



County of San Mateo

Request for Proposals (RFP) for Electronic Monitoring 2025-2028

Probation

RFP No. 2025-RFP-00344

RFP Contact: Vivien Huynh
vhuynh@smcgov.org

1. Introduction and Schedule

The County of San Mateo (the “County” or “SMC”) covers most of the San Francisco Peninsula. The region covers 744 mi and is home to nearly 800,000 residents and 20 incorporated cities. The County provides for the health and welfare of all people within its borders and serves as the local government for the unincorporated areas. Innovation thrives here in industries including bioscience, computer software, green technology, hospitality, financial management, health care, education and transportation. The County prides itself on how that prosperity fosters its commitment to protecting and enhancing the health, safety, welfare and natural resources of the community.

1.1. Summary

The San Mateo County Probation Department (the “Department”) is responsible for the supervision of approximately 2,500 adult and juvenile probationers. Probation represents the link between the application of appropriate consequences for illegal and delinquent behavior and the establishment of offenders transitioning to productive, law-abiding lives. This specialized criminal justice role of probation is a successful and cost-effective balance of both enforcement and treatment. Deputy Probation Officers (DPOs) are responsible for monitoring probationers in the community by enforcing court-ordered restrictions and providing access to rehabilitation programs as well as promoting victim safety and restoration.

The Department’s primary purpose of enhancing public safety is achieved in three specialized ways: 1) investigating major elements of crimes/offenses, the impact upon victims, the criminal/offense histories and behavior of adults and juveniles, plus possible sentencing alternatives and providing this information to the Superior Court in the form of accurate and impartial reports and recommendations; 2) monitoring and supervising those placed on probation to ensure that court-ordered “conditions of probation” are obeyed and public safety is maintained; and 3) providing opportunities for probationers to receive treatment, resources, and services that will prevent future criminal/delinquent activities.

The Department protects the public by providing safe, humane, and cost-effective services for adult and juvenile offenders. The Department seeks responses to the Request for Proposals for an electronic monitoring provider for adults in Specialty Court programs (Multiple Driving Under the Influence (MDUI) Court, Veterans Treatment Court, and Military Diversion), Pretrial Services, and the Sex Offender unit, as well as juveniles under the supervision of the Juvenile Court.

The Department has an average of 20-35 youth and 75-110 adults monitored at any one time.

The table below summarizes the Department’s current needs for the following monitoring devices:

- A. Radio Frequency (RF),
- B. Continuous Alcohol Monitoring (CAM),
- C. Remote Breath,
- D. Drug Patch, and
- E. Global Positioning System (GPS).

Please note the needs of each unit and the Department are subject to change.

San Mateo County Probation Unit	Devices	FY 22-23 Monthly Average	FY 23-24 Monthly Average
Juvenile - Electronic Monitoring Program	RF	23	19
	RF + CAM	1	2
Adult - MDUI Court	CAM	22	17
	Remote Breath	1	3
Adult - Veterans Treatment Court	CAM	3	3
Adult - Military Diversion	CAM	1	2
Adult - Sex Offender	GPS	2	6
Adult - Pretrial Services	CAM	16	48
	GPS	6	6

San Mateo County Probation Department is issuing Request for Proposal (RFP) No. 2025-RFP-00344 for Electronic Monitoring.

The contract shall have a term of three years. In addition, the County shall have one option to extend the term for an additional period not to exceed two years, which the County may exercise in its sole, absolute discretion.

The County's standard contract template has been included as an attachment to this solicitation. The awarded contractor will be expected to sign an agreement prepared by the County using this template. Please ensure that your firm has completed legal review of these contract terms. If your firm wishes to request exceptions to these standard terms, submit a Contract Exceptions Request by the Deadline for Questions, Comments and Contract Exceptions listed in the Solicitation Schedule below. The County will consider Contract Exceptions Requests but reserves the right to reject requested modifications to its standard terms.

1.2. Background

The Department welcomes proposals from all qualified vendors of electronic monitoring. The vendor will provide an array of equipment options to include at minimum radio frequency (RF), global positioning (GPS), continuous alcohol monitoring (CAM), Drug Patch and Remote Breath options. The vendor will be required to provide access and training to a software program for Probation staff that provides real time data entry and status review.

The vendor will serve the Electronic Monitoring Program for juvenile clients and the following programs for adult clients: MDUI Court, Veterans Treatment Court, Military Diversion, Pretrial Services, and Sex Offender unit.

These services reflect San Mateo County's Shared Vision 2025 by ensuring that the County's neighborhoods are safe and provide residents with access to quality healthcare and seamless services.

Responses to this RFP may also be used for future Department services or programs.

Programs served may include the following (subject to change):

A. Electronic Monitoring Program – Juvenile

1. The Electronic Monitoring Program (“EMP”) allows the Department to know if a youth is present in their home as ordered by the Court. EMP utilizes electronic ankle transmitters to monitor the youth's exits from and entrances to their home and permits the participation in and practice of interventions. EMP is an innovative program used as an alternative to detention, to facilitate a youth's re-entry into the community after detention, and to enhance supervision of youth in the community.
2. Youth are equipped with an ankle transmitter and a monitor is placed in the home, tracking the youth in the home. Youth are detained on EMP for an average of 90 days. While on the EMP, youth are typically allowed to attend school, church, counseling, verified employment, and may also participate in pro-social, extra-curricular school activities or programs deemed appropriate.

B. MDUI Court – Adult

1. The purpose of MDUI Court is to reduce future DUIs among repeat offenders through combined intensive supervision and treatment services.

C. Veterans Treatment Court – Adult

1. Veterans Treatment Court works with current or former members of the United States Military that are involved in the criminal justice system. Participants are intensively supervised by Probation, expected to engage in services provided by the Veterans Administration, and are required to appear in court for monthly progress reviews.

D. Military Diversion – Adult

1. Military Diversion is a pre-plea diversion program for current or former members of the United States Military charged with misdemeanor crimes. Participants attend court review hearings and work towards successful completion of the program by completing counseling and/or treatment and making full payment of victim restitution when ordered.

E. Pretrial Services – Adult

1. DPOs monitor Pretrial defendants who are granted conditional release on supervised own recognizance (S.O.R.) release. Defendants are required to maintain contact with Probation in person, or by telephone. The intensity of monitoring varies and depends on specified court-order conditions and/or the nature of the charges.

F. Sex Offender unit – Adult

1. Probationers in the sex offender unit are intensively supervised. This ensures they are in strict compliance with their sex offender registration requirements. DPOs monitor compliance with sex offender treatment when required.

1.3. Contact Information

Project Contact:

Vivien Huynh

Associate Management Analyst

Email: vhuynh@smcgov.org

Phone: [\(650\) 312-8821](tel:(650)312-8821)

Procurement Contact:

Vivien Huynh

Associate Management Analyst

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Phone: [\(650\) 312-8821](tel:(650)312-8821)

Department:

Probation

Department Head:

John T. Keene

Chief Probation Officer

1.4. Timeline

RFP Released	February 4, 2025
Pre-Proposal Meeting (Non-Mandatory)	February 11, 2025, 9:30am Virtual Meeting - Microsoft Teams link to be provided. Please RSVP to vhuynh@smcgov.org by Monday, February 10, 2025 at 12:00pm PST
Deadline for Questions, Comments and Contract Exceptions	February 18, 2025, 5:00pm

Proposal Due Date and Time	March 4, 2025, 5:00pm
Anticipated Contract Award Date	May 20, 2025

2. Scope of Work

2.1. Electronic Monitoring

A. Equipment Installation and Maintenance

1. Provider will be required to provide installation of devices at Probation offices, at the county jail, at treatment centers, or at a designated location in the courthouse. It is also required that the provider has office(s) in the County of San Mateo by start of contract. The provider may accommodate evenings and weekends with reasonable notice.
2. Maintain a sufficient inventory of equipment and supplies to provide for immediate installation as directed by the Courts. Transmitter units will be maintained and guaranteed by the provider and will be updated at no cost when the vendor upgrades their technology. The equipment should include but is not limited to:
 - a. Active ankle transmitters: Must be Federal Communications Commission (FCC) certified body-attached devices housing the receiver and transmitter into one single unit. Devices should be small and inconspicuous. Transmitters should be attached in such a manner that they cannot be removed, and that efforts to tamper with or remove are obvious. Transmitters must have a notification alarm that provides notification of tampering. All transmitters should be shock-resistant and water-resistant. Transmitters should be able to track indoor and outdoor activities.
 - b. Continuous alcohol monitoring devices: Must be FCC certified and compatible with transdermal alcohol testing. Devices should be attached in such a manner that they cannot be removed, and that efforts to tamper with or remove are obvious. Devices must have a system wherein an alarm gets activated in the event of tampering. All devices should be shock-resistant and water-resistant. Devices should be able to track indoor and outdoor activities.
3. Provider will be responsible for acquiring shelved transmitter units in a timely manner. The Department will not be responsible for costs for inactive days of shelved units;
4. If special tools and/or training are required for equipment installation and/or removal, these tools will be provided at no charge to the Department;
5. Provider will equip the DPO and Group Supervisor (GS) with written materials to provide both juvenile and adult clients information on the transmitter devices.

B. Client Monitoring

1. Provide 24-hour client monitoring of all participants' whereabouts 24 hours a day, seven days a week, including a scalable alerting or notification system for monitoring of the GPS alerts,

such as troubleshooting for low level GPS alerts on equipment malfunctions, low batteries, strap tampers, etc.

- a. Provide automated alert notifications via email and text message.
 - b. Provide the Department with access to a web-based interface to access monitoring.
2. Provide continuous alcohol monitoring via transdermal monitoring of alcohol consumption 24 hours a day, seven days a week. Regular data downloading schedule shall exist for all participants.
 3. Provide alternative monitoring options such as mobile breath alcohol monitoring and transdermal drug patches with continuous testing.

C. File Management

1. Provide a secured computer hardware and software necessary for the operation and 24-hour continuous monitoring of the transmitter units. Stored data should include (but are not limited to):
 - a. Client personal data – includes name, address, telephone numbers, and emergency contacts;
 - b. Client program data – includes referral orientation checklist, start/end dates, and inclusion and exclusion zones;
 - c. Program schedules – includes curfew, work, school, meetings, and social services;
 - d. Violations – includes date, time, and type; and
 - e. DPO of record.

D. Invoice & Reports

1. Provide accurate and timely invoices (monthly) for each of the six programs. Invoices must include, at a minimum: client name, court case number, device, dates monitored, daily rate, and total cost. If revisions are necessary, vendor must provide revised invoice(s) within five business days of notification of revision.
2. Provide access to a web-based interface for real time data entry and status review.
3. Provide requested ad hoc reports in a timely manner. Report types requested may include: client by device, client by program, program compliance rates, daily violation reports, daily charging reports, location correlation reports, investigative reports, and proximity reports.

E. Meetings and Trainings

1. Meet with Department staff on an as needed basis to review program status and implementation and for troubleshooting.
2. Provide trainings to Deputy Probation Officers (DPOs) and Group Supervisors (GSs) on transmitter installation and removal on an as needed basis.

3. Provide trainings for the web-based system to allow DPOs and GSs to monitor clients.

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work.

3. Submission Requirements

3.1. Submission Deadline

Proposals must be electronically received by 5:00 pm, on Tuesday, March 4, 2025 via eProcurement system.

Allow sufficient time for the upload to complete by the Due Date and Time. Partial uploads will automatically terminate, and proposals will be rejected. The eProcurement system submission time will be the official submission time. The County will not be responsible for and may not accept proposals that are late due to slow internet connections or for any other failure of the eProcurement system.

