The intelligent software algorithm compares each test photo to a template of multiple client photos on file, as opposed to one master photo.
- **Reminding Clients of Test.** TotalAccess will automatically send a text message to the client's phone 15 minutes before the next test. In response, the SL3 will send test results to the monitoring computer within approximately 60 seconds. If the test registers a positive result (.01 or higher), up to six more tests will be administered every 30 minutes or until a negative test result is produced.
 - Should a client not have a cell phone, State officers can print hardcopies of schedules for the client to reference.
- **Tamper Detection Features.** The SL3 incorporates photo recognition and temperature detection technologies to ensure the client is submitting legitimate tests. In the event of a tamper attempt, the system will flag the test and notify State personnel via email or text message.
- **SL3 Alcohol Measurement Capabilities.** The BI SL3 requires a strong and steady air stream lasting four seconds to take a deep lung breath sample from the client. If the device is unable to collect an appropriate deep lung sample, the SL3 will require additional attempts until the sample is successful. BI SL3 reports all testing results and sends an alert to agency staff if the device registers 0.01 or above. Agency staff can require additional testing until a BrAC reading drops below the 0.01 level.
- **Court Admissibility of Test Results Devices.** The results of SL3 tests are court admissible. BI's remote breath alcohol solutions are some of the most widely used devices for court-mandated alcohol monitoring programs throughout the United States. More than 7,200 of BI's alcohol monitoring devices are currently tracking individual sobriety in jurisdictions across the country. Test results from BI have all been validated many times in court. BI will provide experts to testify about the accuracy of the SL3 in court, upon request of State administration.
- **Location Verification with Each Test.** During each alcohol test, the SL3 records a GPS point to provide the State with an accurate client location fix. From within TotalAccess, authorized personnel can view a map that visually displays the location recorded at the time of the test.



Figure 2. Remote Breath Alcohol Testing

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

BI TAD: Transdermal Alcohol Monitoring

Continuous alcohol monitoring solutions measure and report drinking events at a different time frame than the BrAC solutions and can take 30 minutes to 4 hours as the alcohol is measured only after the client has perspired, alcohol reporting can take Continuous monitoring devices have their advantages. These types of monitoring solutions are low risk, as they do not require client interaction, and supervisory personnel have much more complete data that can evidence if a client complies with agency mandates.

Our proven TAD solution provides the most frequent alcohol sampling rate in the industry and has a proven, court-validated record of meeting the needs of continuous alcohol monitoring programs. The TAD

solution consists of an ankle-worn transdermal monitor and a receiver located in the client's home or primary location. The TAD continually detects the presence of alcohol through insensible perspiration and communicates all monitoring data to the HomeBase receiver. Connected to cellular network or landline, the HomeBase transmits all monitoring data directly to TotalAccess. Available with RF curfew monitoring capabilities, or as a standalone alcohol monitoring solution, the TAD incorporates the following key features:

- **Industry-Best Alcohol Detection Technology.** Using transdermal technology, TAD detects and reports alcohol events over a 0.020 Transdermal Alcohol Concentration (TAC) threshold. The TAD samples perspiration every minute and records an average of all samples every five minutes, collecting 288 data points within a 24 hour period. Other transdermal solutions test perspiration once every 30 minutes, providing only 48 data points over the same period.
- **Monitor Curfew Compliance.** Officers can create or customize curfew schedules for clients wearing a TAD device. From TotalAccess, officers can easily modify RF schedules and assign preset schedules to clients on a daily, weekly, or monthly basis. The HomeBase receiver records each time the TAD device enters and exits and compares this data to the RF schedule. The HomeBase reports all curfew violations to TotalAccess.
- **Robust Tamper Detection Technologies.** The TAD transmitter incorporates several tamper detection technologies to provide comprehensive protection against offender tamper attempts and help to ensure system integrity. As a highly durable and shock resistant unit, the TAD is equipped with proximity detection, a fiber optic strap, motion sensor, skin contact sensor, water sensor, temperature sensor, and an infrared sensor—to the best of our knowledge, no other solution offers this level of tamper detection.
- **Distinguishing between Ingested and Environmental Alcohol.** TAD uses a statistical algorithm created, tested, and verified by BI to distinguish between a true drinking event and alcohol readings caused by environmental contaminants such as cleaning or beauty products. The algorithm creates a baseline for each individual wearing the device and enhances testing accuracy. BI Monitoring Operations staff will assist with interpreting alcohol charts on a 24/7/365 basis throughout the life of the contract.
- **Court Validated Technology.** When BI first introduced the TAD device to the electronic monitoring industry, we provided expert testimony in several cases regarding the alcohol data collected by TAD. The BI representative interpreted data related to the alleged drinking event and defended the reliability of the TAD device. BI's testimony was accepted by the Court as admissible evidence using the Daubert Standard.
 - Frye and Daubert Tests are the recognized standards for admitting scientific evidence into most courts. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community. The Courts applied the Daubert Standard when qualifying BI's witness as an expert and accepting the evidence provided in a Mason, Ohio Municipal Court.
- **Next-Generation Receiver: HomeGuard 20|20.** Available to the agency in the next contract term, the BI TAD will be interoperable with our newest receiver, the HomeGuard 20|20. The HomeGuard receiver is equipped with three axis motion sensor, GPS sampling capabilities, a full-color and highly durable LCD touchscreen, and audio alarm technologies—providing some of the most advanced monitoring capabilities available in the industry.



Figure 3. BI TAD

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

TotalAccess: Case Management Platform

A powerful software platform that enables the agency to access and sort data is critical to a successful electronic monitoring program. Similarly, the agency should consider monitoring software that has robust security features, consolidated access to each officer's caseload, and easy to navigate reporting capabilities. When evaluating electronic monitoring software, many agencies similar in size and scope to State examine the following factors:

- **Secure Transmission and Storage.** Electronic monitoring programs inherently produce sensitive information that must remain confidential. System security is critical for agencies and providers tasked with supervising and monitoring individuals in the community.
- **Access to Information.** Agency personnel need to view caseloads, monitor client activities, and close alerts—without being confined to a desk. Officers require the ability to accomplish these tasks in near real-time from a variety of locations, including in the field.
- **Generate Reports.** As a key aspect of measuring client compliance, agency personnel need to generate and access reports in the office and in the field. Reports must properly capture and consolidate crucial information to help stakeholders identify program trends, monitor equipment usage, track client behaviors, and compile outcomes.
- **Fully Functional Mobile Application.** Available on Apple and Android devices, TotalAccess Mobile places the power of our web-based software in the hands of officers in the field. Optimized for mobile devices and developed by BI engineers based on user feedback, TotalAccess Mobile enables officers to effectively manage alerts, modify schedules and zones, locate nearby clients, and many other features.
- **Useful Reports.** TotalAccess includes standard reports to help the agency review client activities, alert summaries, and caseload statistics. TotalAccess reports provide critical information on a variety of program metrics—including inventory levels and program trends.
 - TotalAccess reports include compliance information—such as number of tampers generated, Inclusion and Exclusion Zone violations, and terminated clients. With multiple designations available within the software, TotalAccess allows agency personnel to indicate reasons for client termination from the program—for example, successful, unsuccessful, and administrative discharges.
- **Alert Notifications.** Automated alert notifications allow the agency to respond to critical situations in a timely manner—enhancing public safety and driving client compliance. TotalAccess also prioritizes alerts to direct officer priorities and increase efficiencies. From within the software, agency personnel can view, process, and close alerts; view the status and the history of alerts and events; and note trends in client behaviors and compliance.
- **Virtual Security Measures.** Web-based information systems must securely maintain sensitive data. BI does not compromise on data security and protection. TotalAccess incorporates various protocols at the user-level that comply with industry standards—including password expiration, authentication through Okta, maximum login attempts, and forgotten passwords.
- **Electronic Database of Client Information.** TotalAccess is designed to be a secure repository of all client information required to administer an electronic monitoring program. To best support searching and sorting of data fields, TotalAccess incorporates a universal database search feature based on the best practices used by Microsoft and Google. For example, users can enter the client's name, equipment number, or supervising officer in the TotalAccess search engine to locate the desired information quickly.

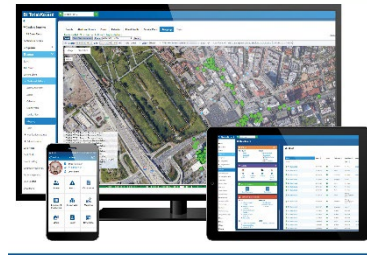


Figure 4. TotalAccess Single Platform

TotalAccess and TotalAccess Mobile allows authorized users to make service additions, deletions, and changes to client, program, and equipment data at any time, through a web-enabled PC, laptop, smartphone, or iPad. When a user updates or adds information, the database is updated in real-time.

TotalAccess Mobile: Officer Smartphone Application

Officers in the field and other agency personnel require intuitive client monitoring tools that can be managed from a smartphone. Supervision staff need a mobile application that supports responding to alerts, updating schedules, activating equipment, and completing enrollments. With these needs in mind, BI developed TotalAccess Mobile, an officer-centered smartphone application supports managing caseloads while away from their computer. Unlike other providers that offer only mobile website functionality, BI TotalAccess Mobile is a dedicated application that maintains the security and functional standards of our entire web-based monitoring platform.

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

Key features of TotalAccess Mobile include:

- **Verifying Officer Safety.** TotalAccess Mobile users can scan a BI monitoring device while in the field, documenting the officer's location and the date and time of the interaction.
- **Communicating with Clients.** Officers can video conference with clients using SmartLINK, and all communications are stored indefinitely in TotalAccess.
- **Inventory Variance.** TotalAccess Mobile has a new inventory management feature to quickly reconcile inventory variances.
- **Viewing Nearby Clients.** This feature populates client locations on a map that details an officer's surrounding area.
- **Equipment Inspection.** Agency personnel can manage all equipment alerts, add, edit, or delete equipment, and assign serial numbers remotely.
- **Push Notifications.** Officers can be notified or violations by receiving a push notification from TotalAccess Mobile, providing prompt and accurate information on noncompliance while agency personnel are in the field.
- **Monitoring Clients.** This feature allows users to add, edit, and delete caseload information; edit all client schedules; and send audio messages to clients on-demand.
- **Mapping and Zones.** To easily adjust monitoring requirements in the field, agency staff can view all client GPS points, enable Pursuit Mode on GPS devices, and create/edit zones.
- **Secure Access.** The agency can authenticate access to devices/users to prevent unauthorized individuals from logging into the system. BI can also remotely deactivate a device, and track login/log-out activity through the application.