NOTE: The County does not maintain the eProcurement system and is not liable for site failures or technical problems. To resolve technical issues, contact OpenGov Technical Support by using the real time chat located in the lower right hand corner of the screen, or via email at procurement-support@opengov.com

<https://procurement.opengov.com/portal/smcgov>

3.2. Pre-submission Registration

Organizations or individuals interested in responding to this solicitation must register online with the County of San Mateo [at](#):

- <https://procurement.opengov.com/portal/smcgov>

It is recommended that organizations complete this registration as soon as possible. The County will not be responsible for and may not accept proposals that are late due to a failure to register in the eProcurement system.

3.3. Submission via eProcurement Portal

Required Documents

Please refer to the [Technical Proposal](#) section for submittal documents and requirements.

Electronic Submissions

Include the proposer name and the RFP title and number in each filename. Submit proposals via the eProcurement website, allowing sufficient time for the upload to complete by the Due Date and Time. As noted above, the eProcurement portal submission time will be the official submission time, and partial uploads will automatically terminate, and proposals will be rejected. Contact [eProcurement Portal](#) with technical questions regarding this site.

Conflicts between Certain Requirements

Prior to the submission deadlines and solely relating to a determination of the timeliness of questions, comments, and proposal submissions, information displayed on the eProcurement portal site will take precedence in the event of a discrepancy between that information and the information within the solicitation documents. For all other discrepancies, the information in the solicitation documents will take precedence.

Format

Documents should be created in the following format:

- Text should be Times New Roman (12-point minimum font size) and unjustified (i.e., with a ragged-right margin)
- Pages should have margins of at least one inch on all sides (excluding headers and footers)
- If the proposal is lengthy, a Table of Contents should be included.
- PDF format is preferred.

Errors in Proposals

The County will not be liable for any errors in proposals. Proposals may be rejected as unresponsive if they are late, incomplete, missing pages or information, or cannot be opened for any reason. The County may waive minor irregularities, but such waiver will not modify any remaining RFP requirements.

4. Minimum Qualifications and Technical Proposal

4.1. Minimum Qualifications (MQs)

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

Proposer is defined as the prime firm or joint venture that is proposing on this RFP.

In order for a firm to pass the minimum qualifications and to be considered for contract award the firm shall be in good standing with Federal Government agencies and the State of California. Firms that have been debarred, suspended, proposed for debarment, declared ineligible by Federal or State agencies will not qualify for contract award.

Proposers must meet the following Minimum Qualifications:

4.1.1. Proposer shall have at least four (4) years of experience within the last six (6) years immediately preceding the issuance of this RFP in providing electronic monitoring services. *

Yes

No

*Response required

4.1.2. Program manager shall have at least two (2) years of experience within the last five (5) years in managing accounts of this size.*

Yes

No

*Response required

4.1.3. Please confirm your firm is registered and in good standing with System for Award Management (SAM)*

[SAM.gov](https://sam.gov)

Please confirm

*Response required

4.1.4. What is the registered Business Name and Unique Entity ID (UEI) No.??*

- UEI number can be obtained by registering your business through SAM.GOV
- Should you be in the process of obtaining your UEI number, please enter the digits '123' temporarily for your response below in order to proceed with proposal. This temporary number should be replaced with the correct registration number for submission of the proposal.

*Response required

4.1.5. Technical Proposal (Maximum of 17 pages)*

NOTE: One (1) page of content is measured as 1-sided letter sized page.

Pages that exceed the maximum page limit will not be reviewed or scored.

Firms interested in responding to this RFP must submit the following information, in the order specified below:

A. Introduction and Executive Summary (1 page maximum)

1. Submit a letter of introduction and executive summary of the proposal. The letter must contain:
 - a. Name, title, and contact information (email, phone, and address) for representative of proposing firm who is responsible for communication related to this RFP.
 - b. Signature of person authorized to obligate firm to perform the commitment contained in the proposal.
2. Submission of the letter will constitute a representation by firm that you are willing and able to perform the commitments contained in the proposal and have not violated the terms of this RFP.

B. Qualifications and Experience (2 pages maximum)

1. Provide a statement of qualifications for your organization, a statement of the size of firm, a description of services provided by your organization, and a statement of the extent of experience/history providing the services requested by this RFP.

2. Describe how the firm meets the minimum qualifications set forth in Section 4.1 of this RFP.

C. Project Approach (7 pages maximum)

1. Describe how you will fulfill the needs of the County described in this RFP. Attach a project plan, if appropriate.
2. List your needs for physical space and/or equipment from the County during this engagement, if any, aside from space or equipment that would be provided by the County as an aspect of the requested services.
3. Identify how you will meet all aspects of the scope of work. List any items that you cannot provide.
4. Describe the measurements/metrics/deliverables/assessments that you will provide on at least an annual basis to allow the County to assess the services you will provide.
5. Provide information on other pertinent services, if any, that you will offer to reduce costs or enhance revenue for the County.

D. Cost Analysis and Budget for Primary Services (2 pages maximum)

1. Provide a detailed explanation for all costs associated with your providing the requested services if you are selected. Include daily rates (with installation and without installation) for the requested equipment rentals and monitoring rates. List costs for damaged and lost equipment.
2. Is travel time to the County expected to be billable? If so, how will travel time invoices be calculated?
3. Include start-up costs, if any.

E. Quality/Program Evaluation (1 page maximum)

1. Describe your organization's capacity to meet the goals identified in the Vendor Performance Management table outlined below.

Theme	Measure	Weight	Description
Performance	On-time Delivery of Services	40%	Staff are available for installation during necessary hours. Inactive equipment is picked-up in a timely manner.
Relationship	Responsiveness	30%	Issues are addressed in a timely manner and addressed with appropriate urgency.
	Communication		Professional and clear communication is utilized.
Financial	Invoicing	20%	Invoices are timely, accurate, and easy to understand.
Leadership	Alignment	10%	Knowledgeable of trends related to electronic monitoring; follow best practices as related to electronic monitoring
	Innovation		Provide services with up-to-date technology

F. References (1 page maximum)

1. List two business references for which you have recently provided similar services (not part of San Mateo County Probation). Include contact names, titles, phone numbers, and e-mail addresses for all references provided.

G. Protocols for Addressing Concerns (1 page maximum)

1. In the event of a routine problem, who is to be contacted within your organization?
2. In the event of the identification of a problem by the County, stakeholders, the public, and/or other applicable constituents, describe how you will address such problems and the timeframe for addressing them.

H. Claims, Licensure, Non-Discrimination, and Health Insurance Portability and Accountability Act (HIPAA) Violations Against Your Organization (1 page maximum)

1. List any current licensure, HIPAA, non-discrimination claims against you/your organization and those having occurred in the past five years, especially resulting in claims or legal judgments against you.

I. Statement of Compliance with County Contractual Requirements (1 page maximum)

1. A sample copy of the County's standard template contract for Board of Supervisors approval (contracts over \$200,000) is attached to this RFP in Appendix B. Each proposal must include a statement of the proposer's commitment and ability to comply with each of the terms of the County's standard template contract.

2. In addition, the proposer should include a statement that it will agree to have any disputes regarding the contract venued in San Mateo County or Northern District of California.
3. The proposal must state any objections to any terms in the County's standard contract template and provide an explanation for the inability to comply with the required term(s). If no objections are stated, the County will assume the proposer is prepared to sign the County standard template as is.

Note: The sample of the standard contract template enclosed with this RFP is a template and does not constitute the final agreement to be prepared for the selected service provider. Do not insert any information or attempt to complete the enclosed sample contract template. Once a provider is selected, the County will work with the selected provider to draft a provider-specific contract using the required template. However, each proposal should address the general terms of the standard contract as requested within this RFP.

*Response required

5. Evaluation and Selection Criteria

The proposals will be evaluated by a selection committee with relevant expertise. The County intends to evaluate the proposals generally in accordance with the criteria itemized below. Proposers with the highest scoring proposals may be interviewed by the committee to make the final selection.

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<p>Project Approach</p> <p>A. Firm demonstrates how they will meet all aspects of the Scope of Work, including having a physical location in County of San Mateo or describe plan to have a physical location in County of San Mateo by start of contract</p> <p>B. Firm demonstrates a clear understanding of the services detailed in the Scope of Work and the tasks to be performed</p> <p>C. Firm describes measurements/metrics/deliverables/assessments they will provide to the County to assess their services</p> <p>D. Firm provides information on other pertinent services that will reduce costs for the County</p>	Points Based	45 (45% of Total)
2.	<p>Qualifications and Experience</p> <p>A. Expertise of the firm in the electronic monitoring field necessary to complete the tasks as listed in Scope of Work</p>	Points Based	15 (15% of Total)

3.	Cost Analysis and Budget A. Firm has provided a budget and detailed the explanation of costs, including the daily rates of each device as well as the applicable costs for installation B. All items are reasonable and within the Scope of Work	Points Based	30 <i>(30% of Total)</i>
4.	Quality/Program Evaluation A. Firm has described their capacity to meet all six measures in the Vendor Performance Management table	Points Based	10 <i>(10% of Total)</i>

6. Instructions to Proposers

6.1. Instructions

Proposers are encouraged to attend a pre-proposal conference on Tuesday, February 11, 2025, at 9:30 am, to be held at Virtual Meeting - Microsoft Teams link to be provided. Please RSVP to vhuynh@smcgov.org by Monday, February 10, 2025 at 12:00pm PST. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please post them on the eProcurement portal.

6.2. Communications

- A. As of the issuance date of this RFP and continuing until it is canceled or an award is made, no proposer or person acting on behalf of a prospective proposer may discuss any matter relating to the RFP with any officer, agent, or employee of the County, other than through eProcurement portal, to the Authorized Contact Person, or as outlined in the evaluation or protest procedures.
- B. Proposers (including any agent, owner, employee, board members, or other such affiliates) shall not offer any gift, favor, or other personal benefit to any County officer or employee during the procurement process for this agreement, including during the solicitation period and contract negotiations.

Violation of the foregoing prohibitions may result in a proposer being found non-responsible and barred from participating in this or future procurements.

6.3. Contract Award

A. Award Procedure

Contract negotiations are neither an offer nor guarantee that a contract will be executed. A contract award, if any is made, will be to the responsive, responsible proposer offering the overall best value to the County for the services and goods described in this solicitation, or as applicable, for a specific portion of the services and goods described. Any agreement reached will be

memorialized in a formal agreement using the attached template, executed by the appropriate authority.

B. Notice of Intent to Award

If a decision is made to take steps to enter into an agreement with one or more proposers, the County will post a Notice of Intent to Award or otherwise notify proposers the remaining proposers of their non-selection. Notice may instead be provided by including approval of the agreement as an item on an agenda for a meeting of the Board of Supervisors.

C. Commencement of Performance

After all parties have signed the agreement, the County will notify the contractor and performance may proceed. Prior to execution of the agreement by the County, no County employee may authorize work under the agreement. Any work performed prior to the full execution of the Agreement may not be compensated.

6.4. Term

Probation is issuing Request for Proposal (RFP) No. 2025-RFP-00344 for Electronic Monitoring 2025-2028.

The agreement shall have a term of three (3) years. In addition, the County shall have one (1) option to extend the term for an additional period not to exceed two years, which the County may exercise in its sole, absolute discretion. To exercise this option, the County shall provide written notice to the Contractor at least thirty days before the end of the agreement's term.

The County's standard contract template has been included with this solicitation. The awarded contractor will be expected to sign an agreement prepared by the County using this template. Please ensure that your firm has completed legal review of these contract terms. If your firm wishes to request exceptions to these standard terms, submit a Contract Exceptions Request by the Deadline for Questions, Comments and Contract Exceptions listed in the Solicitation Schedule below. The County will consider Contract Exceptions Requests but reserves the right to reject requested modifications to its standard terms.

7. Terms and Conditions for Receipt of Proposals

7.1. Errors, Omissions and Inquiries regarding the RFP

Proposers are responsible for reviewing all portions of this RFP. Proposers are to notify the department, in eProcurement portal, if the proposer discovers any ambiguity, discrepancy, omission, or apparent error in the RFP. Such notification should be made promptly after discovery, but in no event later than five business days prior to the deadline for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

Inquiries regarding the RFP should be lodged in eProcurement portal.

7.2. Objections to RFP Terms

Should a proposer object on any ground to any provision or legal requirement set forth in this RFP, the proposer must, not more than ten calendar days after the RFP is issued, provide written notice to the department, via eProcurement portal, setting forth with specific grounds for the objection.

7.3. Addenda

The County may cancel, revise, or reissue this RFP, in whole or in part, for any reason. Revisions will be posted as Addenda on eProcurement portal. No other revision of this RFP is valid. Proposers shall be responsible for ensuring that their proposals reflects any and all Addenda issued by the County prior to the proposal due date regardless of when a proposal is submitted. Therefore, the County recommends that proposers consult eProcurement portal frequently, including shortly before the proposal due date, to confirm that all Addenda have been downloaded.

7.4. Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for the duration of the proposed agreement term and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

7.5. Revision or Withdrawal of Proposal

A proposer may revise a proposal on the proposer's own initiative at any time before the deadline for submission of proposals. The proposer must submit the revised proposal in the same manner as the original on or before the proposal due date.

A proposer may withdraw a proposal at any time before the deadline for submission of proposals. After that time, whether or not a new RFP is issued for the same subject matter, withdrawal of a proposal may preclude the proposer from participating in the procurement as a proposer or subcontractor, except that an original equipment manufacturer may participate indirectly through a reseller.

7.6. Errors and Omissions in Proposal

The County will not be liable for any errors in proposals. Proposals may be rejected as unresponsive if they are incomplete, are missing pages or information, or cannot be opened for any reason. The County may waive minor irregularities, but such waiver will not modify any of the remaining RFP requirements.

7.7. No Commitment

Neither submission of a proposal nor the County's receipt of proposal materials confers any right to the proposer nor any obligation on the County. This RFP does not commit the County to award a contract.

7.8. Financial Responsibility

The County shall have no financial responsibility for any costs incurred by a firm in responding to this RFP or participating in any presentations or negotiations.

7.9. Estimated Quantity

If the RFP results in an indefinite quantity or a requirements agreement, the goods and services actually requested by the County may be less than the maximum value of the agreement and there is no guarantee, either expressed or implied, as to the actual quantity of goods and services that will be authorized under the agreement.

7.10. Public Record

A. General

1. All proposals, protests, and information submitted in response to this solicitation will become the property of the County and will be considered public records. As such, they may be subject to public review.
2. Any contract arising from this RFP will be a public record.
3. The County is not seeking proprietary information and will not assert any privileges that may exist on behalf of the proposer.
4. Submission of any materials in response to this RFP constitutes:
 - Consent to the County's release of such materials under the Public Records Act without notice to the person or entity submitting the materials; and
 - Waiver of all claims against the County and/or its officers, agents, or employees that the County has violated a proposer's right to privacy, disclosed trade secrets, or caused any damage by allowing the proposal or materials to be inspected; and
 - Agreement to indemnify and hold harmless the County for release of such information under the Public Records Act; and
 - Acknowledgement that the County will not assert any privileges that may exist on behalf of the person or entity submitting the materials.

7.11. Confidential Information

- A. Proposers are responsible for asserting any applicable privileges or reasons why a document should not be produced in response to a public record request.
- B. If submitting information protected from disclosure as a trade secret or any other basis, identify each page of such material subject to protection as "CONFIDENTIAL." If requested material has been designated as confidential, the County will attempt to inform the proposer of the public records request in a timely manner to permit assertion of any applicable privileges.
- C. Failure to seek a court order protecting information from disclosure within ten days of the County's notice of a request to the proposer will be deemed agreement to disclosure of the information and the proposer agrees to indemnify and hold the County harmless for release of such information.
- D. Requests to treat an entire proposal as confidential will be rejected and deemed agreement to County disclosure of the entire proposal and the proposer agrees to indemnify and hold the County harmless for release of any information requested.
- E. Trade secrets will only be considered confidential if claimed to be a trade secret when submitted to the County, marked as confidential, and compliant with Government Code Section 6254.7.

7.12. Reservations of Rights by the County

The issuance of this RFP does not constitute an agreement by the County that any contract will actually be entered into by the County. The County expressly reserves the right at any time to:

- Waive or correct any defect or informality in any response, proposal, or proposal procedure;
- Reject any or all proposals;
- Reissue an RFP;
- Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
- Procure any materials, equipment or services specified in this RFP by any other means; or
- Determine that no project will be pursued.

7.13. No Waiver

No waiver by the County of any provision of this RFP shall be implied from any failure by the County to recognize or take action on account of any failure by a proposer to observe any provision of this RFP.

7.14. Cooperative Agreement (Piggyback)

This competitive solicitation is being conducted as a Cooperative Procurement. The services, terms and conditions of any agreement resulting from this solicitation may be used by other organizations as a Cooperative Agreement.

This provision in no way commits any affiliate to procure services from any awarded contractor, nor does it guarantee that any additional orders will result. At their discretion, and subject to their own procurement policies, interested organizations may make use of this competitive procurement and contract directly from the awarded contractor.

8. Protest Procedures

8.1. Protest of Non-Responsiveness Determination

Within five (5) working days of the County's issuance of a notice of non-responsiveness, any firm that has submitted a proposal and believes that the County has incorrectly determined that its proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the County on or before the fifth working day following the County's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the County to determine the validity of the protest.

8.2. Protest of Contract Award

Within five (5) working days of the County's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that the County has incorrectly selected another proposer for award may submit a written notice of protest. Such notice of protest must be received by the County on or before the fifth working day after the County's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the County to determine the validity of the protest.

8.3. Delivery of Protests

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the County received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

Protests@smcgov.org

Subject: Electronic Monitoring 2025-2028, 2025-RFP-00344



County of San Mateo

Probation

John T. Keene, Chief Probation Officer

400 County Center, Redwood City, CA 94063

[BUDDI US, LLC] RESPONSE DOCUMENT REPORT

RFP No. 2025-RFP-00344

[Electronic Monitoring 2025-2028](#)

RESPONSE DEADLINE: March 4, 2025 at 5:00 pm

Report Generated: Wednesday, March 5, 2025

Buddi US, LLC Response

CONTACT INFORMATION

Company:

Buddi US, LLC

Email:

dania.tillman@buddi.us

Contact:

Dee Tillman

Address:

1964 Bayshore Blvd

Suite B

Dunedin, FL 34698

Phone:

N/A

Website:

N/A

Submission Date:

Mar 4, 2025 9:33 AM (Pacific Time)

ADDENDA CONFIRMATION

No addenda issued

QUESTIONNAIRE

1. Minimum Qualifications (MQs)

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

Proposer is defined as the prime firm or joint venture that is proposing on this RFP.

In order for a firm to pass the minimum qualifications and to be considered for contract award the firm shall be in good standing with Federal Government agencies and the State of California. Firms that have been debarred, suspended, proposed for debarment, declared ineligible by Federal or State agencies will not qualify for contract award.

Proposers must meet the following Minimum Qualifications:

PROPOSER SHALL HAVE AT LEAST FOUR (4) YEARS OF EXPERIENCE WITHIN THE LAST SIX (6) YEARS IMMEDIATELY PRECEDING THE ISSUANCE OF THIS RFP IN PROVIDING ELECTRONIC MONITORING SERVICES. *

Yes

PROGRAM MANAGER SHALL HAVE AT LEAST TWO (2) YEARS OF EXPERIENCE WITHIN THE LAST FIVE (5) YEARS IN MANAGING ACCOUNTS OF THIS SIZE. *

Yes

PLEASE CONFIRM YOUR FIRM IS REGISTERED AND IN GOOD STANDING WITH SYSTEM FOR AWARD MANAGEMENT (SAM)*

[SAM.gov](https://sam.gov)

Confirmed

WHAT IS THE REGISTERED BUSINESS NAME AND UNIQUE ENTITY ID (UEI) NO.??*

- UEI number can be obtained by registering your business through SAM.GOV
- Should you be in the process of obtaining your UEI number, please enter the digits '123' temporarily for your response below in order to proceed with proposal. This temporary number should be replaced with the correct registration number for submission of the proposal.

ZE67BXVH7ZH9

TECHNICAL PROPOSAL (MAXIMUM OF 17 PAGES)*

NOTE: One (1) page of content is measured as 1-sided letter sized page.

Pages that exceed the maximum page limit will not be reviewed or scored.

Firms interested in responding to this RFP must submit the following information, in the order specified below:

A. Introduction and Executive Summary (1 page maximum)

1. Submit a letter of introduction and executive summary of the proposal. The letter must contain:
 - a. Name, title, and contact information (email, phone, and address) for representative of proposing firm who is responsible for communication related to this RFP.
 - b. Signature of person authorized to obligate firm to perform the commitment contained in the proposal.
2. Submission of the letter will constitute a representation by firm that you are willing and able to perform the commitments contained in the proposal and have not violated the terms of this RFP.

B. Qualifications and Experience (2 pages maximum)

1. Provide a statement of qualifications for your organization, a statement of the size of firm, a description of services provided by your organization, and a statement of the extent of experience/history providing the services requested by this RFP.
2. Describe how the firm meets the minimum qualifications set forth in Section 4.1 of this RFP.

C. **Project Approach** (7 pages maximum)

1. Describe how you will fulfill the needs of the County described in this RFP. Attach a project plan, if appropriate.
2. List your needs for physical space and/or equipment from the County during this engagement, if any, aside from space or equipment that would be provided by the County as an aspect of the requested services.
3. Identify how you will meet all aspects of the scope of work. List any items that you cannot provide.
4. Describe the measurements/metrics/deliverables/assessments that you will provide on at least an annual basis to allow the County to assess the services you will provide.
5. Provide information on other pertinent services, if any, that you will offer to reduce costs or enhance revenue for the County.

D. **Cost Analysis and Budget for Primary Services** (2 pages maximum)

1. Provide a detailed explanation for all costs associated with your providing the requested services if you are selected. Include daily rates (with installation and without installation) for the requested equipment rentals and monitoring rates. List costs for damaged and lost equipment.
2. Is travel time to the County expected to be billable? If so, how will travel time invoices be calculated?
3. Include start-up costs, if any.

E. **Quality/Program Evaluation** (1 page maximum)

1. Describe your organization's capacity to meet the goals identified in the Vendor Performance Management table outlined below.

Theme	Measure	Weight	Description
Performance	On-time Delivery of Services	40%	Staff are available for installation during necessary hours. Inactive equipment is picked-up in a timely manner.
Relationship	Responsiveness	30%	Issues are addressed in a timely manner and addressed with appropriate urgency.
	Communication		Professional and clear communication is utilized.
Financial	Invoicing	20%	Invoices are timely, accurate, and easy to understand.
Leadership	Alignment	10%	Knowledgeable of trends related to electronic monitoring; follow best practices as related to electronic monitoring
	Innovation		Provide services with up-to-date technology

F. **References** (1 page maximum)

1. List two business references for which you have recently provided similar services (not part of San Mateo County Probation). Include contact names, titles, phone numbers, and e-mail addresses for all references provided.