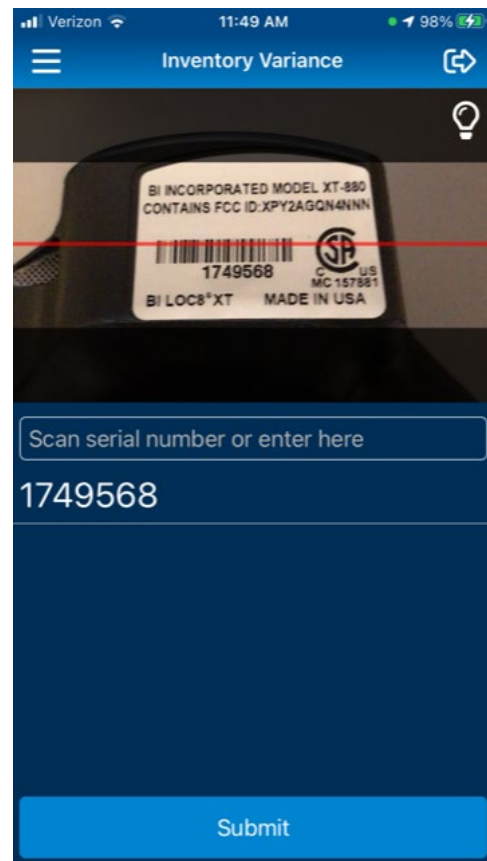


Figure 5. BI TotalAccess Mobile Inventory Scanner

Agency personnel can quickly and easily manage equipment in the field through TotalAccess Mobile inventory scanner feature.

Electronic Monitoring RFP Specifications

BI has a suite of alcohol monitoring products, including continuous alcohol monitoring and breath alcohol monitoring solutions. This portion of BI's response provides responses to RFP specifications for electronic monitoring.

2.11. 1. The contractor shall provide a service, including all necessary equipment, for electronic monitoring of approved court participants. The system shall use web-based software to allow remote electronic monitoring and supervision. The monitoring may be offered in a variety of options. The following are approved electronic alcohol monitoring systems for this purpose: In-home breath alcohol testing systems such as iSecure Trac or Smart Start, or

2. transdermal alcohol monitoring – such as SCRAM or Transdermal Alcohol Detector (TAD)

In accordance with RFP Specification 1.2.7, offerors may offer brands that meet or exceed the specifications for brand names listed in the RFP. BI details how our products meet or exceed the stated brands throughout our comprehensive proposal.

BI's continuum of products are provided to the State with all necessary equipment required for device operation, and devices report data to BI's web-based monitoring software TotalAccess.

In-Home Breath Alcohol Testing. For in-home breath alcohol testing, BI is offering the SL3. The BI SL3 is a mobile breath alcohol testing device that uses GPS to determine the location of the client while performing the breath alcohol test. All client identification, location, and alcohol test data is communicated in near real-time to agency staff. The BI SL3 offers scheduled, randomized, and on-demand testing capabilities.

Additional features and benefits of the BI SL3 solution include:

- Highly advanced technologies, including an accurate fuel cell, a high-resolution camera to validate the identity of the client, and GPS location technology
- Test results are court admissible, and SL3 technologies have all been validated many times in court
- The BI SL3 incorporates facial recognition software and breath temperature detection technologies to ensure attempts made to supply a different individual's breath sample will be detected and reported
 - In the event of a tamper, the test is flagged and TotalAccess notifies agency staff via email or text message.



Figure 6. BI SL3
Discreet alcohol monitoring, in any location at any time.

Transdermal Alcohol Monitoring. For transdermal alcohol monitoring, BI is offering the TAD. BI TAD is a continuous alcohol monitoring device worn around the client's ankle 24/7. TAD uses court-validated transdermal technology to detect alcohol events and uses RF technology for curfew monitoring. The water-resistant device incorporates a field-replaceable, fiber-optic strap; samples skin perspiration for the presence of alcohol once per minute; uses a statistical algorithm to distinguish between ingested and environmental alcohol; and incorporates seven tamper detection technologies. TAD is paired with a HomeBase receiver that reports alcohol data, curfew information, and equipment events to the monitoring computer via landline or cellular connection.

2.11.1. Any system proposed shall have a proprietary secure web-based software to allow random monitoring of participants by the court.

Our proprietary system is completely web-based. TotalAccess does not require installation on, or modification of, the agency's computers to function properly. Authorized users can login to TotalAccess via any device with internet access, including PCs, laptops, smartphones, and tablets. The user interface

is compatible with Google Chrome, Microsoft Edge, and current versions of common web browsers. BI does not compromise on data security and password protection. From within TotalAccess, users can view screens, print reports, enroll clients, and modify client information.

In-Home Breath Alcohol Testing. From within TotalAccess, users can configure each client's SL3 for scheduled, random, and/or on-demand breath alcohol testing. Agency personnel can schedule SL3 tests to occur at any hour, seven days a week. Using TotalAccess, authorized personnel can easily add or edit client-testing schedules as detailed below.

Table 2. SL3 Testing Schedules

Type of Schedule	TotalAccess Process
1. Fixed Test Schedule	Specify the Test Window—the amount of time that the client has to complete a test
	As desired, enable automated text messaging to remind the client of impending tests
	As desired, enable automatic retesting for test results of 0.01 BrAC or higher
	Click on the displayed Calendar to select the desired testing time(s) and day(s)
2. Random Test Schedule	Specify a start time and an end time for the random testing window
	Users can create up to four random test schedules per day in addition to fixed test schedules
3. On-Demand Test	Click the On-Demand Test button

Transdermal Alcohol Monitoring. Attached to the client's ankle at all times, the TAD solution provides the agency with detailed and complete alcohol monitoring data. The TAD samples perspiration every minute and records an average of all samples every five minutes, providing 288 data points within a 24-hour testing period. Other transdermal solutions test perspiration once every 30 minutes, providing only 48 data points within a 24 hour period.

2.11.2. Alcohol testing shall be accurate to within +/- .005% of actual blood alcohol levels and be acceptable as court admissible evidence. Results generated by the system shall stand on their own without secondary or backup testing needed. All electronic alcohol monitoring systems shall meet the Daubert standard of scientific evidence admissibility.

All BI alcohol monitors utilize scientifically proven sensor technology to reliably measure alcohol content. Each device meets the Daubert standard for court admissibility. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community.

In-Home Breath Alcohol Testing. The SL3 collects a deep lung sample from an individual and uses a conversion calculation to determine the amount of alcohol in the body by the concentration of alcohol in the breath. The SL3 provides Breath Alcohol Content (BrAC) readings with results that are accurate to within +/- .005 of the individual's BrAC. This level of accuracy is consistent up to a BrAC level of 0.100.

The SL3 measures breath alcohol tests with a high degree of accuracy. When a person consumes alcohol, it is absorbed into the blood stream. The exchange of alcohol from the circulating blood into the person's lungs occurs during the breathing process.

Transdermal Alcohol Monitoring. TAD has proven its reliability, accuracy, and durability since its release. When BI first introduced the TAD device to the electronic monitoring industry, we provided expert testimony in several cases regarding the alcohol data collected by the unit. Our BI representative provided expert testimony, offered data interpretation for the alleged drinking event, and defended the reliability of the TAD device. BI's testimony was accepted by the Court as admissible evidence using the Daubert Standard.

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

Training and Support (RFP Section 2.10)

Effectively training officers and providing ongoing account management support is critical to the success electronic monitoring programs. BI will provide the agency with customized hands-on training for all equipment, software, and services. In addition, BI will continue to provide refresher and new officer training throughout the life of the contract.

BI Training Department

The BI Training Department develops and delivers comprehensive, contract-specific training sessions for agency personnel. This includes the following:

- Creating customized training curricula in accordance with unique agency objectives and needs
- Collaborating with agency leadership to schedule, organize, and implement training sessions, including:
 - The number of agency personnel and BI staff in need of contract-specific training
 - The location, quantity, and duration of training sessions
 - The most appropriate method to measure each attendee's retention of information
- Providing ongoing refresher training via self-guided tutorials, live webinars, and onsite sessions
- Participation in BI Technology Forums

BI Monitoring Operations: 24/7/365 Call Center

Based in Anderson, Indiana, BI Monitoring Operations is a complete, secure, and advanced technical support center and customer support hub that BI wholly owns and operates. BI Monitoring Operations provides the following key advantages:

- **24/7/365 Support.** Electronic monitoring programs operate on a continuous basis. Since BI is a single source provider, agency personnel can contact Monitoring Operations 24/7/365 for prompt assistance on any BI technology—streamlining support services by providing the agency with a single point of contact. BI Monitoring Specialists ensure that agency personnel have the information needed to handle program tasks effectively.
- **Single Source Monitoring Services.** Our entirely owned and operated, United States-based Monitoring Operations Center provides streamlined, knowledgeable support for our continuum of technologies. This single-source approach is simply unavailable from other providers and has the potential to streamline State operations. Other vendors rely on subcontracted monitoring services to support operations, which can introduce the risks associated with third-party support solutions.
- **Secure Facilities and Data.** At the facility level, BI Monitoring Operations is equipped with alarms, secure-access entryways, and the highest-quality network protections and redundancies to maintain and protect data. We understand that electronic monitoring programs generate data that is proprietary in nature, and BI Monitoring Operations safely stores all information in our secure data facilities.
 - BI maintains accurate records and provides this information to support court activities and measure program outcomes.
- **Qualified Operations Staff.** Proper staff training is an essential part of increasing program effectiveness. BI Monitoring Operations staff must understand how all BI technologies work to assist agency personnel with program inquiries effectively.



Figure 7. BI Monitoring Operations
Newly built in 2016, BI's Monitoring Operations facility provides comprehensive monitoring services for more than 1,100 criminal justice agencies all over the United States.

- Monitoring Specialists must successfully complete a comprehensive training and certification program for the full continuum of BI products. The BI Training Department delivers a seven-week new hire training program and provides required ongoing training sessions. In addition, staff must obtain annual re-certification.
- Monitoring Quality Department regularly perform call and alert critiques to confirm Monitoring Specialists follow established procedures and provide high quality customer service.



Figure 8. Comprehensive Training
The BI Training Department has extensive experience coordinating large-scale training events with agency stakeholders—with the goal of directly addressing complex and evolving program objectives and needs.

Training and Support RFP Specifications

BI will support the State training needs through our dedicated Training department. BI's Training department is responsible for all internal and external training for the approximately 950 agencies we support. All training personnel are experienced professionals who are intimately familiar with policies, procedures, equipment, software, and monitoring systems. This portion of BI's response provides responses to RFP specifications for training and support.

2.10.1. Training Materials: The contractor must provide training materials for end users on the proper use of testing devices to achieve accurate test results. Training may be in various forms such as video, DVD or webinar for each treatment court at no additional cost to the state of Missouri. The training shall include, but not be limited to, basic drug testing training and training on current drug testing issues such as sample tampering, passive inhalation, drug detection periods and drug cross-reactivity.

BI understands that comprehensive and effective agency training is critical to the success of an electronic monitoring program. To best meet unique State and program needs, BI offers a comprehensive continuum of training sessions in a variety of formats, including:

- **Onsite Training.** BI conducts initial, onsite training as part of the program implementation process, and we provide subsequent onsite training upon agency request. Conducted at company and/or agency location(s), these sessions provide agency personnel with hands-on instruction and a field-based learning experience.
- **Self-Directed Equipment Training.** We offer this training via the BI Training Department's online Learning Management System. Equipment training courses and corresponding assessments are available to authorized personnel at any time. Users simply complete the quick registration process and enter their unique username and password to access the desired courses.
- **Live Webinars.** Each week, our Training Department conducts live webinar sessions—directly delivering informative content and a personalized learning experience. Since these sessions regularly occur on a scheduled basis, agency personnel can determine which sessions will best suit their ongoing work schedules and then participate accordingly.
- **Virtual Technology Forums.** In 2020, BI offered our first virtual webinar series for agencies supported by our equipment. The virtual webinar series covered a range of topics from technology trends to increasing officer efficiency, and best practices in GPS and RF monitoring. Each session allowed for feedback from users to understand their needs, and guide our product development roadmap to release new features that are most impactful to officers using our technology. Over the eight sessions, more than 2,500 agency personnel registered for BI's first virtual Technology Forum.

The Training Department continually revises and updates our training curricula and materials in accordance with technology enhancements and customer feedback. BI's approach to training provides agency personnel with the opportunity to become proficient in the use of BI equipment and software. We offer readily available resources to fill any knowledge gaps and improve program efficiencies.

2.10.2. Technical Support: *The contractor must be able to provide technical support Monday through Friday 7 AM to 7 PM Central Time Zone, excluding U.S. holidays, at no additional cost to the state of Missouri.*

Agency staff will have access to a live customer support representative via a toll free (800) phone number 24/7/365. In addition, the State will have access to our advanced technical specialists group at BI that will receive specialized training on State procedures. BI's Monitoring Operations has sufficient telephone lines to handle all incoming and outgoing calls. We use two separate long-distance carriers to provide redundant phone line paths for equipment calls into our data center.

Additional key features of BI's ability to support the State on a continuous basis include:

- **Access to Monitoring Operations.** Agency staff can call, toll-free at any time to speak with BI Monitoring Specialists physically present within the Monitoring Operations Center. Monitoring Specialists provide live customer service on topics such as equipment troubleshooting, client status checks, software assistance, reports, and on-time alert notifications. On average, our staff answer incoming calls in less than ten seconds.
 - The average tenure of our Monitoring Specialists is more than five years, and Monitoring Customer Service staff have an average tenure of more than 23 years. Typically, a single call is all it takes to resolve most issues.
- **Monitoring Operations Access to Technical Support.** In the unlikely event Monitoring Operations is unable to immediately answer a question or resolve an issue, access to internal systems, telecommunications, training, monitoring, management, and technical support is also available. Monitoring Operations management and system development staff are continuously on call.



Figure 9. Assisting MO OSCA Personnel

Regardless of check-in type, agency personnel can call BI's wholly owned, single source Monitoring Operations Center—streamlining 24/7/365 support offerings.

Our entirely owned and operated, United States-based Monitoring Operations Center provides streamlined, knowledgeable support for our continuum of technologies, at no additional cost to the State. This single-source approach is simply unavailable from other providers—in particular resellers—and has the potential to streamline agency operations.

2.10.3. Manufacturer's Legal Support: *The contractor must be able to provide manufacturer's legal support should the testing devices identified herein be challenged in court, at no additional cost to the state of Missouri.*

BI is fully prepared to describe our monitoring equipment and defend our performance in legal proceedings, if requested. Technicians from BI's engineering department, supervisory personnel from Monitoring Operations, and product management personnel regularly provide testimony.

BI understands that testimony may occur via telephone, video conference or in person, depending on the needs of the agency. BI agrees to provide testimony in the form of a written affidavit, telephone and videoconferencing format, or in person if subpoenaed.

As an all-inclusive solution, BI has included the costs associated with testimony in our proposed daily rates. However, BI reserves the right to seek reimbursement when available through individual jurisdictions. If requests for BI representatives to provide in-person testimony become frequent and/or extensive, BI may request reimbursement of reasonable costs incurred for travel, lodging, and time.

Optional Equipment Offerings

In addition to State requirements, BI has supplemental additional product and service offerings that strengthen our overall solution. As detailed throughout this proposal, BI is a single source provider that offers a suite of monitoring solutions—including alcohol, GPS, RF, and smartphone application technology.

This section of BI's proposal details our additional offerings that have the potential to increase efficiencies, reduce officer workload, and support client compliance with supervision terms. These technologies include location monitoring devices and smartphone solutions.

VeriWatch: Wrist-Worn GPS Location Tracking

Available to the agency during the next contract term, BI is excited to provide the agency with the newest addition to our continuum of GPS solutions: the BI VeriWatch. Understanding that the State continually strives to operate the most effective monitoring program, BI believes that our state-of-the-art VeriWatch will be a valuable addition to the State's operation. BI designed the wrist-worn VeriWatch to monitor client locations with an unobtrusive device, providing discreet tracking and eliminating potential noncompliant removal of the device due to client embarrassment that the wearer is under supervision. The VeriWatch supports communications between client and supervising officers and provides new biometric sensors that have never before been widely used in the electronic monitoring industry. Key features of the VeriWatch include:

- Uses GPS and GLONASS technology to increase location accuracy and preserve battery life
- Convenient wireless charging with up to 20 hours on a single charge
- Receives and displays written messages, with the option to require client acknowledgement
- Uses flashing LCD or audible alarms to alert the client that interaction is needed

LOC8 XT: Ankle-Worn GPS Location Tracking

The LOC8 XT is a GPS device worn around the client's ankle 24/7/365 and continually communicates monitoring data to TotalAccess via cellular networks. The LOC8 XT incorporates a fully enclosed, internal battery that remains inside the device at all times. To charge the device, a secondary rechargeable battery pack is attached to the device. Key features of LOC8 XT include:

- Battery Life: up to 60 hours
- Charging Capabilities: Cordless
- Location Detection: Autonomous GPS, Assisted GPS, Cellular, Wi-Fi, RF
 - Wi-Fi Location Detection: In absence of GPS
- Tamper Detection: Strap, Proximity, Motion Sensor, Case, GPS Jamming
- Client Communication: Audio Messages, LED, Vibration, Client Acknowledgement
- Reporting Intervals: Configurable by Agency; Reports Violations upon Occurrence



Figure 10. BI VeriWatch

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



Figure 11. BI LOC8 XT

The LOC8 XT is newest GPS tracking device offered by BI. The LOC8 XT battery can continuously power the device for up to 60 hours.

HomeGuard 20|20: RF Curfew Monitoring

BI HomeGuard 20|20, our newest RF system, is a continuous RF solution that verifies if monitored clients remain at home during specified times. The system consists of an FCC-certified transmitter the client wears around their ankle on a constant basis and a receiver placed in a specified location (usually the home). The HomeGuard 20|20 receiver will collect a GPS point every minute while the transmitter is in motion and up to 10 minutes after the transmitter becomes motionless. If GPS is unavailable, the receiver will use Wi-Fi access points to record a location point. In addition, the receiver is equipped with a 3.5-inch color touch LCD receiver screen that displays text messages from officers.



Figure 12. BI HomeGuard 20|20

The HomeGuard 20|20 receiver functions on the LTE network, providing a strategic advantage to agency: the most current and reliable cellular capabilities.

SmartLINK: Client Smartphone Application

BI SmartLINK is a smartphone application that places key information into the hands of the EM program participant. Designed to foster client compliance with agency requirements, SmartLINK is a tool clients can use to support client sobriety and compliance while in Missouri communities. BI SmartLINK is an Apple and Android compatible mobile application that gives officers an effective method to communicate with and supervise clients. To deliver the most effective and targeted features to the agencies we serve, BI offers three SmartLINK programs: SmartLINK Connect, SmartLINK Report, and SmartLINK Verify that can be utilized for different levels of monitoring.

BI Mobile: Secure Client Mobile Device

Modern electronic monitoring programs rely on the accuracy, reliability, and speed of monitoring data. With the increasing use of mobile applications to communicate with clients, verify compliance, and support overall reentry, BI engineers developed a secured mobile device monitoring solution. BI Mobile alleviates challenges agencies and clients, such as sex offender, work release, indigent, and homeless populations, may face related to accessing a smartphone. BI is the first and only provider to offer a mobile device that runs on a proprietary operating system and provides a high level of device security. BI Mobile devices feature a *Secured Operating System* that have the SmartLINK mobile application pre-installed.



Figure 13. BI Mobile

We offer a secure mobile device, with SmartLINK pre-installed, to provide a more secure model of smartphone application tracking and utilization.

Pricing Information

All-Inclusive Cost Model

Table 3. Proposed Daily Rates

Item	Rental Cost <i>per unit, per day</i>	Monitoring Cost <i>per unit, per day</i>	Total <i>daily rate</i>
BI SL3	\$3.40	\$2.60	\$6.00
BI TAD	\$4.08	\$3.09	\$7.17

BI's daily rate for all proposed equipment includes:

- Costs for all required equipment at agency-specified quantities
- SmartLINK Connect Program complementary to each EM device in use
- All equipment components, including batteries, chargers, straps, and optional monitoring beacon
- 25% lost and damaged equipment allowance for the SL3 and TAD
- 30% spare equipment allowance
- Training for all officers, agency personnel, and other administrative staff
- BI's central monitoring computer system, including our secure facility with multiple redundancies, backup power supplies, information security measures, and multiple network protections
- BI's TotalAccess software and TotalAccess smartphone application for officers and authorized personnel
 - Automated, near immediate notification of program violations, for example, tamper attempts and Exclusion Zone events
 - Detailed and consolidated reporting capabilities
 - Single interface for all BI technologies
 - Up-to-date maps that accurately display historical and near real time location data

Optional Equipment Offerings Daily Rates

Please see BI's daily rate for optional equipment detailed in the table below.

Table 4. Optional Equipment Offerings Daily Rates

Item	Rental Cost <i>per unit, per day</i>	Monitoring Cost <i>per unit, per day</i>	Total <i>daily rate</i>	Lost and Damage Coverage	Shelf Allowance
BI VeriWatch	\$3.00	\$1.50	\$4.50	None	None
BI LOC8 XT	\$2.90	\$1.35	\$4.25	25%	30%
BI HomeGuard 20 20	\$3.32	\$1.04	\$4.36	25%	30%
BI Mobile	\$4.75	Included	\$4.75	None	None

SmartLINK Application Pricing

SmartLINK Program	Price per client, per day	
	<i>With BI Technologies</i>	<i>SmartLINK Only</i>
SmartLINK Connect	Included at No Cost	\$0.25
SmartLINK Report	\$0.25	\$0.50
SmartLINK Verify	\$0.50	\$0.75
Video Conferencing 15 minutes maximum duration	\$0.35 per event	\$0.35 per event

Pricing Page

Please find BI's completed *Pricing Page* immediately following this page.

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: BI Incorporated

<u>Please see BI's pricing information.</u> 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: Please see BI's pricing information for costs associated with the different technologies.

per week: _____

per month: _____

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

If yes, please indicate number of days: N/A

Deposit or Start Up fee required? Yes _____ No X

If yes, what is the cost? N/A

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

BI's system requirements are detailed within the proposal.

Please list counties for which you will provide this service:

BI will provide services to all Missouri agencies.

Pricing Page, cont.

COLLECTOR SERVICES PRICING

OFFEROR NAME: BI Incorporated

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:

RFP Exhibits

Please find the required information from RFP exhibits on the following pages:

- Exhibit A – Offeror Information
- Exhibit B – Prior Experience Reference
- Exhibit C – Personnel Expertise Summary
- Exhibit D – Method of Performance
- Exhibit E – Employee Bidding/Conflict of Interest

Exhibit A—Offeror Information

Incorporated on September 28, 1978 in Boulder, Colorado, BI is a wholly owned subsidiary of The GEO Group, Inc. (GEO)—providing BI with unmatched financial strength and operational soundness in electronic monitoring and case management.