G. **Protocols for Addressing Concerns** (1 page maximum)

1. In the event of a routine problem, who is to be contacted within your organization?
2. In the event of the identification of a problem by the County, stakeholders, the public, and/or other applicable constituents, describe how you will address such problems and the timeframe for addressing them.

H. **Claims, Licensure, Non-Discrimination, and Health Insurance Portability and Accountability Act (HIPAA) Violations Against Your Organization** (1 page maximum)

1. List any current licensure, HIPAA, non-discrimination claims against you/your organization and those having occurred in the past five years, especially resulting in claims or legal judgments against you.

I. **Statement of Compliance with County Contractual Requirements** (1 page maximum)

1. A sample copy of the County's standard template contract for Board of Supervisors approval (contracts over \$200,000) is attached to this RFP in Appendix B. Each proposal must include a statement of the proposer's commitment and ability to comply with each of the terms of the County's standard template contract.
2. In addition, the proposer should include a statement that it will agree to have any disputes regarding the contract venued in San Mateo County or Northern District of California.
3. The proposal must state any objections to any terms in the County's standard contract template and provide an explanation for the inability to comply with the required term(s). If no objections are stated, the County will assume the proposer is prepared to sign the County standard template as is.

Note: The sample of the standard contract template enclosed with this RFP is a template and does not constitute the final agreement to be prepared for the selected service provider. Do not insert any information or attempt to complete the enclosed sample contract template. Once a provider is selected, the County will work with the selected provider to draft a provider-specific contract using the required template. However, each proposal should address the general terms of the standard contract as requested within this RFP.

Buddi_US_LLC_-_Electronic_Monitoring_2025-2028_-_RFP_No_2025-RFP-00344.pdf



REQUEST FOR PROPOSAL

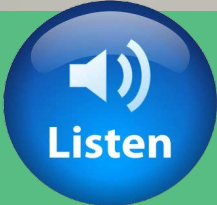


Electronic Monitoring 2025-2028

RFP No. 2025-RFP-00344



Buddi US, LLC
1964 Bayshore Blvd., Suite B
Dunedin, FL 34698



Kyle Chapin, Director of Account Management
P: 727.510.8022 E: Kyle@buddi.us
Julie Saunders, Business Development Manager
P: 562.900.9981. E: Julie.Saunders@buddi.us



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A. Introduction and Executive Summary

Buddi US LLC, a **leading electronic monitoring hardware and software manufacturer** established in 2004, is headquartered in Dunedin, Florida. Recognized as one of the world's largest and most respected OEMs in the field, Buddi is committed to providing innovative and effective solutions that enhance the criminal justice system globally. Our specialized team of experts delivers high-quality electronic monitoring solutions tailored to the unique needs of our justice system partners and the populations they serve.

Service Offerings

As a manufacturer of monitoring solutions, Buddi is devoted to the timely supply of ankle and handheld devices, accessories, and services.

Our monitoring software (development, operation, and support) under ISO 27001 quality assurance, provides customers with 99.995% availability and rapid support for customer requests.

Local certified account managers, software engineers, subject matter experts (SMEs), and field support technicians guarantee the compliance of service level agreements (SLAs) led by ISO 9001 guidelines.

Core Competences

- Government contracting profile (Buddi serves government agencies directly)
- Innovative GPS, RF, and alcohol monitoring solutions that are secure, accurate, and reliable
- 24/7/365 redundant customer support and monitoring centers
- 99.999% TIER IV cloud data centers
- Engineering services including design, development, manufacturing, and support
- Logistic services including program and account management, implementation, officer training, technical support, offender pay services, and distribution
- In-state and on-site Buddi field technician network

Unique Value Proposition

Buddi is recognized by its customers for innovation and quality (state-of-the-art technology), timely delivery, and commitment to customer satisfaction.



Awards

- 2019 Investor All Star Award
- 2020 Queen’s Awards for Enterprise for Innovation
- 2021 Sunday Times – Tech Track 100
- 2023 Supplier Excellence Award

Certifications

- ISO 27001 | ISO 9001-2015
- Cyber Essentials Plus
- IPC-68 | IPC-A-610
- UKAS Testing Environmental
- NIH and SOC-II compliance

B. Qualifications and Experience

1. Statement of Qualifications

Buddi is in good standing with the Federal Government and the State of California. Buddi has not been debarred, suspended, proposed for debarment, declared ineligible by Federal or State agencies.

2. Meeting Minimum Qualifications (4.1.1-4.1.4)

Experience

Buddi is a Limited Liability Company, formed in the State of Delaware in 2014 and is a qualified California Business under the laws of the State of California.

Buddi is an original equipment manufacturer, the proprietor of Eagle, its software platform, and employs roughly 300 people globally in the areas of technology, engineering, operations, account management, data security, customer support, and business development. The U.S. headquarters is in Dunedin, Florida, our state-of-the-art Monitoring Center in Dallas, TX and the West Coast Hub in Riverside, CA. Buddi delivers the latest proprietary technologies to meet its customers' changing needs and provide valuable tools to improve public safety through the monitoring of individuals in the communities we serve.

buddi Limited Liability Company
snapshot

Category	Details
Devices in Use	5,000 (USA) 60,000 (Global)
Stock Guarantee	As the OEM of all Buddi products, we provide guaranteed availability.
Single Platform	Eagle simplifies caseloads with one interface for Buddi monitoring devices.
Downtime	Since 2013, Buddi has had no downtime or outages.



Buddi US has over four (4) years of experience in the past six (6) years providing these services, with at least two (2) years' experience in the past five (5) years in managing accounts of this size, and operates on a global scale, delivering electronic monitoring solutions to jurisdictions worldwide.

Buddi began its U.S. operations in the East as a small company and has rapidly expanded westward over the past few years. In the West, Buddi has worked closely with key value-added resellers and governments, supplying its cutting-edge monitoring devices to agencies across the region. To introduce its technology to California Probation Departments, Buddi has successfully launched no-fee pilot programs, allowing agencies to experience firsthand the reliability and innovation of our solutions.

To further support the probation community, Buddi has partnered with key organizations such as the Chief Probation Officers of California (CPOC) and the California Association of Probation Services Administrators (CAPSA), reinforcing our commitment to rehabilitation and public safety in the state.

Buddi has conducted successful demonstrations with Imperial County, Calaveras County, Shasta County, and others, showcasing our industry-leading GPS, RF, and alcohol monitoring solutions. Most recently, Buddi was awarded the electronic monitoring contract for Riverside County Sheriff and Probation further cementing our presence and ability to serve large California jurisdictions effectively.

With this growing footprint, Buddi is well-positioned to support San Mateo County with proven technology, local expertise, and a strong commitment to public safety and rehabilitation.

Program Manager Experience

The U.S. team is led by our Director of Account Management, Kyle Chapin, who oversees the West Coast account manager, Dominique Rollins and works closely with the Business Development Manager, Julie Saunders to ensure a smooth transition from business development to implementation and operations. Dominique Rollins supervises our California field technicians and local office operations.

The program manager is Kyle Chapin, who has at least two (2) years of experience within the last five (5) years in managing accounts of this size.

SAM Registration

Buddi is registered and in good standing with System for Award Management (SAM). Buddi's UEI number is ZE67BXVH7ZH9.

C. Project Approach

1. Fulfillment of County Needs

Buddi's monitoring solutions exceed the County's requirements with advanced global positioning systems (GPS), radio frequency (RF) monitoring, and continuous alcohol monitoring (CAM) technology. Our high-quality, reliable equipment and services enhance operational efficiency, ensuring accuracy and surpassing expectations. Buddi proposes the following technology to the County:

- **Buddi Smart Tag® (GPS/RF)**
- **AlcoTag™ (GPS/RF + CAM)**
- **Buddi SureTag™ + Smart Beacon™ (RF)**
- **iBAC (Remote breath)**
- **Drug Patch**

Buddi is one of the largest original equipment manufacturers (OEMs) and vendors of electronic monitoring products and services worldwide.

Buddi supports rehabilitation by designing minimally disruptive products that allow individuals in the criminal justice system to pursue employment and education while maintaining compliance. Buddi supports rehabilitation by providing:

- **Discreet and comfortable devices.** Buddi devices are lightweight, ergonomic, and discreet, ensuring comfortable wear at work or school without drawing attention. Designed to avoid stigmatizing features, they integrate into daily life with practical elements like portable chargers.
- **Flexible scheduling and notifications.** Buddi's systems support customizable schedules and geofencing to accommodate product users' work hours, class times, and other obligations, reducing interference with their routines.
- **Reliable technology to avoid false alerts.** The advanced technology in Buddi devices minimizes false alerts, preventing unnecessary interruptions to product users' daily activities and ensuring compliance is maintained without undue stress.
- **Remote troubleshooting and support.** Buddi offers 24/7 technical support and remote troubleshooting to quickly resolve issues. This eliminates the need for users to leave work or school to address device concerns and reduces the necessity for disruptive home visits.
- **Educational and vocational data integration.** Buddi's platform tracks compliance in alignment with employment and education requirements, demonstrating accountability to employers and institutions. With a discreet, reliable, and user-centered design, Buddi supports rehabilitation while empowering individuals to grow and improve.

FCC Certifications

Buddi devices meet the highest standards, including FCC certification, ensuring quality and reliability. The proposed solution includes the Smart Tag® (GPS transmitter) and SureTag™ (RF transmitter), both FCC-certified and fully compliant. All devices are new, clean, and fully operational—no refurbished units are proposed.

- **The FCC ID for the Smart Tag® is ZDLST7.**
- **The FCC ID for the AlcoTag™ is ZDLST8.**
- **The FCC ID for the SureTag™ is ZDLRF4.**
- **The FCC ID for the Smart Beacon™ receiver is ZDLSB2.**



All Buddi equipment is FCC-registered and certified, with compliance maintained throughout the contract. Buddi will identify any products nearing discontinuation, though none currently are, and provide timely updates if changes occur.

Project Plan

Due to length and relevancy, details of the proposed implementation plan are outlined in the Appendix section. The plan is subject to change after pre-implementation meeting discussions.

2. Space and Equipment Needs

When installs occur at the County facilities, Buddi needs a small space to provide the services. The space should have a small desk, two chairs, and electrical outlets. If the County is unable to provide the desk and chairs, Buddi will provide these items at the location.

Buddi will also obtain office space prior to the beginning of the contract where installation, removal and any other services can be performed.

3. Meeting All Aspects of Scope of Work (2.1)

Buddi will meet the County’s scope of work for electronic monitoring services by providing **cutting-edge, reliable, and user-friendly** tracking solutions, ensuring compliance and safety, while exceeding expectations through continuous innovation, **superior customer service**, and proactive enhancements throughout the contract. The Proposed Project Plan in the Appendix states an implementation and training schedule for all deliverables.