We provide a full continuum of monitoring technologies and services for juveniles, parolees, probationers, pretrial defendants, and undocumented persons involved in the U.S. immigration court process. Currently, BI supports more than 330,000 monitored clients under contracts with federal, state, district, county, and local agencies throughout the country. Our 44 years of experience demonstrates our capacity to successfully partner with agencies of all sizes with varying monitoring needs.

BI has a long history of innovation that helps us stay ahead of technological trends and meet the evolving supervision needs of the community supervision programs. BI built a strong reputation on delivering innovative solutions that reliably monitor thousands of individuals, reduce recidivism rates, and support the missions of corrections agencies across the nation.

BI has extensive monitoring, administrative, and financial/fiscal experience critical to managing large, statewide electronic programs. As further evidence of our ability to support diverse programs, please consider the following metrics:

- BI supports approximately 950 unique government agencies across the United States.
- There are more than 330,000¹ individuals in the U.S. that are monitored by BI technologies:
 - 7,200 clients monitored via alcohol detection solutions
 - 39,000 clients tracked via GPS solutions
 - 12,300 clients enrolled in curfew monitoring, via our RF solutions
 - 14,000 clients that regularly report to our voice verification solution
 - 260,000 clients using SmartLINK



Figure 14. Dedication to Community Corrections

BI is solely committed to developing unique, custom, and advanced community supervision technologies.

Experience Providing Alcohol Monitoring Solutions

As detailed throughout this section of BI's proposal, we are highly qualified to support the State's programs. BI was the first company in the industry to manufacture devices specifically to monitor individuals in supervision programs; our unmatched experience is a strong competitive advantage. This is not only demonstrated by our longevity in the industry, but also the breadth of customers we support.

Since 1994, BI has been a leader in the research, development, and implementation of alcohol monitoring devices. Our comprehensive line of alcohol monitoring tools allows agencies to track the sobriety of clients at home and in the community. We currently support thousands of active alcohol monitoring units across the country.

Breath Alcohol Monitoring Experience. BI's first alcohol monitoring solution was released in 1994 with a key objective—to be able to report on a client's sobriety when returning home on house arrest. With this need in mind, we developed the BI React, our first alcohol breath analyzer that provided alcohol testing of

¹ Active counts vary on a daily basis. Metrics within this section are approximate.

clients required to remain sober as a condition of supervision. The React device used voice verification, fuel cell technology and BI's proprietary security technology to identify and accurately test clients.

Building upon the technology of the React, BI developed the Sobrietor to monitor client alcohol consumption correlated with curfew monitoring mandates. As technology continued to advance, BI acquired the Soberlink SL2 in 2013, adding a highly mobile breath alcohol monitoring solution to our continuum of products.

Originally created to monitor pilots, and other professions where sobriety is mandated, the SL2 was designed to submit test results from any location. After BI acquired the product and became the OEM, BI engineers implemented several design and manufacturing improvements necessary for criminal justice application. Applying the technology to the community corrections population required strengthening many components of the device. In 2019, we fully integrated the product into TotalAccess, allowing officers to sign in to one portal to monitor their entire caseload.

In 2019, BI released a new version of our breath alcohol monitoring device, the SL3. The BI SL3 mobile breathalyzer provides accurate and reliable testing through an enhanced tamper-resistant design and LTE technology. Examples of SL3 improvements implemented by BI engineers include:

- Larger 16mm fuel cell for improved accuracy and longer shelf life
- LTE modem communicates on reliable cellular network and reduces power consumption
- Extended, 72+-hour battery life
- Reinforced exterior case for increased product ruggedness

Transdermal Alcohol Monitoring Experience. BI has been researching, developing, implementing, and improving transdermal products for more than a decade. We released the TAD alcohol monitor in 2009, offering a unit that provides continuous alcohol and RF curfew monitoring in a single device.

Over the years, BI engineers continually research ways to improve the reliability, accuracy, and durability of the device and our monitoring processes. Key examples of TAD experience that demonstrates BI's expertise with transdermal monitoring includes:

- Improving the Alcohol Detection Module (ADM) to provide a more durable and robust monitoring solution
- Sampling transdermal alcohol measurements every minute and averaging these samples every five minutes—providing much more detailed information than other devices that sample every thirty minutes
- Implementing a two-layered confirmation process to provide expert assistance with interpreting alcohol events generated by the TAD; technical experts and BI engineers are available to review alcohol charts
- Using a proprietary algorithm that provides a baseline measurement for each client wearing the device, enhancing testing accuracy and providing single source admissibility for court and revocation hearings

ALCOHOL MONITORING EXPERIENCE



Figure 15. History of Alcohol Experience

BI is continually improving our alcohol solutions to provide a continuum of alcohol monitoring technologies; all proposed solutions meet Frye and Daubert evidentiary standards.

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

Incorporated on September 28, 1978 in Boulder, Colorado, BI is a wholly owned subsidiary of The GEO Group, Inc. (GEO)—providing BI with unmatched financial strength and operational soundness in electronic monitoring and case management.

BI has a long history of innovation that helps us stay ahead of technological trends and meet the evolving supervision needs of the community supervision programs. BI built a strong reputation on delivering innovative solutions that reliably monitor thousands of individuals, reduce recidivism rates, and support the missions of corrections agencies across the nation.

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

BI provides a full continuum of monitoring technologies and services for juveniles, parolees, probationers, pretrial defendants, and undocumented persons involved in the U.S. immigration court process. Currently, BI supports more than 330,000 monitored clients under contracts with federal, state, district, county, and local agencies throughout the country. Our 44 years of experience demonstrates our capacity to successfully partner with agencies of all sizes with varying monitoring needs.

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.

Currently, BI has more than 950 electronic monitoring contracts in place across the nation, and more than 330,000 active electronic monitoring technologies in the field. As such, BI would be pleased to provide this voluminous information upon request. The table below provides a sampling of our history and experience with providing advanced solutions to large-scale programs.

Table 5. Experience Operating Large Programs

Agency	Summary of Partnership	Populations Served
Delaware Department of Corrections <i>1986-Present</i>	BI has a long history of successfully supporting the implementation and evolution of the Department's Home Confinement Program. The program uses BI technologies to monitor non-violent clients throughout the state and relies on our flexible GPS collection and reporting rates.	755 Clients RF Transdermal Alcohol Breath Alcohol GPS
Administrative Office of the U.S. Courts (AOUSC) <i>1992-Present</i>	BI has a long history of partnership and innovation with the AOUSC. As the AOUSC's electronic monitoring program has evolved, BI has demonstrated the flexibility and innovation needed to concurrently evolve with the program. BI has established a reputation in the industry for identifying and implementing innovative ways to provide extremely effective electronic monitoring program oversight and greatly reduce agency staff workload.	9,475 Clients RF GPS Transdermal Alcohol Breath Alcohol SmartLINK App
Alaska Department of Corrections and Pre-Trial Division <i>1994-Present</i>	BI provides, manages, supports, and maintains electronic monitoring technologies for the Department's House Arrest Program and Pre-trial operations. The Department estimates that it saves \$1 million annually through its partnership with BI.	2,500 Clients Transdermal Alcohol Breath Alcohol GPS SmartLINK App
South Carolina Department of Probation, Parole and Pardon Services and Department of Juvenile Justice	BI assists the Department in monitoring multiple populations throughout the state—including juveniles, probationers, and parolees. Starting with program implementation more than two decades ago, BI RF and GPS technologies have been consistently used as part of the Department's sanctions and alternative reporting methodologies.	1,160 Clients GPS

Table 5. Experience Operating Large Programs

Agency	Summary of Partnership	Populations Served
<i>1997-Present</i>		
Illinois Department of Corrections <i>2003-Present</i>	BI supports the Department with supervising individuals in Illinois communities that are parolees or pre-release inmates. Working closely with the Department, our solution for this agency includes advanced support services—highly customized based on agency needs—through BI Agency Assist.	8,410 Clients RF GPS SmartLINK App
Arizona Administrative Office of the Courts <i>2011-Present</i>	The agency uses BI GPS units to monitor high-risk clients on supervised probation. As a prime example of our support capabilities, BI successfully installed tracking units on more than 300 clients—at five agency sites—within four days.	300 Clients GPS
North Carolina Department of Public Safety and Department of Juvenile Justice <i>2012-Present</i>	BI successfully supports the Department's Electronic House Arrest program, Sex Offender Management program, and various Department of Juvenile Justice programs. During program implementation, BI installed 1,000 GPS units within one week and trained 600 officers within two weeks.	4,050 Clients RF GPS
Missouri Department of Corrections <i>2010-Present</i>	The Missouri Department of Corrections (DOC) relies on BI to provide products and services for its electronic monitoring program. The program uses BI's continuum of products, including RF monitoring through HomeGuard, GPS monitoring through the ExacuTrack One, and breath alcohol monitoring through the Sobriotor and TAD.	1,425 Clients RF GPS Breath Alcohol Transdermal Alcohol
Minnesota Department of Corrections <i>2014-Present</i>	The Minnesota Department of Corrections uses BI equipment to monitor a select group of high-risk clients. BI provides reliable technology and comprehensive services, supporting the Department by enhancing public safety and increasing released clients' accountability and compliance with conditions of release.	310 Clients GPS RF Breath Alcohol Transdermal Alcohol SmartLINK App
Colorado Department of Corrections and Judicial Districts <i>2012-Present</i>	The Colorado Department of Corrections partners with BI to aid the supervision of formerly incarcerated adult parolees, younger adults that progress from incarceration, and clients who are assigned to community corrections facilities and programs. This flexible and robust continuum of BI products provides the ability to monitor varying offender populations.	550 Clients GPS RF Breath Alcohol Transdermal Alcohol
Indiana Department of Corrections <i>2018-Present</i>	The Indiana Department of Corrections promotes public safety by providing meaningful, effective opportunities for clients to reenter the community successfully. After awarding a contract to BI, we transitioned the program over a six-week period, during which we trained 50 personnel on our technology and installed approximately 400 devices on participants.	475 Clients GPS RF

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.

BI is a wholly owned subsidiary of the GEO Group, Inc. and BI does not have a board of directors or partners. Please refer to page 31 for an organizational chart outlining our corporate structure.

Our program and corporate organizational structures will result in prompt responses to State requests, a flexible approach to any necessary program changes, and will facilitate frequent communication between BI and agency personnel. In addition to the staffing resources, the State will be fully supported by a comprehensive range of BI organizational departments throughout the life of a contract, including:

- **Manufacturing and Purchasing Departments:** which produce large amounts of reliable equipment with components sourced from United States-based providers
- **Monitoring Customer Services Department:** which provides expert monitoring services, including managing alert protocols, developing custom data queries, and communicating regularly with Department personnel
- **Customer Business Services Department:** which offers accurate, timely billing and inventory services
- **Partnership Development Department:** which provides account management and ongoing programmatic support
- **Hardware and Software Engineering Department:** which offers innovative solutions that are continuously evolving to meet Department needs
- **Human Resources:** supports recruitment and hiring efforts, ensure staff are compliant with Department requirements, and implement any organization structural changes
- **Quality Assurance:** provides oversight on contract fulfillment, from sourcing components to enforcing policies, to ensure compliance with RFP and ISO requirements



Figure 16. Experienced Live Customer Support 24/7

The average tenure of our Monitoring Specialists is more than five years, and Monitoring Operations management staff have an average tenure of more than twenty years.