Electronic Monitoring

Equipment Installation and Maintenance

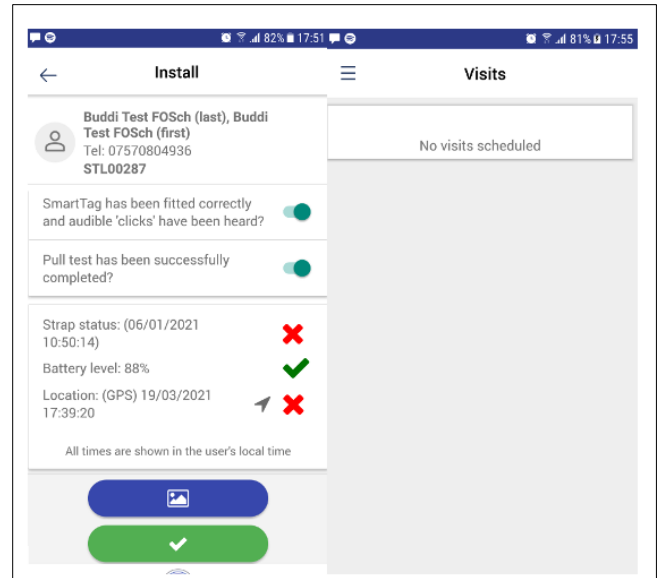
Buddi will complete installations in the County’s designated locations and will maintain an office within County lines by start of contract. Please visit our media page to see how easy Buddi products are to install.

Watch Me!



Installation video

As the OEM, Buddi ensures all repair parts are new, fully operable, and installed per manufacturer specifications, maintaining strict quality control for optimal device performance. The Buddi app provides field officers with a user-friendly interface, using green ticks to confirm successful installation. Staff verify full operation before leaving and resolve any issues on-site. The app also allows photo documentation (blue button) and records no-shows. Upon installation, Buddi immediately notifies the County, and if home monitoring is set up pre-release, the County is alerted upon the user’s first entry into range.



In cases where an issue arises—such as the strap status requiring attention, as shown in the example image—it will be resolved before the installation is marked complete. This process ensures compliance, accuracy, and timely communication for all installations.

Global Positioning System

Buddi Smart Tag®

The Buddi Smart Tag® is the world's smallest and lightest ankle-worn tracker at just 2.8 ounces—about 1/3 the size and weight of other one-piece devices. It features a long battery life, a secure locking mechanism to prevent false tamper alerts, and seamless integration of advanced tracking and communication technologies. Both the Smart Tag® and AlcoTag™ collect and upload location data to Eagle software via cellular or Wi-Fi. Using GNSS (GPS & GLONASS) for 24/7 tracking, it also employs RF and Wi-Fi for accurate indoor monitoring. Compatible with GSM and CDMA networks (AT&T, T-Mobile, Verizon), it supports house arrest by toggling between GPS and RF when near a beacon.



Buddi AlcoTag™

The AlcoTag™ uniquely combines Smart Tag features with continuous alcohol monitoring, acting as a mini lab for precise detection. Beyond industry standard, it measures both transdermal and environmental alcohol levels, preventing false positives. If alcohol is detected, its algorithm analyzes data and sends real-time alerts. Designed to withstand water exposure, it seals itself when submerged. Using a cut-resistant strap, it is more compact than other transdermal devices at 3.5” x 4” x 1” and 5.2 ounces, making it a reliable and advanced alcohol monitoring solution.



Buddi's AlcoTag™ is the only tracking tool on the market that combines GPS and continuous alcohol monitoring in one ankle-worn device.

Radio Frequency Devices

Buddi SureTag™

The Buddi SureTag™ is a state-of-the-art ankle-worn RF tether designed to provide reliable and secure electronic monitoring for home curfews. Combining durability, precision, and ease of use, the SureTag™ **ensures optimal compliance and accountability** while utilizing the same cut-resistant strap as Buddi's other worn devices.



Buddi Smart Beacon™

The Smart Beacon™ is a versatile, unobtrusive home monitoring unit designed to seamlessly integrate with the Buddi SureTag™, offering a **reliable and secure solution for home-based electronic monitoring**. Equipped with an LED display and a built-in battery backup, the Smart Beacon™ ensures consistent operation under various conditions.



The Buddi Sure Tag™ supports RF-only curfew mode and when used with the Smart Beacon™ enables remote configuration for greater flexibility and adaptability in monitoring. The Smart Beacon™ scans for RF signals every 30 seconds to detect the presence of tags and reports wearer proximity to the Buddi Eagle web interface in near real-time.



Remote Breath Alcohol Monitoring

The iBAC

The iBAC device connects seamlessly via Bluetooth to a smartphone, which can be provided by Buddi if necessary. Testing is managed through the iBAC App, which incorporates facial recognition technology to verify the user's identity during each test. It also provides real-time feedback to users through the App, with each test recorded by date and time. Compact and portable, the iBAC device is only 3.7" x 1.2" x 0.4" and includes a convenient key fob attachment for ease of use. With a yearly recalibration requirement, it ensures long-term dependability and minimal maintenance.



Drug Patch

Buddi will partner with a reputable drug patch company to provide 24/7 transdermal drug monitoring, ensuring comprehensive and continuous substance detection. Buddi understands the County's requirement for a 5-panel patch that will screen for amphetamines, cocaine, opiates,

PCP, and cannabinoids (THC) with the option for an expanded opiate panel as needed. Buddi will ensure the patches will be worn for 10 to 14 days, after which they will be removed and sent to a certified laboratory for analysis. Lab results will be securely reported to County staff. This solution aligns with industry standards, including those followed by the County's electronic monitoring program, ensuring accurate, reliable, and efficient participant monitoring.

Client Monitoring

Buddi's web-based interface platform, Eagle, is designed for 24/7/365 operation. Eagle offers a powerful, web-based interface accessible on desktops, laptops, tablets, and mobile devices. Built to seamlessly integrate with the full range of Buddi's electronic monitoring products and services, Eagle allows users to tailor access and functionalities to maximize program efficiency in response to client needs. Working with the County and in Eagle, our dedicated development team can swiftly implement new fields, functions, features, and reports in response to client needs.

Buddi Eagle offers users the significant advantage of managing their entire caseloads from a single interface for all Buddi monitoring equipment used.

File Management

Eagle complies with County requirements and expectations for the necessary operation and 24-hour continuous monitoring of the transmitter units.

Invoice and Reports

Eagle complies with the County's requirements and expectations for invoicing and reporting. **Alcohol detection reports are delivered within 24 hours of the drinking event.**

Meetings and Trainings

Buddi agrees to comply with training requirements as outlined.

4. Measurements | Metrics | Deliverables | Assessments

Since opening the data centers in 2013, Buddi has had no unscheduled down time or outages, and we have never lost any client data.

Buddi's measurements, metrics, deliverables, and assessments are organized, tracked, and managed by Buddi's proprietary web-based interface platform: Eagle. Eagle has distinct capabilities that set it apart from other monitoring platforms on the market.

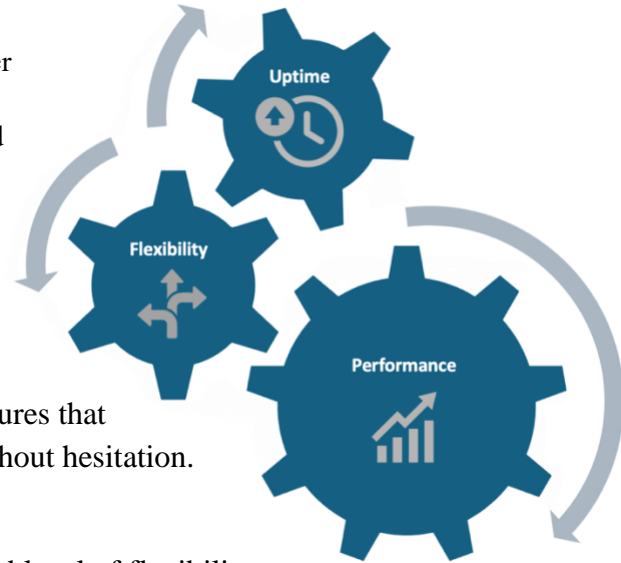
Below we explain how Eagle rises high above our competitors' software capabilities, making the Buddi hardware and software solution the most effective tracking solution on the market.

Eagle Differentiators: Uptime, Flexibility, Performance

Uptime: Always Available

Reliability is at the core of Buddi’s commitment to its users, and the Eagle interface platform exemplifies this with its incredible uptime. Designed for 24/7/365 operation, the platform employs:

- **Redundant Infrastructure.** Multiple data centers and failover mechanisms. 99.999% availability.
- **Proactive Monitoring.** Advanced monitoring tools detect and resolve potential issues.
- **Regular Updates.** Continuous software improvements and patches.
- **Network Reliability.** 100% network uptime across all electronic monitoring devices. This capability is **solely available from Buddi.**



With uptime metrics that exceed industry standards, Eagle ensures that users can depend on the platform for mission-critical tasks without hesitation.

Flexibility: Diverse Use Cases

The Eagle interface platform is engineered with an unparalleled level of flexibility to accommodate diverse operational requirements, providing a single, integrated software solution for managing all devices, participants, alerts, reports, and data in one system. It has:

- **Flexible Geofencing.** Customize geofencing to suit unique geographical or operational constraints.
- **Real-Time Adjustment.** Adjust monitoring thresholds dynamically to respond to real time changes.

While Eagle’s advanced capabilities may require a learning curve, Buddi provides comprehensive onboarding and ongoing support to ensure that clients harness its full potential.

“I have had juveniles on [Buddi’s] EM system and have found that it is the most user-friendly (non-annoying!) that I have used in my 35 years in this field.”

—Terri Trull, Chief Juvenile Probation Officer, McCullough County, Texas

Performance: Fast and Responsive

In critical monitoring scenarios, speed is not a luxury but a necessity. Eagle delivers high performance by processing location data and alerts in real time. This is achieved through:

- **Optimized Data Pipelines.** The platform leverages cutting-edge algorithms to process vast amounts of location data efficiently, ensuring that users receive updates without delay.
- **Low-Latency Communication.** Whether through mobile notifications, SMS, or email alerts, the system prioritizes instant delivery of critical information.
- **Scalability.** From tracking a single individual to managing thousands of devices simultaneously, the platform scales without compromising its responsiveness.

This exceptional performance ensures that users can make informed decisions quickly, whether it involves dispatching emergency services or enforcing compliance protocols.

Deliverables: Fully Functional Solution

Eagle accommodates diverse operational requirements to manage all devices, participants, alerts, reports, data, and stock inventory. Thanks to ongoing improvements driven by ISO 9001 certification, Buddi’s processes and policies ensure that out-of-box failure rates for monitoring equipment are less than 1%.



- **Monthly Management.** Stock inventory is managed monthly, with Buddi maintaining at least a 20% shelf stock of devices at each location, along with an additional 20% stock available at the local office for exclusive use by the County.
- **Equipment.** Buddi will ensure that each office is equipped with the necessary equipment within one to two business days as needed. Buddi replaces any product due to a manufacturing defect or malfunction at no cost to the customer.
- **Personnel.** Stock management will be handled by the local field technician and overseen by Dominique Rollins to ensure consistent availability and service efficiency.
- **Reporting.** Buddi will provide the County with its full suite of reports as needed. Reports are automatically sent to the officer when the alert is generated. We offer daily summary alerts and monthly compliance reports.

Assessments and Continuous Improvement

Buddi’s commitment to the County is built on a foundation of reliability, service excellence, and continuous support, ensuring seamless operations through comprehensive training, quality assurance, and contingency plans.