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.

BI is not currently engaged in litigation that could affect our ability to provide equipment and perform the services detailed in this proposal.

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.

BI is a wholly-owned subsidiary of The GEO Group, Inc. GEO provides BI with unmatched financial strength and operational soundness. GEO is publicly traded on the New York Stock Exchange (NYSE: GEO) and is valued at over \$840 million.

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

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

Please refer to page 37 for the audited financial statements for the most recent fiscal year for BI's parent company, The GEO Group.

Exhibit B—Prior Experience Reference

BI has exceptional experience supporting programs similar in size and scope to State, and this portion of our response contains narrative descriptions of references. These accounts are ready and willing to answer any evaluator questions about BI performance. Please find BI's completed *Prior Experience Reference* forms for the following agencies:

- Missouri Department of Correction
- 40th Judicial District of Missouri
- Minnesota Department of Corrections
- Moore County, Texas

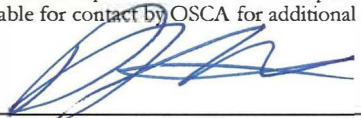
EXHIBIT B

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>BI Incorporated</u>	
Subcontractor Name, if applicable: <u>N/A</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Missouri Department of Correction
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	3411 B Knipp Drive Jefferson City, MO 65101
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Mr. Rick Kuttenkuler Tel: 573.526.7800 Email: rick.kuttenkuler@doc.mo.gov
Dates of Prior Services:	Since 12/2009
Dollar Value of Prior Services:	Annual Value: \$2,000,000
Description of Prior Services Performed:	Provide electronic monitoring services.

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

4/27/2023

Date of Signature

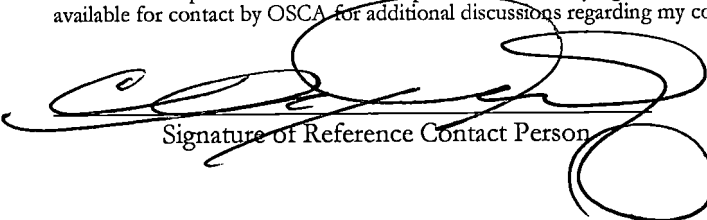
EXHIBIT B

PRIOR EXPERIENCE REFERENCE

The offeror should copy and complete this form for each reference being submitted as 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>BI Incorporated</u>	
Subcontractor Name, if applicable: <u>N/A</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	40th Judicial Circuit Court
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	1221 Elmwood Park Blvd, Suite 607 Jefferson, LA 70123
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Name: Ms. Alissa Hendricks Phone: 417.223.7512 Email: alissa.hendricks@courts.mo.gov
Dates of Prior Services:	Since 1/2023
Dollar Value of Prior Services:	Annual Value: \$20,000
Description of Prior Services Performed:	Provide electronic monitoring services.

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

5/2/23
Date of Signature

EXHIBIT B

PRIOR EXPERIENCE REFERENCE

The offeror should copy and complete this form for each reference being submitted as 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>BI Incorporated</u>	
Subcontractor Name, if applicable: <u>N/A</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Minnesota Department of Corrections
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	1450 Energy Park Drive St. Paul, MN 55108
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Name: Ms. Heidi Heinzl Phone: 651.361.7169 Email: heidi.heinzl@state.mn.us Cell phone: 763-688-3016
Dates of Prior Services:	Since 2014
Dollar Value of Prior Services:	Annual Value: \$880,000
Description of Prior Services Performed:	Provide electronic monitoring services.

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:

Heidi Heinzl

Signature of Reference Contact Person

5/2/23

Date of Signature

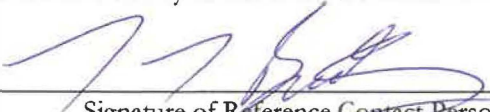
EXHIBIT B

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>BI Incorporated</u>	
Subcontractor Name, if applicable: <u>N/A</u>	
Reference Information (Prior Services Performed For:)	
Name of Reference Company:	Moore County, Texas
Address of Reference Company: ✓ Street Address ✓ City, State, Zip	700 S Bliss Ave Dumas, TX 79029
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Mr. Tommy Brooks Tel: 806.934.9520 Email: tbrooks@moore-tx.com
Dates of Prior Services:	Since 7/2022
Dollar Value of Prior Services:	Annual Value: \$71,000
Description of Prior Services Performed:	Provide electronic monitoring services.

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

4-27-23
Date of Signature

Exhibit C—Personnel Expertise Summary

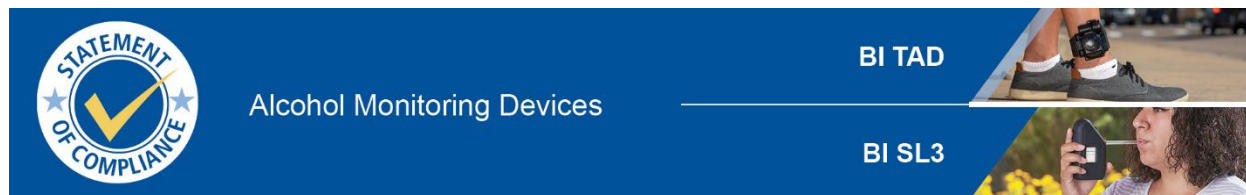
Table 6. Personnel Expertise Summary Table

#	Personnel	Background and Expertise of Personnel and Planned Duties
1.	Name: Ms. Jaime Pullig Title: Partnership Development Director Proposed Role/Function: Primary point of contact	Background and Expertise: Ms. Jaime Pullig joined BI in 2021 as the Partnership Development Director for the South Central Region. Previously, Ms. Pullig provided services for more than 15 years to community corrections programs. Ms. Pullig handles all aspects of account management—including contract negotiations, overseeing program implementations and transitions, coordinating training activities, ensuring contract compliance, and regular communications with agency personnel. Planned Duties: Primary point of contact
2.	Name: Ms. Kimberly King Title: Western Regional Manager, Partnership Development Proposed Role/Function: Account support	Background and Expertise: Ms. Kimberly King has worked in the criminal justice industry for more than 20 years, providing support to state and federal agencies throughout the country. In 2018, Ms. King joined BI after working for our community reentry division, where she specialized in supporting correctional programs in the western United States. In her current role, Ms. King currently manages contract negotiation, program implementation, training coordination, and contract compliance oversight of individual agency needs. Ms. King works closely with customers to understand their unique needs and provide the most advanced technological solutions available for community supervision. Ms. King earned a Bachelor of Arts in Psychology Science at the University of Texas. Planned Duties: Account support
3.	Name: Ms. JoAnn Jackson Title: Account Executive Proposed Role/Function: Account support	Background and Expertise: Ms. JoAnn Jackson joined BI, Inc. in July 1994, and is responsible for account implementation, management, and training customers for the entire continuum of BI products. She has assisted on numerous occasions with transitioning programs from a previous vendor's equipment and software onto BI's systems. Ms. Jackson also provides troubleshooting for customers with issues related to software or hardware and conducts product demonstrations for new and existing customers. With more than two decades of experience in the electronic monitoring industry. Ms. Jackson brings a wealth of knowledge to the BI team. She has worked directly with judges, offenders, officers, and procurement personnel to ensure electronic monitoring programs are accurately meeting agency objectives and increasing public safety. Ms. Jackson earned a Bachelor of Science in Criminal Justice from the University of Texas. Planned Duties: Account support
4.	Name: Mr. Jeremy Elliott Title: National Account Manager Proposed Role/Function: Program implementation	Background and Expertise: Mr. Elliott is responsible for managing Account Executives for large and strategic accounts nationwide. He is also responsible for the project management, implementation, and operational setup of new electronic monitoring systems. Mr. Elliott has been with BI since 1998, more than a decade of which was devoted to developing and coordinating training and certification. Mr. Elliott is a subject matter expert for the BI continuum of products. A veteran of the U.S. Army, Mr. Elliott holds an Associate of Arts degree in Criminal Justice and Criminology and certificates of Specialized Learning in Distance Education. Planned Duties: Program implementation
5.		

Table 6. Personnel Expertise Summary Table

#	Personnel	Background and Expertise of Personnel and Planned Duties
	Name: Mr. Robert Murnock Title: Vice President, Partnership Development Proposed Role/Function: Account support	Background and Expertise: Mr. Robert Murnock joined BI in 2008 and has more than 25 years in the correctional industry, specializing in community supervision programs. In his current role, Mr. Murnock provides national oversight and management of BI's electronic monitoring accounts, business development and field support. Mr. Murnock also is responsible for maintaining operational budget and providing strategic planning needs based on customer feedback and support. In addition, guiding the BI Partnership Development management team with strategies for revenue retention, revenue growth, and market share are central to Mr. Murnock's responsibilities. Prior to joining BI, Mr. Murnock worked in administration of adult and juvenile probation offices in Western Pennsylvania. He also worked with the Pennsylvania County of Public Welfare and the National Center for Juvenile Justice. Mr. Murnock holds a bachelor's degree in Criminal Justice from Youngstown State University. Planned Duties: Account support
6.	Name: Mr. Henry Conforti Title: Vice President, Monitoring Operations Proposed Role/Function: Monitoring Center support	Background and Expertise: Mr. Henry Conforti began his criminal justice career as a Head Resident Counselor for the Safer Foundation program within the Illinois Department of Corrections, where he supervised counselors, assisting them with providing direct services to clients and implementing short and long range program goals. Mr. Conforti joined Protocol in 1993, where he currently oversees all operations for the entity, manages the budget, develops and implements long and short term program plans, and developed Protocol's offender automated management solution. He earned a Bachelor of Science in Criminal Justice from the University of Dayton. Planned Duties: Monitoring Center support

Exhibit D—Method of Performance



BI has a suite of alcohol monitoring products, including continuous alcohol monitoring and breath alcohol monitoring solutions. There are several advantages and use cases for both types of alcohol monitoring devices:

- **Breath Alcohol Solutions: Near Immediate Alcohol Notifications.** The major advantage of breath alcohol solutions is that notification of program non-compliance occurs in near real-time. This provides officers with the ability to act immediately and respond to non-compliant behaviors in accordance with State procedures.
- **Continuous Alcohol Monitoring: Complete Alcohol Testing Data.** While all continuous alcohol monitoring solutions can take 30 minutes to 4 hours to report drinking events because the alcohol is measured only after the client has perspired, there are several advantages to continuous monitoring devices. These types of monitoring solutions are low risk, as they do not require client interaction, and supervisory personnel have much more complete data that can evidence if a client is in compliance with agency mandates.

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

Client Equipment

For sample collection, clients are provided with all equipment necessary to perform tests and maintain charged equipment. Clients assigned to in-home breath alcohol testing will be provided with the SL3 device, a breath tube, and charging cord. Clients assigned to transdermal alcohol monitoring will be provided with a TAD, HomeGuard base station that transmits the monitoring data, a power cord for the base station. The TAD transmitter does not require daily charging via a cord.

Sample Collection

In-Home Breath Alcohol Testing. The BI SL3 requires a strong and steady air stream lasting four seconds to take a deep lung breath sample from the client. If an appropriate deep lung sample is not achieved, the BI SL3 will require additional attempts until the sample is successful. BI SL3 reports all testing results and sends an alert to agency staff if the device registers 0.01 or above. Agency staff can require additional testing until a BrAC reading drops below the 0.01 level.