- **Customer Service.** Buddi’s customer service approach ensures that any issues are promptly addressed through multiple channels of support. The County will have direct access to the Account Manager and Director of Account Management.
- **Training and Quality Assurance.** Comprehensive training is provided at no additional cost to the County, both during initial implementation and as an ongoing resource.
- **Contingency Plan.** Buddi’s Business Continuity Management Plan ensures uninterrupted delivery of critical and essential products, operations, and services, even in the event of critical disruptions. The system’s underlying infrastructure is designed with full redundancy, guaranteeing continuity.

5. Other Pertinent Services

The Buddi Clip

The Buddi Clip is a discreet, lightweight safety device designed for victim protection programs. It enhances security with customizable geofencing, real-time proximity alerts, and mobile exclusion zones, offering an intuitive solution for managing safety in high-risk situations.



D. Cost Analysis and Budget for Primary Services

1. Detailed Cost Explanation

Buddi’s All Inclusive Rate Eliminates Lost, Damaged and Stolen and Installation Fees

Buddi’s pricing is up front, competitive and transparent, we quote what the County pays in a daily rate with no additional charges. The below offer eliminates the County’s obligation to pay for lost, damaged or stolen items, as well as the installation fee. There are no hidden fees and Buddi’s OEM pricing presents significant savings for the County while delivering state-of-the-art technology at no extra charge.

- ✓ **Lower daily rates than the incumbent for RF, GPS, and continuous alcohol monitoring.**
- ✓ **No travel, training, or startup fees.**
- ✓ **OEM-direct pricing eliminates middleman costs.**
- ✓ **Transparent cost structure—no hidden fees.**
- ✓ **More advanced technology at a lower price point.**

Daily Rates

Product	Rate w/o Installation	Rate w/ Installation
Smart Tag® (GPS and RF)	\$3.40	\$5.60
Sure Tag™ + Smart Beacon™ (RF)	\$3.40	\$5.51
AlcoTag™ (GPS RF transdermal alcohol)	\$6.97	\$9.17
AlcoTag™ (Alcohol Only)	\$6.47	\$8.67
Remote Breath	\$3.97	\$6.11
Drug Patch	\$6.07	\$6.07

Costs for Damaged and Lost Equipment

None.

2. Travel Time

None.

3. Start-Up Costs

No Start-Up Fee

The initial set-up and activation costs of the service are provided to the County at no additional cost. This covers the following:

- **Device Procurement and Activation.** Covers the cost of acquiring, configuring, and activating GPS, RF and alcohol devices to ensure they are ready for immediate use.
- **Software Integration.** Includes setting up the monitoring platform, configuring reporting and tracking systems, and aligning them with the vendor's specific requirements.
- **Support and Testing.** Provides initial technical support, ensures system functionality, and tests devices for full operational readiness before deployment.
- **Documentation and Setup Assistance.** Supplies user manuals, instructions, and documentation to help the vendor manage the system and devices effectively.

E. Quality/Program Evaluation

Performance, On-Time Delivery of Services (40%)

Buddi ensures **service reliability** by maintaining sufficient stock at designated locations and its local office. Devices require **only charging to operate**, and charging stations will be maintained at all locations to ensure availability. Field technicians will **routinely check inventory** to keep all necessary accessories stocked for installations and deinstallations. Buddi's **dedicated support** includes a 24/7 monitoring center, a help desk, local field technicians, and direct access to the Director of Account Management.

Relationship, Communication, Responsiveness (30%)

Buddi guarantees **rapid response times** through its 24/7 monitoring center and a dedicated account manager, ensuring all service needs receive **immediate attention**. Field technicians will be **proactively dispatched** to minimize downtime. An incident tracking system known as the installer APP will efficiently schedule installs, removals, and kit checks and ensures and documents successful visits with pictures and notes. Buddi can prioritize issues for efficient resolution. Buddi's support teams will provide regular status updates and maintain ongoing **coordination with County leadership**.

Financial, Invoicing (20%)

Buddi ensures timely, accurate invoicing through **standardized billing** procedures. A dedicated finance team will manage invoice preparation and submission, ensuring compliance with contract terms. The County will have access to a transparent **invoice tracking system** for easy charge review and reconciliation. The account manager will serve as a direct contact for any billing concerns, **ensuring rapid resolution**. With Buddi's new integrated billing, invoices can be reviewed and sent to customers within five days of the end of the month.

Leadership, Alignment, Innovation (10%)

Buddi stays at **the forefront of industry trends** through continuous training, research, and participation in monitoring conferences and regulatory discussions. Regular internal training ensures staff remain knowledgeable in **best practices** and compliance. Buddi's advanced technology offers real-time GPS tracking, tamper detection, remote diagnostics, and **seamless software updates**. Continuous investment in R&D enhances system capabilities, ensuring ease of use, reliability, and AI-driven analytics for improved supervision outcomes.

F. References

Reference 1

Dan Prince, Chief Probation Officer, Imperial County, CA

A: 324 Applestill Road, El Centro, CA 92243

E: DanPrince@co.imperial.ca.us.

P: 760.425.0921

Reference 2

Joel Guerrero, Deputy Court Marshal, Boulder City Municipal Court

A: 501 Ave. G, Boulder City, NV 89005

E: JGuerrero@bcnv.org

P: 702.293.9438

Additional Reference

Alexander Malkis, Los Angeles Alcohol Monitoring, Inc DBA LA Monitoring

A: 1933 S. Broadway #1124 Los Angeles, CA 90007

E: AlexM@lamonitoring.net

P: 323.935.5002

G. Protocols For Addressing Concerns

1. Routine Problem Contact

Primary Contact – Dedicated Account Manager

The County will have direct access to a **dedicated account manager** who serves as the primary point of contact for routine issues, service requests, and general inquiries. The account manager will provide **ongoing support**, regular check-ins, and proactive communication to ensure smooth operations.

24/7 Monitoring & Help Desk Support

Buddi's **24/7 monitoring center** is staffed with trained specialists who can immediately respond to technical issues, device alerts, and user concerns. A **dedicated help desk** is available via phone and email to assist with troubleshooting, installation support, and general inquiries.

Field Technicians for On-Site Support

Local field technicians will be available for in-person assistance, including device installations, removals, and equipment servicing.

Escalation Contacts – Business Development & Leadership Access

For urgent or unresolved concerns, the County has **direct access to Buddi's Director of Account Management**, ensuring that any critical issues receive executive-level attention.

2. Problem Identification and Resolution

Buddi follows a **structured issue resolution process** to ensure that all concerns are addressed efficiently, documented appropriately, and resolved to the County's satisfaction.

Step 1: Problem Identification

Issues can be reported by County staff, monitored individuals, or Buddi's monitoring center through direct contact, system alerts, or automated error reporting.

Step 2: Immediate Response & Troubleshooting

Low-priority issues (e.g., minor technical questions, reporting discrepancies) will be **handled immediately** by the help desk or account manager or field technician. High-priority issues (e.g., equipment malfunctions, service disruptions, tamper alerts) will be escalated to field technicians or senior support staff for **urgent resolution**.

Step 3: Continuous Improvement & Prevention

Buddi analyzes recurring issues to identify trends and implement proactive solutions, such as improved training, software updates, or procedural adjustments. The County will receive **ongoing recommendations** to enhance operational efficiency and minimize future concerns. ISO 9001.

H. Claims, Licensure, Non-Discrimination, and Health Insurance Portability and Accountability Act [HIPAA] Violations Against Your Organization

Buddi US, LLC has no such claims to report.

I. Statement of Compliance with County Contractual Requirements

Buddi US, LLC acknowledges receipt of the County of San Mateo’s standard contract template included in Appendix B of the RFP. We confirm our commitment and ability to comply with each of the terms outlined in the County’s standard contract template.

Additionally, Buddi US, LLC agrees that any disputes regarding the contract shall be venued in San Mateo County or the Northern District of California, as required by the County. At this time, Buddi US, LLC has no objections to the terms of the County’s standard contract template and is prepared to sign the agreement as presented. Should any clarifications or modifications be necessary, we are open to discussing them in good faith to ensure full compliance with County requirements.

Appendix

Proposed Project Plan

Details of the proposed project plan are outlined in the following table. The plan is subject to change after pre-implementation meeting discussions.

Proposed Project Plan		
Phase	Description	Time
Contract Award	Upon contract award, Buddi will coordinate with the County to meet and speak with all interested persons to determine an in-person pre-implementation meeting at the County’s office.	Day 1
Pre-Implementation Meeting	<p>Post-Award Implementation Steps:</p> <p>Data Acquisition & Formatting</p> <ul style="list-style-type: none"> • Obtain data from the incumbent in CSV, XML, or Excel format. • Required offender information: <ul style="list-style-type: none"> ○ Name, ID (if applicable), DOB, demographics ○ Home & work addresses ○ Picture (if available) ○ Restriction zones, curfew schedules, risk level ○ Supervising officer • Required user information: <ul style="list-style-type: none"> ○ Full name, email, cell phone, and direct supervisor ○ Cell phone numbers are mandatory for mobile app access & SMS alerts <p>User Permissions & Access</p> <ul style="list-style-type: none"> • Define user roles: <ul style="list-style-type: none"> ○ Standard User—Low-level access ○ Manager—Basic or limited access ○ Admin—Full system access • Determine offender groups each user can access for device inventory <p>Rules, Alerts, Reporting</p> <ul style="list-style-type: none"> • Review and establish rule types & alert protocols with the County • Set KPIs and reporting standards based on County requirements <p>Device Profiles & Configuration</p> <ul style="list-style-type: none"> • Define tracking & data transmission intervals for Smart Tag®/AlcoTag™ 	<p>Days 2- 3</p> <p>1-2 days in length</p>

Proposed Project Plan		
Phase	Description	Time
	<ul style="list-style-type: none"> • Establish initial device profiles (adjustable during the contract) • Assess current offender count for equipment volume & spare needs <p>Officer Trainings</p> <ul style="list-style-type: none"> • Discuss training schedule, location, and timeline • Confirm the number of officers requiring training • Conduct regional training to prevent implementation delays <p>Incumbent Device Removal</p> <ul style="list-style-type: none"> • Determine whether devices will be removed by the incumbent or the County for collection 	
Finalize Plan	<ul style="list-style-type: none"> • Begin to implement customizations. • Order and begin building equipment based on numbers from implementation meeting. • Review alert protocols that the County will follow. 	<p>Days 3-15</p> <p>No more than 14 days after contract award</p>
Officer Training	<p>Buddi will coordinate with the County to establish a training schedule during the pre-implementation phase. The proposed training structure includes:</p> <ul style="list-style-type: none"> • 8 sessions • Initial session: 4–5 hours • Follow-up session: 1–2 hours • Ongoing training: Unlimited follow-up sessions as needed <p>Advanced user training will be available upon request after the initial implementation training.</p>	<p>Days 15-30</p> <p>2-5 days to complete</p>
Data Confirmation in Eagle	<p>Once the incumbent provides the required offender information in the agreed-upon format, Buddi will enter the data into the Eagle software for County review. After the County inspects and approves the data, it will begin scheduling offenders for the statewide transition to Buddi hardware.</p>	<p>Days 15-45</p> <p>1-3 weeks to complete</p>
Username and Password Distribution	<p>Usernames and passwords for County officers will be distributed via email at or shortly before their training sessions.</p>	<p>Days 30-60</p> <p>2-3 days to complete</p>