The BI SL3 uses fuel cell technology to accurately detect alcohol consumption levels from 0.000 to 0.400. To safeguard against false positives generated by possible environmental alcohol, upon a positive breath alcohol (BrAC) test, the SL3 will schedule another test within 30 minutes. If the BrAC result of the test is below the threshold, it is possible that the BI SL3 picked up an environmental exposure to alcohol. BI has yet to find a household product such as mouthwash, toothpaste, hand sanitizer, or bug spray that will give a positive test result following a 15-20 minute waiting period after exposure to the item.

In addition to ongoing communication with clients, TotalAccess will automatically notify designated agency personnel of missed tests and noncompliant breath alcohol results. From within TotalAccess, authorized users can configure the SL3 to send the following automated text message to the client's phone: Missed Test Notification—the client missed an alcohol test(s) and must complete a test.

Transdermal Alcohol Monitoring. Attached to the client's ankle at all times, the TAD solution provides the agency with detailed and complete alcohol monitoring data. The TAD samples perspiration every minute and records an average of all samples every five minutes, providing 288 data points within a 24-

hour testing period. Other transdermal solutions test perspiration once every 30 minutes, providing only 48 data points within a 24 hour period.

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

In-Home Breath Alcohol Testing. The SL3 is equipped with an LTE compatible modem that transmits testing data to the web-based monitoring platform, TotalAccess. This supports streamlined operations and mitigates the risks of units unable to report violations due to cellular coverage. The SL3 will use this LTE connectivity to communicate date and time stamped test results (BrAC) and GPS locations to TotalAccess.

In addition, the SL3 is equipped with a dynamic, internal memory storage system that will store all BrAC test result information in the unlikely event the unit is unable to communicate with TotalAccess. The SL3 memory will store approximately 70 tests, and upon cellular connectivity, the device will communicate all stored data to TotalAccess.

SL3 Queuing Features

The BI SL3 has a “queuing” feature that stores and later uploads completed tests if there is a lapse in connectivity with TotalAccess. For example, if a test is sent from an area with poor cellular coverage, the test will be time-stamped and stored and automatically uploaded upon re-connectivity. The SL3 can store 50 tests, indefinitely, until reporting test results into TotalAccess.

Transdermal Alcohol Monitoring. The TAD transmits all monitoring data to the HomeBase receiver, centrally located in the client's primary residence. The HomeBase communicates all client, monitoring, and device information to TotalAccess via landline or cellular connectivity.

The TAD automatically and continuously emits RF signals received by the HomeBase. The HomeBase detects the client's presence in or absence from the home by these signals and contacts TotalAccess whenever the client enters or leaves the home. TotalAccess contains the parameters for each individual case, including the client's schedule, and the software compares the “Leave” and “Enter” events against the agency's mandated curfew requirements. When the system detects a violation, TotalAccess will automatically notify assigned agency personnel.

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

In-Home Breath Alcohol Testing. The internal fuel cell component registers the alcohol content in a client's breath. By incorporating a larger fuel cell, the SL3 maintains accuracy over a much longer period of time and will reproduce the same results if repeatedly tested under the same conditions. The BI SL3 remote alcohol monitoring device builds on scientifically proven sensor technology to reliably measure alcohol content for more testing cycles than previous generations of alcohol monitoring devices. The sensors and technology in the SL3 have gone through the Daubert standard for court admissibility. BI understands the rigors of these standards and their key elements including scientific theory, peer review, reliability of a known error rate, and general acceptance within the scientific community.

Transdermal Alcohol Monitoring. Using an Alcohol Detection Module (ADM) that rests firmly against the client's bare leg, the TAD monitors and measures alcohol ingestion by detecting the insensible perspiration that passes through the client's skin. The ADM uses membrane electrode technology to calculate Transdermal Alcohol Concentration (TAC) readings, and our system uses a statistical algorithm to distinguish between ingested and environmental alcohol.

If the TAD is exposed to environmental alcohol, the alcohol reading drastically rises and decreases—which is visually demonstrated as a dramatic spike on the activity graph displayed within TotalAccess. It is physically impossible for a human's alcohol consumption to produce such a result. When an individual ingests alcohol, the transdermal alcohol content steadily increases and decreases.

As seen in the figure below, the graph on the left shows an environmental alcohol event, while the graph on the right shows a drinking event. The steady rise and slow decline of the TAC line in the right-hand chart indicates that the individual's body is metabolizing the alcohol. The erratic fluctuations of the left-hand chart denote that alcohol is being introduced from an external source.

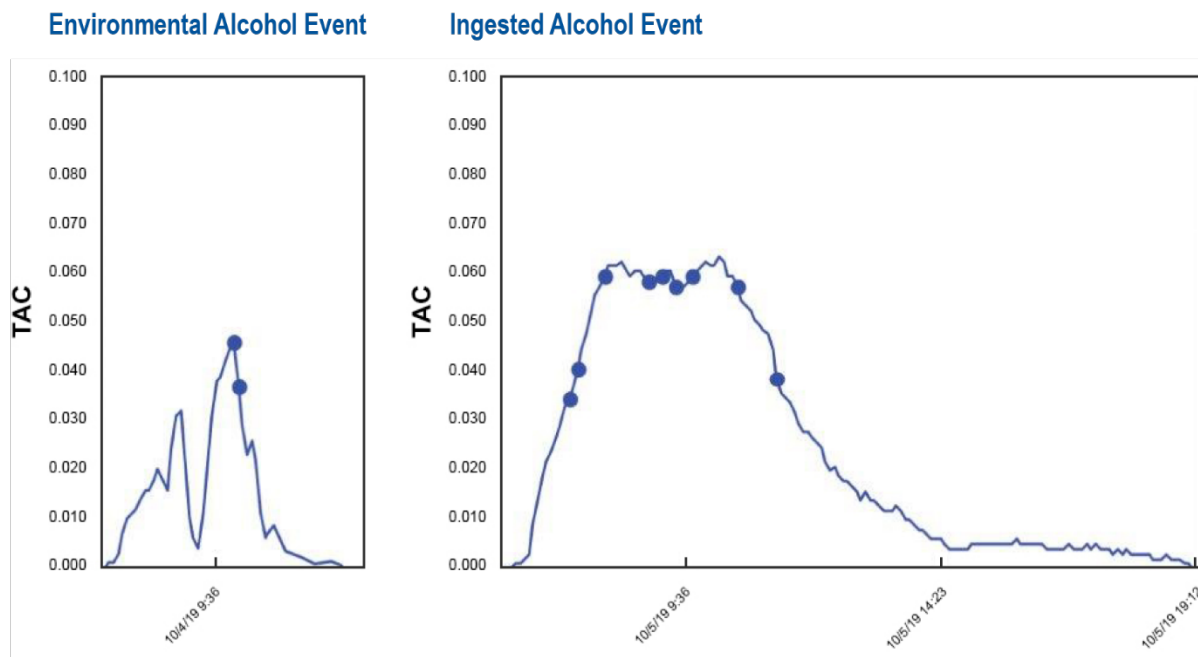


Figure 17. Ingested Versus Environmental Alcohol

When used in conjunction with an individual baseline reading for each monitored client, the ADM can differentiate between ingested and environmental alcohol.

1.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

In-Home Breath Alcohol Testing. After submitting a positive breath test (.01 or higher), the client will receive a retest warning on the SL3 LCD screen device and via text message. From within TotalAccess, users can configure the BrAC detection level beginning at 0.01 BrAC. These communications will direct the client to submit a secondary test (i.e. confirmation test). If the secondary test is also positive, the client will be prompted to perform a retest every 15 minutes. The retests will continue up to six times.

Transdermal Alcohol Monitoring. The TAD detects and reports alcohol events over a 0.020 Transdermal Alcohol Content (TAC) threshold. TAC is highly correlated to Blood Alcohol Content (BAC). Alcohol travels from mouth to stomach to blood stream to soft tissues before being excreted as sweat or vapor. All TAD events are date and time stamped at the time of the event occurrence and when that data was received by the TotalAccess. The TAD communicates all program



Figure 18. Alcohol Detection Sensor
The alcohol Detection Module (ADM) samples the alcohol content of the client's perspiration to determine the client's TAC level.

and equipment information to the HomeBase receiver when the transmitter enters the range of the receiver. The receiver then sends all event messages, including equipment and program data, to the central monitoring computer via cellular or landline networks.

Our current practice is to respond to requests for confirmation from agency personnel. However, BI is able to provide proactive alcohol event confirmations. BI recommends setting a baseline TAC threshold (for example, 0.04) that will indicate which transdermal events require confirmation.

BI looks forward to discussing proactive alcohol event confirmations with the agency at any time during proposal evaluations.

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

Test results for the SL3 and TAD are reported via TotalAccess. Our monitoring system manages the automated notification process by sending alert notifications in accordance with agency-designated procedures. The system can promptly deliver multiple automated alert notifications via email, text message, and/or push notifications to a mobile device.

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

In addition, TotalAccess Mobile allows officers to quickly respond to alerts while in the field. After receiving a push notification, an officer can view alert information within TotalAccess Mobile. As seen on page 6, all vital information is available at the officer's fingertips to shorten officer response times and increase awareness of noncompliance. Officers can also adjust the client's schedule, enter a comment, close alerts, and view notification history.

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

State personnel will receive initial device training which includes information on device setup and installation, client enrollment, as well as training topics detailed in section Electronic Monitoring RFP Specifications beginning on page 7.

In addition, BI will provide the State with client instructions to ensure clients are aware of how to properly maintain the equipment and perform alcohol testing.

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.

3. 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

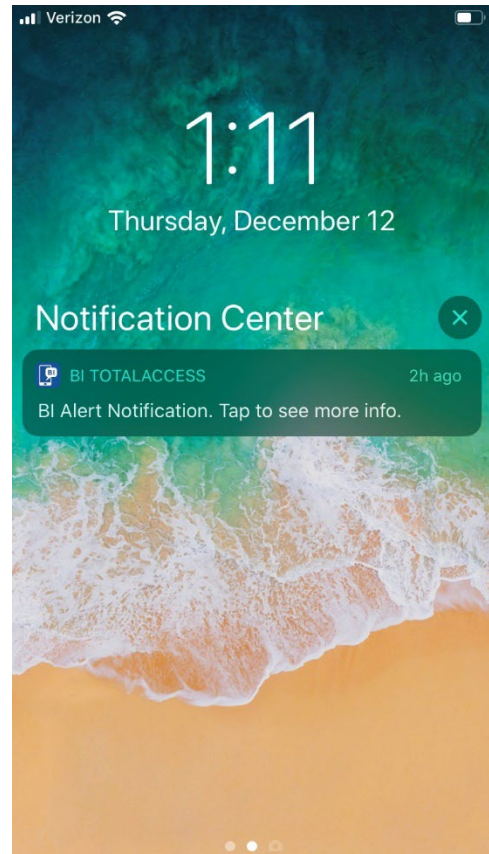


Figure 19. TotalAccess Mobile

TotalAccess Mobile sends push notifications to officers in the field to ensure prompt response to violations.

Community corrections programs rely on the experience and technologies of electronic monitoring providers to ensure officers have the tools they need to accurately monitor caseloads on a 24/7/365 basis. Experienced contractors familiar with the complexities of electronic monitoring technology can increase user confidence and public safety.

BI's proposed staff will leverage their extensive experience to ensure that the agency's program is established in an expedient and effective manner. All levels of BI's organization will be engaged in the process from contract execution to full implementation. BI is able to devote resources to meet the specific needs of the State without the use of subcontractors. The staff qualifications detailed within this section of BI's proposal include:

- Ms. Jaime Pullig, Partnership Development Director
- Ms. Kimberly King, Regional Manager, Partnership Development
- Ms. JoAnn Jackson, Account Manager
- Mr. Jeremy Elliott, National Account Manager
- Mr. Robert Murnock, Vice President, Partnership Development
- Mr. Henri Conforti, Vice President, Monitoring Operations

Please refer to Exhibit C on page 24 for detailed information on key personnel. The graphic on the following page summarizes the organization structure supporting BI's solution.

ORGANIZATION CHART



Figure 20. BI Organizational Structure

The entire BI organization is committed to continue to support the successful monitoring of clients throughout Missouri.

4.a. How services of the contract will be managed, controlled, and supervised in order to ensure satisfactory contract performance.

BI's proposed maintenance and support approach for the State is very straightforward. BI will be responsible for all aspects of maintenance and support—provided through our 24/7 Monitoring Operations, tenured account management staff, established manufacturing center, and all other BI departments. These services are provided at no cost to the State. The following table further summarizes our maintenance and support approach.

Table 7. Maintenance and Support Responsibilities

Maintenance and Support Activity	Responsible Party				
	Missouri OSCA	BI Monitoring Operations	BI Account Management	BI Manufacturing and Engineering	BI Billing and Invoicing
Alerting BI of potential equipment or technical issue	✓				
Providing first line of support for all inquiries		✓			
Providing onsite services, as needed (training, inventory support, etc.)			✓		
Providing remote, refresher training sessions as needed		✓			
Shipping units to/from agency locations					✓
Supporting inventory management activities			✓		✓
Issuing invoices that accurately reflect active/inactive unit status					✓
Using ISO-certified processes to manufacture and improve hardware				✓	
Conducting failure analysis				✓	
Keeping agency personnel abreast of technological advancements to BI hardware and software		✓	✓		
Implementing ongoing improvements to manufacturing processes and equipment				✓	

Ensuring Customer Satisfaction

BI's *Quality Control Plan* includes details of our internal review of deliverables and work products. Our plan is based on critical measurable factors that directly contribute to outstanding contract performance. BI reviews and updates the plan annually at minimum. BI's *Quality Control Plan* includes audits of all facilities, records, and systems to validate contractual compliance. BI is the Original Equipment Manufacturer (OEM) of our continuum of electronic monitoring equipment, manufactured in our ISO-certified manufacturing facility in Boulder, Colorado. Components of BI's *Quality Control Plan* include:

1. Implement ISO-Certified Processes
2. Conduct Internal and External Reviews and Audits
3. Report Results
4. Perform Corrective Actions
5. Upgrade and Improve Technologies

Since our inception, BI has been committed to maintaining the highest-quality standards to provide solutions of the highest value for our customers.

1. Implement ISO-Certified Processes

BI is ISO 9001:2015-certified for product design, testing, manufacture, sales, service, support, and monitoring. Other vendors typically do not meet this level of certification.

BI has been ISO certified since 1995 and was one of the first vendors in the industry to receive certification for the updated ISO 9001:2015 quality standard. As part of our commitment to continual improvement, BI's quality assurance program includes a routine review process that addresses all areas of BI's business to identify and correct any weaknesses and to prevent future errors.

2. Conduct Internal and External Reviews and Audits

For all areas of responsibility detailed within this proposal, BI will define and implement quality control reviews and internal audit procedures. We review and update these processes on a regular basis, at least annually. In addition, BI will execute and document the results of reviews and audits, as well as ensure that all documentation (e.g., internal audit reports) related to the *Quality Control Plan* are available to the agency upon request.

BI regularly audits and assesses the effectiveness of all elements of our *Quality Control Program*, including primary and backup monitoring facilities and billing processes associated with operations. The following table provides examples of our internal review processes.

Table 8. Internal Audit and Review Processes

Process	Example Metrics and Results
Detailed inspections at every step in the manufacturing process.	BI technicians review more than 20 metrics throughout the manufacturing process.
All incoming materials and components undergo inspection. Testing occurs at each stage of manufacturing.	The "out-of-box" failure rate across all product lines was 0.14% in the first six months this year.
Weekly reporting and review of key monitoring metrics.	Our Monitoring Operations Call Center has an average answer time of less than 10 seconds. The actual average answer time was less than 4 seconds this year.
Software development and upgrades follow Product Lifecycle (PLC) processes, ensuring that each product deliverable is subject to the same controls and standards, including a rigorous testing certification process.	Our standard PLC process includes 35 detailed steps that BI technicians must complete prior to release. For example, Step #12 is a code review by identified personnel for all modules. We require that a technician (other than the developer) and a designated software architect must approve code reviews. BI releases software updates approximately every four weeks.
Ongoing security and processing audits in data center.	The goal is 99.9% systems uptime with minimal customer impact during routine maintenance and upgrades.
Quality assurance includes a routine sampling of all telephone calls. Quality, training, and supervisory staff review calls for speed, accuracy, and adherence to policy.	The goal is to answer more than 95% of all calls in 60 seconds or less and in 2022, 97.59% of calls were answered in less than 60 seconds.

3. Report Results

TotalAccess will provide statistical data showing the implementation results of BI's *Quality Control Plan*. BI will also provide daily, weekly, monthly, and ad-hoc reports. These reports will provide transparency regarding the success and strength of BI's plan.

4. Perform Corrective Actions

BI will perform corrective actions as appropriate throughout all processes and actions as needed during each review. BI senior management team will follow up with the Quality Assurance team until all corrective actions are complete. We will continually track corrective actions as part of BI's management

metrics. For example, Monitoring Specialists review electronic monitoring violations daily to identify areas that need corrective action. Additional examples of corrective action measures include employee performance reviews and additional training.

5. Upgrade and Improve Technologies

BI will develop periodic hardware upgrades based on agency input and internal research. We will thoroughly test these upgrades prior to release to the field, ensuring seamless deployment to clients. In addition, BI employs a team of more than 35 software development and quality assurance testing specialists that ensure all enhancements are fully functional prior to launch.

4.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.

As the largest provider of electronic monitoring solutions to community corrections programs—with all products manufactured in the United States—BI understands the importance of quickly manufacturing large quantities of reliable products to meet evolving needs. As such, BI has expanded the size of our manufacturing facility, increased our capital investment, produced more electronic monitoring devices, and improved our personnel processes to respond to agency equipment needs.

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.

BI does not offer any products or services that are manufactured or performed outside of the United States. BI's wholly-owned manufacturing center is located in Boulder, Colorado. Our primary Monitoring Operation center is in Anderson, Indiana and our backup center is in Aurora, Illinois—both of which are also owned by BI. In addition, monitoring data is stored on BI's primary data center which is located in Nashville, Tennessee, and our backup data center is in Denver, Colorado.

Exhibit E—Employee Bidding/Conflict of Interest

Please find BI's completed *Employee Bidding/Conflict of Interest* form immediately following this page.

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		BI Incorporated
Name of State Employee, General Assembly Member, or Statewide Elected Official:		N/A
	In what office/agency are they employed?	N/A
	Employment Title:	N/A
Percentage of ownership interest in offeror's organization:		<u> N/A </u> %

Appendices

In this section, please find appendices for:

- Audited Financial Statements for 2022
- Resumes for Key Personnel including:
 - Ms. Jaime Pullig, Partnership Development Director
 - Ms. Kim King, Western Regional Manager, Partnership Development
 - Ms. JoAnn Jackson, Account Executive
 - Mr. Jeremy Elliot, National Account Manager
 - Mr. Robert Murnock, Vice President, Partnership Development
 - Mr. Henry Conforti, Vice President, Monitoring Operations

Audited Financial Statements

Please follow the link below to find the audited financial statements for the most recent fiscal year for BI's parent company, The GEO Group. The financial statement is voluminous, but BI can provide scanned or hard copies of the extensive report upon request.

<https://www.sec.gov/ix?doc=/Archives/edgar/data/923796/000095017023004713/geo-20221231.htm>

Resumes for Key Personnel

Immediately following this page, please find the resumes of key personnel including:

- Ms. Jaime Pullig, Partnership Development Director
- Ms. Kim King, Western Regional Manager, Partnership Development
- Ms. JoAnn Jackson, Account Executive
- Mr. Jeremy Elliot, National Account Manager
- Mr. Robert Murnock, Vice President, Partnership Development
- Mr. Henry Conforti, Vice President, Monitoring Operations

JAIME PULLIG

PARTNERSHIP DEVELOPMENT DIRECTOR

Ms. Pullig handles all aspects of account management—including contract negotiations, overseeing program implementations and transitions, coordinating training activities, ensuring contract compliance, and regular communications with agency personnel.



15 YEARS
OFFENDER
MANAGEMENT
EXPERIENCE



15 YEARS
GOVERNMENT
EXPERIENCE



1 YEAR
WITH BI
INCORPORATED



FULLY CERTIFIED
IN ALL BI
TECHNOLOGIES



BACHELOR OF
ARTS, HUMANITIES
AND PUBLIC
RELATIONS

BI Incorporated | 2021-Present

PARTNERSHIP DEVELOPMENT DIRECTOR

- Develop strategies for new business and growth of existing accounts
- Manage the sales cycle by identifying business opportunities, establishing and driving the closing process
- Help manage BI Account Executives and BI Account Support staff in business implementation activities and on-going customer service

Justice Benefits, Inc. | 2007-2021

DEPUTY CHIEF EXECUTIVE OFFICER/ CHIEF MARKETING OFFICER

- Analyzed company functions to continuously improve operational business functions, department productivity, company direction, and client relations/ marketing efforts
 - Ensured proper execution of CEO's vision and direction at all company levels
 - Partnered with Executive Team on efforts and plans to meet and exceed company revenue goals
 - Continuously adjusted day to day work functions for multiple departments to align with company and business priorities
 - Partnered with managers on departmental plans to meet company expectations
 - Oversaw marketing and business development functions by developing new business opportunities, establishing strategic plans, building and maintaining client relationships, and expanding business, while managing company's Marketing Team
 - Coordinated across Program Operational Teams, Financial Teams, and IT Teams for the development and improvement of company data management and time tracking solution systems
 - Utilized client relationships, communication, and feedback to initiate development of new data management systems
 - Developed Technical and Business Proposal Requests
 - Coordinated changes to company's CRM system to promote customized productive system use by specific departments
 - Developed new company website
- #### SENIOR VICE PRESIDENT/ REGIONAL ACCOUNT MANAGER
- Analyzed company functions, identified targeted improvement areas, and developed and implemented related improvement plans to ensure business development efforts consistently met business needs for growth opportunities
 - Oversaw the business expansion of all company federal programs
 - Sustained client retention for over 600 clients
 - Acquired and developed customer relationships with new business for East Coast Region

CONFIDENTIAL AND PROPRIETARY

KIMBERLY KING

REGIONAL MANAGER, PARTNERSHIP DEVELOPMENT

Ms. King is responsible for the supervision of Partnership Development Directors in the Western Region. She will oversee contract negotiation, program implementation/transition oversight, training coordination and contract compliance oversight with agency requirements.