Proposed Project Plan		
Phase	Description	Time
Equipment Transition	<ul style="list-style-type: none"> • Buddi will stage the necessary equipment at designated locations in preparation for the Go-Live Date. • Equipment placement and quantities will be determined based on the agreed-upon numbers. • Buddi account personnel will be stationed at selected offices to assist, oversee operations, and provide ongoing hands-on training to County officers during the transition. 	Days 30-90 Transition will take between 2-5 days depending on the County transition timeline
Go Live Additional Training	<ul style="list-style-type: none"> • The account manager will visit designated offices to conduct follow-up training. • The account manager and County Admin will maintain constant communication to promptly address any issues. • As with any transition, a learning curve is expected, but Buddi’s experience allows for quick issue resolution. Buddi will provide the necessary personnel to ensure a smooth transition and post-implementation process, ensuring County officers are confident in using the Eagle software and hardware. 	After Day 90





buddi US, LLC
1964 Bayshore Blvd.,
Suite B
Dunedin, FL 34698
p. 727-510-8022

buddi Limited
United Kingdom
Guatemala
Colombia
Australia
New Zealand
Netherlands
Mexico
Bahamas
Curacao
Sint Maarten
Guam
Canada
Lithuania
Pakistan
Romania
Sweden
Switzerland
Barbados



County of San Mateo

Probation

John T. Keene, Chief Probation Officer
400 County Center, Redwood City, CA 94063

[SCRAM OF CALIFORNIA] RESPONSE DOCUMENT REPORT

RFP No. 2025-RFP-00344

[Electronic Monitoring 2025-2028](#)

RESPONSE DEADLINE: March 4, 2025 at 5:00 pm

Report Generated: Wednesday, March 5, 2025

SCRAM of California Response

CONTACT INFORMATION

Company:

SCRAM of California

Email:

marketing@scramca.com

Contact:

Royce McDonald

Address:

5050 Murphy Canyon Road Ste 220
San Diego, CA 92123

Phone:

N/A

Website:

www.scramca.com

Submission Date:

Mar 4, 2025 9:29 AM (Pacific Time)

ADDENDA CONFIRMATION

No addenda issued

QUESTIONNAIRE

1. Minimum Qualifications (MQs)

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

Proposer is defined as the prime firm or joint venture that is proposing on this RFP.

In order for a firm to pass the minimum qualifications and to be considered for contract award the firm shall be in good standing with Federal Government agencies and the State of California. Firms that have been debarred, suspended, proposed for debarment, declared ineligible by Federal or State agencies will not qualify for contract award.

Proposers must meet the following Minimum Qualifications:

PROPOSER SHALL HAVE AT LEAST FOUR (4) YEARS OF EXPERIENCE WITHIN THE LAST SIX (6) YEARS IMMEDIATELY PRECEDING THE ISSUANCE OF THIS RFP IN PROVIDING ELECTRONIC MONITORING SERVICES. *

Yes

PROGRAM MANAGER SHALL HAVE AT LEAST TWO (2) YEARS OF EXPERIENCE WITHIN THE LAST FIVE (5) YEARS IN MANAGING ACCOUNTS OF THIS SIZE. *

Yes

PLEASE CONFIRM YOUR FIRM IS REGISTERED AND IN GOOD STANDING WITH SYSTEM FOR AWARD MANAGEMENT (SAM)*

[SAM.gov](https://sam.gov)

Confirmed

WHAT IS THE REGISTERED BUSINESS NAME AND UNIQUE ENTITY ID (UEI) NO.?*

- UEI number can be obtained by registering your business through SAM.GOV
- Should you be in the process of obtaining your UEI number, please enter the digits '123' temporarily for your response below in order to proceed with proposal. This temporary number should be replaced with the correct registration number for submission of the proposal.

EVB4MMC3G9M1

TECHNICAL PROPOSAL (MAXIMUM OF 17 PAGES)*

NOTE: One (1) page of content is measured as 1-sided letter sized page.

Pages that exceed the maximum page limit will not be reviewed or scored.

Firms interested in responding to this RFP must submit the following information, in the order specified below:

A. Introduction and Executive Summary (1 page maximum)

1. Submit a letter of introduction and executive summary of the proposal. The letter must contain:
 - a. Name, title, and contact information (email, phone, and address) for representative of proposing firm who is responsible for communication related to this RFP.
 - b. Signature of person authorized to obligate firm to perform the commitment contained in the proposal.
2. Submission of the letter will constitute a representation by firm that you are willing and able to perform the commitments contained in the proposal and have not violated the terms of this RFP.

B. Qualifications and Experience (2 pages maximum)

1. Provide a statement of qualifications for your organization, a statement of the size of firm, a description of services provided by your organization, and a statement of the extent of experience/history providing the services requested by this RFP.
2. Describe how the firm meets the minimum qualifications set forth in Section 4.1 of this RFP.

C. **Project Approach** (7 pages maximum)

1. Describe how you will fulfill the needs of the County described in this RFP. Attach a project plan, if appropriate.
2. List your needs for physical space and/or equipment from the County during this engagement, if any, aside from space or equipment that would be provided by the County as an aspect of the requested services.
3. Identify how you will meet all aspects of the scope of work. List any items that you cannot provide.
4. Describe the measurements/metrics/deliverables/assessments that you will provide on at least an annual basis to allow the County to assess the services you will provide.
5. Provide information on other pertinent services, if any, that you will offer to reduce costs or enhance revenue for the County.

D. **Cost Analysis and Budget for Primary Services** (2 pages maximum)

1. Provide a detailed explanation for all costs associated with your providing the requested services if you are selected. Include daily rates (with installation and without installation) for the requested equipment rentals and monitoring rates. List costs for damaged and lost equipment.
2. Is travel time to the County expected to be billable? If so, how will travel time invoices be calculated?
3. Include start-up costs, if any.

E. **Quality/Program Evaluation** (1 page maximum)

1. Describe your organization's capacity to meet the goals identified in the Vendor Performance Management table outlined below.

Theme	Measure	Weight	Description
Performance	On-time Delivery of Services	40%	Staff are available for installation during necessary hours. Inactive equipment is picked-up in a timely manner.
Relationship	Responsiveness	30%	Issues are addressed in a timely manner and addressed with appropriate urgency.
	Communication		Professional and clear communication is utilized.
Financial	Invoicing	20%	Invoices are timely, accurate, and easy to understand.
Leadership	Alignment	10%	Knowledgeable of trends related to electronic monitoring; follow best practices as related to electronic monitoring
	Innovation		Provide services with up-to-date technology

F. References (1 page maximum)

1. List two business references for which you have recently provided similar services (not part of San Mateo County Probation). Include contact names, titles, phone numbers, and e-mail addresses for all references provided.

G. Protocols for Addressing Concerns (1 page maximum)

1. In the event of a routine problem, who is to be contacted within your organization?
2. In the event of the identification of a problem by the County, stakeholders, the public, and/or other applicable constituents, describe how you will address such problems and the timeframe for addressing them.

H. Claims, Licensure, Non-Discrimination, and Health Insurance Portability and Accountability Act (HIPAA) Violations Against Your Organization (1 page maximum)

1. List any current licensure, HIPAA, non-discrimination claims against you/your organization and those having occurred in the past five years, especially resulting in claims or legal judgments against you.

I. **Statement of Compliance with County Contractual Requirements** (1 page maximum)

1. A sample copy of the County's standard template contract for Board of Supervisors approval (contracts over \$200,000) is attached to this RFP in Appendix B. Each proposal must include a statement of the proposer's commitment and ability to comply with each of the terms of the County's standard template contract.
2. In addition, the proposer should include a statement that it will agree to have any disputes regarding the contract venued in San Mateo County or Northern District of California.
3. The proposal must state any objections to any terms in the County's standard contract template and provide an explanation for the inability to comply with the required term(s). If no objections are stated, the County will assume the proposer is prepared to sign the County standard template as is.

Note: The sample of the standard contract template enclosed with this RFP is a template and does not constitute the final agreement to be prepared for the selected service provider. Do not insert any information or attempt to complete the enclosed sample contract template. Once a provider is selected, the County will work with the selected provider to draft a provider-specific contract using the required template. However, each proposal should address the general terms of the standard contract as requested within this RFP.

SCRAMofCalifornia_RFP_for_Electronic_Monitoring_2025-2028_No._2025-RFP-00344.pdf

County of
San Mateo

RFP No. 2025-RFP-00344

RFP for Electronic Monitoring 2025-2028

March 5, 2024



Prepared by:
SCRAM of California
Contact: Danny Prokosch,
VP of Business Development
Phone: (925) 597-0340
dprokosch@scramca.com
www.scramca.com

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4. Minimum Qualifications and Technical Proposal

4.1 Minimum Qualifications (MQs)

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

Proposer is defined as the prime firm or joint venture that is proposing on this RFP.

In order for a firm to pass the minimum qualifications and to be considered for contract award the firm shall be in good standing with Federal Government agencies and the State of California. Firms that have been debarred, suspended, proposed for debarment, declared ineligible by Federal or State agencies will not qualify for contract award.

Proposers must meet the following Minimum Qualifications:

4.1.1 Proposer shall have at least four (4) years of experience within the last six (6) years immediately preceding the issuance of this RFP in providing electronic monitoring services.

*

Yes

• No

**Response required*

4.1.2 Program manager shall have at least two (2) years of experience within the last five (5) years in managing accounts of this size.*

Yes

• No

**Response required*

4.1.3 Please confirm your firm is registered and in good standing with System for Award Management (SAM)*

[SAM.gov](https://sam.gov)

Please confirm

**Response required*

4.1.4 What is the registered Business Name and Unique Entity ID (UEI) No.??*

- *UEI number can be obtained by registering your business through SAM.GOV*
- *Should you be in the process of obtaining your UEI number, please enter the digits '123' temporarily for your response below in order to proceed with proposal. This temporary number should be replaced with the correct registration number for submission of the proposal.*

**Response required*

SCRAM of California, Inc. is registered with SAM and the UEI is EVB4MMC3G9M1.

4.1.5. Technical Proposal

A. Introduction and Executive Summary

SCRAM of California, Inc. is pleased to provide this response to *Request for Proposal No. PROB 2022-001, Electronic Monitoring Program*, and we appreciate the opportunity to continue and build on our eight year community partnership with San Mateo County. Our references will speak to the quality, reliability, and track record of both the monitoring technologies we provide and our model for services—to both Clients and our customers. SCRAM of California operates from a Public Safety-First culture, with a laser focus on delivering swift and certain monitoring using proven and cost-effective monitoring technologies paired with unparalleled operational quality. Our teams take great pride in providing responsive service to both our customers and our clients. Today, SCRAM of California is the largest SCRAM Systems provider in the Western U.S.

Our Proven Services. For the last eight years, SCRAM of California has partnered with San Mateo County in support of your efforts to improve community safety through the use of Electronic Monitoring, with a focus on client rehabilitation and accountability. That partnership began with one SCRAM of California staff member in a small office next to the Superior Courthouse in Redwood City. Eight years, 2,429 program participants, and 377,807 Sober Days later, our team has built a customized program model designed to meet the unique needs of each program, the County, and the community.

Our Proven Technologies. While there are a number of new and unproven technologies making their way to the market, SCRAM of California is proposing the continued utilization of the SCRAM Systems suite of fully integrated electronic monitoring products, which includes **SCRAM GPS®**, **SCRAM Continuous Alcohol Monitoring®**, **SCRAM Remote Breath® Pro**, and **SCRAM House Arrest®**. In addition, as the leading provider of transdermal solutions for substance use monitoring, we also offer the **PharmChek®** transdermal drug patch for accurate, court-validated drug testing.

Our Team. We have built an exceptional team of corrections industry professionals, most of whom have advanced degrees and bring experience in probation, program management, adult and juvenile programming, and criminal justice administration to the table. The team that supports and manages the San Mateo County program has a combined 65 years of experience servicing government agencies with electronic monitoring programs.