22 YEARS
OFFENDER
MANAGEMENT
EXPERIENCE



22 YEARS
GOVERNMENT
EXPERIENCE



5 YEARS
WITH BI
INCORPORATED



FULLY CERTIFIED
IN ALL BI
TECHNOLOGIES



BACHELOR OF
ARTS,
PSYCHOLOGY
SCIENCE

BI Incorporated | 2018-Present

WESTERN REGIONAL MANAGER, PARTNERSHIP DEVELOPMENT

- Develops and implements plans for a specified regional area for ongoing sales activity and to ensure revenue retention and growth
- Develops and monitors a system to measure effective sales activities
- Identifies and develops relationships with key customer contacts, including government agencies and private companies in the electronic monitoring market, to promote Company products and services, and business partnerships

GEO Reentry | 2015-2018

BUSINESS DEVELOPMENT DIRECTOR

- Maintained and enhanced business development opportunities and customer relations to foster positive client relations at all levels
- Presented Reentry Services solutions to corrections and criminal justice agencies
- Expert in understanding government sales and procurement processes

Justice Benefits, Inc. (JBI) | 2001-2015

SENIOR VICE PRESIDENT, BUSINESS DEVELOPMENT | 2006-2015

- Oversaw the Company's marketing and development function by developing new business opportunities, establishing strategic and marketing agendas, building and maintaining client relationships, delivering company sales while managing a team of marketing and sales professionals
- Developed and coordinated marketing strategy for over 600 counties/cities across the nation
- Responsible for the research and development of new product initiatives that benefit the Sheriff Departments, District Attorney/Prosecutor, County Jails and Juvenile Departments
- Member of corporate governing board and executive leadership team dedicated to overall company business—including finance, operations, human resources, and development planning

DIRECTOR OF MARKETING | 2004-2006

- Oversaw the business expansion of all JBI federal programs This included the State Criminal Alien Assistance Program, IV-E, SSI, CWS, Cost Allocation Plans, and Jail Cost Studies
- Planned and directed all aspects of marketing policies, objectives, and initiatives

CONFIDENTIAL AND PROPRIETARY

JOANN JACKSON

ACCOUNT EXECUTIVE

With more than two decades of experience in the electronic monitoring industry, Ms. Jackson brings a wealth of knowledge to the BI team. She has assisted on numerous occasions with transitioning programs from a previous vendor's equipment and software to BI's systems. She also provides customer service for issues related to software or hardware and conducts product demonstrations for new and existing customers. Ms. Jackson joined BI in July 1994 and is responsible for account implementation, management, and training for the continuum of products.



25 YEARS
OFFENDER
MANAGEMENT
EXPERIENCE



25 YEARS
GOVERNMENT
EXPERIENCE



20 YEARS
WITH BI
INCORPORATED



FULLY CERTIFIED
IN ALL BI
TECHNOLOGIES



BACHELOR OF
SCIENCE

BI Incorporated | 1994-2003; 2011-Present

ACCOUNT EXECUTIVE

- Provides program implementation and support, including procedural assistance
- Troubleshoots and resolves issues for customers seeking resolution
- Educates new agencies with properly executing their prescribed program
- Provides training on new product offerings

REGIONAL ACCOUNT MANAGER

- Performed and assisted with agency product demonstrations, presentations, program implementations, program transitions to new products, and training sessions
- Assisted agency customers with the ongoing development of their electronic monitoring programs—including managing population growth, utilizing new products, and facilitating contract amendments
- Managed technicians throughout Texas in support of a statewide contract

Advanced Electronic Monitoring Systems, Inc. | 2006-2011

REGIONAL DIRECTOR

- Developed and executed marketing campaigns for statewide franchises
- Managed the growth of statewide ignition interlock program to over 60% market shares (among six providers)
- Directed customer service programs and activities with a diverse customer base (judges to offenders) using electronic monitoring systems
- Registered lobbyist in Alabama (3 years), directed efforts for legislation to mandate ignition interlock for DWI offenders
- Facilitated routine communications with MADD, the Department of Motor Vehicles, Highway Safety Commission, and the Department of Public Safety to monitor accountability of DWI offenders
- Co-managed operations for two franchises and 13 associated service centers
- Operated as liaison to Federal and State Regulatory Agencies regarding dispositions, identifiers, and incarceration status

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JEREMY ELLIOTT

NATIONAL ACCOUNT MANAGER

Mr. Elliott has more than two decades of experience developing, coordinating, and providing staff and agency training and certification on BI's continuum of electronic monitoring products. He assumed his current National Account Manager position in September 2010. He oversees project management, program implementation/transition, and operational set-up activities to ensure seamless service delivery upon contract award.



25 YEARS
OFFENDER
MANAGEMENT
EXPERIENCE



25 YEARS
GOVERNMENT
EXPERIENCE



25 YEARS
WITH
BI INCORPORATED



FULLY CERTIFIED
IN ALL BI
TECHNOLOGIES



ASSOCIATE OF
ARTS,
CRIMINAL
JUSTICE/
CRIMINOLOGY

BI Incorporated | 1998-Present

NATIONAL ACCOUNT MANAGER

- Manages a nationwide team of BI Account Executives and BI Account Support Representatives
- Oversees new account and new contract implementations to ensure efficient product and service delivery
- Assesses BI account staff performance and provides staff training, mentoring and direction to ensure a high level of customer satisfaction, growth, and retention
- Responsible for meeting the management and training needs of identified large and strategic accounts
- Ensures proper, efficient, and effective agency demonstration and testing of BI products and services
- Communicates product performance feedback to internal company departments in order to assist in BI product design, development, enhancement, and delivery

ACCOUNT EXECUTIVE

- Provided ongoing customer support via training, assistance, and systematic contact
- Developed and delivered customer trainings on the effective and proper use of BI equipment and software
- Worked with customers to identify opportunities for growth and implement new and evolving requirements
- Worked with BI Customer Business Services to assist with billing-related administrative tasks as needed

SENIOR TRAINING SPECIALIST

- Developed, coordinated, and conducted product training and certification for new and existing BI staff
- Developed, scheduled, and delivered in-person and web-based BI equipment and software training and certification for agency personnel
- Assisted the BI Training Manager with daily internal department operations as needed
- Trained BI Training Specialists to ensure consistent and appropriate delivery of BI training modules
- Maintained database to document all training information and records—including certification processes

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ROBERT MURNOCK

VICE PRESIDENT, PARTNERSHIP DEVELOPMENT

Mr. Murnock's more than two decades within the criminal justice system is complimented by his business development background. He ensures BI delivery of electronic monitoring equipment and services in compliance with contract requirements by managing Partnership Development Directors across the United States. He leverages other internal company divisions and departments as needed in order to provide ongoing responsive support for agency customers.



25 YEARS
OFFENDER
MANAGEMENT
EXPERIENCE



25 YEARS
GOVERNMENT
EXPERIENCE



15 YEARS
WITH
BI INCORPORATED



FULLY CERTIFIED
IN ALL BI
TECHNOLOGIES



BACHELOR
OF SCIENCE,
CRIMINAL JUSTICE

BI Incorporated | 2008-Present

VICE PRESIDENT, PARTNERSHIP DEVELOPMENT

- Provides national oversight and management of BI's electronic monitoring accounts, business development and field support
- Collaborates with executive management to plan for product development and service needs for customers
- Assists and guides the BI Partnership Development management team in developing territory-specific sales plans and strategies for revenue retention, revenue growth, and market share
- Responsible for maintaining operational budget and providing strategic planning needs based on customer feedback and support

EASTERN REGIONAL SALES MANAGER

- Developed and monitored a system that measured effective sales activities
- Provided training, mentoring, and strategic and tactical direction for the sales force
- Developed professional relationships with government agencies and private companies within the industry
- Promoted company products and services, ensured customer satisfaction and contract compliance

Alcohol Monitoring Systems, Inc. | 2006-2008

MIDWEST REGION MANAGER

- Promoted sales, program management, and business development
- Negotiated contracts and territory management for service providers and direct government customers

Venango County Court Supervision Services, Pennsylvania | 2001-2006

ASSISTANT DIRECTOR

- Managed adult and juvenile probation operations
- Interfaced with government and social services agencies
- Provided oversight of electronic monitoring and alcohol testing programs

Crawford County Juvenile Probation, Pennsylvania | 1998-2000

DEPUTY CHIEF

- Directed a team of staff in investigating and processing juvenile delinquents
- Developed and presented speeches and programs on juvenile justice, criminal justice, and government

JUVENILE PROBATION OFFICER

- Monitored and supervised juvenile clients within the community

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HENRY CONFORTI

VICE PRESIDENT OF MONITORING OPERATIONS

Mr. Henry Conforti oversees all aspects of BI Monitoring Operations—including the management and administration of BI's call center in Anderson, Indiana; BI Monitoring Customer Service; BI Installer Operations; BI Training; and quality assurance. He joined Protocol in 1993, which BI acquired in 2014. He has extensive experience converting, implementing, and supporting a continuum of electronic monitoring programs.



20 YEARS
OFFENDER
MANAGEMENT
EXPERIENCE



23 YEARS
GOVERNMENT
EXPERIENCE



20 YEARS
WITH
BI INCORPORATED



FULLY CERTIFIED
IN ALL BI
TECHNOLOGIES



BACHELOR
OF SCIENCE,
CRIMINAL JUSTICE

BI | 2014-present

VICE PRESIDENT OF MONITORING OPERATIONS (Since 2021)

- Responsible for the management and administration of BI's 24/7/365 call center operations, BI Monitoring Customer Service, BI Installer Operations, BI Training Department, and overall Monitoring Operations quality objectives—which encompasses hundreds of employees and millions of dollars
- Directs a management team in the development, training, and implementation of diverse electronic monitoring programs for all BI customers across the nation.
- Participates in and implements strategic planning for Electronic Monitoring operations in the call center to identify issues and areas for improvement, ensure high level customer service and support and cost and operational efficiencies
- Monitors, measures and reports on key performance indicators related to monitoring operations. Identifies and implements operational efficiencies to achieve operational and cost competitiveness
- Conducts customer site visits and interacts directly with customers to develop and maintain positive customer relationships, promote Company products and services and resolve issues. Works directly with customers to address on-going issues, identify areas for improvement, and provide support as needed
- Responsible for budget preparation and adherence for all call center direct labor and support departments

Protocol | 1993-2014

VICE PRESIDENT OF OPERATIONS

- Oversaw all operations for Protocol Government Solutions
- Developed annual budget and maintain profit/loss statement
- Developed bids and proposals for regional contract negotiations
- Developed annual organizational business plans, employee performance objectives, and departmental incentive programs
- Managed a division of 185 employees
- Developed Protocol's offender automated management solution

McLaughlin Research, Inc. | 1990-1993

REGIONAL SALES MANAGER

- Negotiated State of Illinois contract three consecutive years, resulting in revenue growth from \$300,000 to \$1.2 million annually
- Developed new strategies to increase sales, which have been utilized by the company nationwide
- Hired, trained and managed 16 employees
- Provided extensive support to national sales force through demonstration of home incarceration equipment and presentation of field services
- Trained over 100 state and county officials in use of equipment and procedures

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