We believe that our experience with the requirements of San Mateo County, our uniquely qualified and experienced team, and our ability to deliver proven, reliable, and cost-effective monitoring technologies, positions SCRAM of California as the ideal, experienced, and trusted partner for this program. We are pleased to provide this proposal and the opportunity to expand our existing San Mateo County programming.

Sincerely,



Danny Prokosch, Vice President Business Development / Authorized Agent
SCRAM of California, Inc. | 5050 Murphy Canyon Rd. #220, San Diego, CA 92123
Phone (925) 597-0340 | dprokosch@scramca.com

THE SCRAM OF CALIFORNIA DIFFERENCE

- ✓ Largest SCRAM Systems provider in the Western U.S.
- ✓ 5,000 clients monitored daily
- ✓ 23 office locations
- ✓ 88,339 clients monitored to-date
- ✓ Proven services, proven technologies

B. Qualifications and Experience

1. Provide a statement of qualifications for your organization, a statement of the size of firm, a description of services provided by your organization, and a statement of the extent of experience/history providing the services requested by this RFP.

In 2010, SCRAM of California, Inc. was founded with the mission of utilizing best-in-industry monitoring and substance abuse testing technologies and delivering them via best-practice models for customer service, client service, and community safety, to programs throughout the State of California. Our team was comprised of industry professionals from multiple areas of the criminal justice system with decades of experience working with manufacturers, probation and parole, law enforcement, and treatment programs.

Today, we employ 62 team members throughout the Western U.S., with programs throughout California, Nevada, Arizona, Idaho, and Hawaii. We serve an average of 5,000 clients each day through 23 office locations, supporting a wide variety of pretrial, re-entry, probation, juvenile, treatment court, and substance abuse programs. Our menu of monitoring options includes a comprehensive selection of the best available location, alcohol, and drug monitoring systems, with choices designed to ensure our customers have a continuum of supervision choices for the full range of client risk and need levels. To-date, we’ve monitored over 88,339 transdermal alcohol, remote breath, house arrest, drug patch, and GPS clients.

SCRAM of California and San Mateo County

- ✓ 8 Year Partnership
- ✓ 5 Experienced, Dedicated Team Members
- ✓ 1,181 Program Participants
- ✓ 155,026 Sober Days
- ✓ 98.7% Sober Days Rate

Our San Mateo Experience. In 2017, using our then decade of experience managing and supporting DUI and alcohol supervision programs, SCRAM of California began our partnership with San Mateo County Probation, providing full-service Continuous Alcohol Monitoring for the newly created DUI Treatment Court. As the success of this program and our partnership with the County grew, our team had the opportunity to expand our services to include monitoring support for Pretrial Services, the Adult Probation Bridges Program, and the Juvenile Probation House Arrest program. In 2019, we again expanded our services for the County by participating in the Judicial Counsel’s Pretrial Pilot programming.

Each and every day in our San Mateo Transdermal Alcohol Monitoring program, 98.7% of our clients are completely sober and compliant.

Proposed Testing and Monitoring Solutions



We are the only provider in the Western region with the ability to provide all SCRAM Systems technologies to San Mateo County. Every technology comes with at least a decade of continuous use and proven reliability in real-world corrections monitoring programs. Our offerings include:

SCRAM Continuous Alcohol Monitoring (SCRAM CAM®)—The world’s most widely used and the gold standard in alcohol monitoring technology, this automated, 24/7 transdermal system continuously monitors for alcohol consumption without any client participation. After 23 years and 1.1 million monitored clients, CAM remains the **ONLY** independently tested and court-validated transdermal system available worldwide. **SCRAM CAM has monitored 1.1 million alcohol-involved clients to-date.**

SCRAM Remote Breath Pro—The most durable mobile, point-in-time breath testing device on the market, with Automated Facial Intelligence™, a government-grade facial verification software that increases accuracy and reduces the need to manually match photos by up to 95%.

SCRAM GPS—Our advanced, one-piece GPS device that includes Wi-Fi tracking in addition to cellular, GPS jamming and enhanced tamper detection systems, the SCRAM Ally® victim notification app, exceptional battery life, and an optional Beacon. The unique, patented strap design virtually eliminates false alerts.

SCRAM House Arrest—A standalone RF/House Arrest system designed to work with any available communications system: standard telephone, cellular service, Ethernet, or WiFi.

SCRAM CAM + House Arrest—Our SCRAM CAM system allows you to increase or decrease supervision intensity by adding optional RF/House Arrest supervision to the alcohol testing protocol, through the same bracelet, with just the click of a button in the software.

24/7 Transdermal Drug Patch—As the leader in transdermal monitoring solutions, we are proud to offer the PharmChek Drugs of Abuse Sweat Patch. This is an effective, low-cost, low-touch drugs of abuse testing system that is continuous (no testing windows) and tests for both the metabolite and the parent drug. SCRAM is the largest provider of the patch in the state.

Our Software Solutions

SCRAM Optix™—The SCRAM Systems Suite is powered by SCRAM Optix, an elegant, user-friendly software system that fully integrates the data and client monitoring for every client, on every SCRAM monitoring technology, into this single, cloud-based platform. Fully mobile responsive for ease of use on smartphones and tablets, Optix gives you access to information for every offender, on every technology in your program—right at your fingertips, right when you need it.

SCRAM TouchPoint®—Our client-facing mobile check-in app, TouchPoint is used as a supplement to electronic monitoring or standalone as a no-touch client supervision tool.

2. Describe how the firm meets the minimum qualifications as set forth in Section 4.1 of this RFP.

As the prime firm proposing for this RFP, SCRAM of California meets and exceeds the minimum requirements set forth in Section 4.1 Minimum Qualifications. We’ve been providing multi-product, full-service location and substance use monitoring solutions throughout the region since 2014 and have specialized in providing Continuous Alcohol Monitoring programs since 2010. SCRAM of California is registered and in good standing with sam.gov/SAM, as well as all Federal Government agencies and the State of California. SCRAM of California has not been debarred, suspended, proposed for debarment, or declared ineligible by Federal or State agencies.

C. Project Approach

1. Describe how you will fulfill the needs of the County described in this RFP.

SCRAM of California is an established partner in San Mateo County, with locally-based staff and a local, convenient, full-service office across from the main jail in Redwood City. Our team currently works with multiple courts and agencies in the County, providing full-service electronic and alcohol monitoring services as well as case management and court testimony. Below is SCRAM of California's Project Plan for the transition, implementation, and ongoing support of this program. Please see Exhibit A for a letter of recommendation from SCRAM Systems.

San Mateo Probation Department Electronic Monitoring Program Project Plan

Contract Renewal Meetings. While SCRAM of California has regular meetings with probation leadership, we will utilize the beginning of the new contract term to formally review all policies and procedures, determine the need for any changes, and do a housekeeping review of all day-to-day services we provide for the program. This will include an evaluation of enrollment and documentation processes; reporting processes, schedules, and structure; referrals processes; scheduling requirements; and any other operational trainings and logistics as required. Our San Mateo team will also host a Lunch & Learn to provide any refresher training on both equipment and software, answer questions, and ensure optimal utilization of our products and services.

Daily Client Management. SCRAM of California enjoys an impeccable reputation for both customer service and client management, including extensive experience working with juvenile clients. Our strong staffing in San Mateo County will allow for optimum scheduling and support for participants as well as the County in all programs. Our team can service clients from our convenient Redwood City location, or on-site at a County location as required. We also service after-hours service calls.

For clients, SCRAM of California knows that clearly communicated expectations are a significant element of any successful electronic monitoring program. Our Enrollment and Orientation processes are the opportunity to provide the client with the expectations and standards they will need to meet to successfully complete their monitoring program. We believe our detailed enrollment processes contribute to our higher compliance rates.

Our SCRAM of California Participant Orientation follows a detailed, step by step protocol designed to ensure that every participant and, in the case of juveniles, their parent(s) or guardian(s), have very clear expectations of their specific technology, the company, and the requirements of their monitoring. Product and program information is provided in written, audio, and video form, and our checklist ensures there are multiple opportunities for clients to ask questions. All materials are available in both English and Spanish and are appropriate for adult and juvenile clients. Materials will also be provided to any County staff as requested. The information provided covers details regarding the equipment, any restrictions, charging requirements, and any relevant safeguards for proper use. Clients (and when applicable, their parent(s) or guardian(s)) must add their initials and signature to several specific rules outlined in the Orientation Checklist, and they are encouraged to ask clarifying questions. Participants leave with copies of every reviewed and signed document, as well as clear contact information so they know how to contact their case manager and customer support 24/7/365 in case of questions or concerns. These documents are customized based on the specifics of each technology, each contract, and the preferences of the County. All materials designed for clients are provided to the DPO and Group Supervisor in order to provide to both juvenile and adult clients.

In addition, SCRAM of California employs several team members, including staff in our San Mateo office, who are bilingual in various languages. All of our materials, including our

SCRAM of California Participation Agreement, have been translated into Spanish. If a client is unable to communicate in the languages for which we have employees, we allow a designated family member of the client to translate into their native language, or we provide a certified interpreter via a translation service, to include American Sign Language.

SCRAM of California offers multiple service levels for our monitoring center operations in order to meet the needs of each program. For more information on these service levels, including our GPS Intensive program for high-risk clients, see Exhibit B.

Alerts and Reporting. All monitoring is 24/7/365 and data is available around the clock from any Internet-enabled device via SCRAM Optix, our secure, cloud-based system that stores all monitoring data and generates all alerts and reports. Information stored and available 24/7 through Optix includes: all client personal data; program data such as start and end dates for monitoring; forms; court documentation; information on the supervising officer; curfew schedules; inclusion and exclusion zones; and all data related to their monitoring, including detailed violation reports appropriate to submit to the court. Alert notification can be completely customized by County, department, agent, or client. Notifications can be automated to send via email or text. Notification protocols are scalable to ensure the proper response to any level alert.

Reporting options via SCRAM Optix are robust and completely customizable. Reports can be viewed by individual client, by agent, or for the entire program, and can be customized to be for a specified time period. Reporting will show trends in compliance and will compare program data to national averages on data points such as compliance rates and average days monitored per client. In addition, County personnel have 24/7 access to all data and reporting options. Please see Exhibit C for sample SCRAM Optix Program Reports.

Equipment Quality and Inventory Management. Technology constantly progresses, and as a forward-thinking company, we are always aware of future advances in the field. SCRAM of California has selected our vendors specifically to ensure our equipment is the best quality as well as the most advanced solutions available. Our solutions are also proven, each with a substantial track record of success in programs worldwide. As the only SCRAM Preferred Provider in California proposing all SCRAM Systems technologies, we enjoy a strong relationship with the manufacturer, and that puts us on the leading edge of the newest generation of hardware and software releases. All new releases are thoroughly tested and approved by our customers prior to implementation, and they will be provided at no cost to the County. For Inventory Management, SCRAM of California ensures extra inventory, in addition to any required allotment, is always available in our San Mateo office on any given day. Our pricing is inclusive of all consumables and tools, and there is no cost to the County for shelf allowance.

Comprehensive, In-Person Court Support. Unique to SCRAM of California and SCRAM Systems is our comprehensive court support program. Since the inception of our partnership with the County in 2017, our San Mateo team has provided staffing to the courts each week in order to provide in-person court testimony, and we attend weekly court staffing for multiple collaborative court programs. This team is specially trained and certified to provide the support needed for the multiple court populations and program requirements.

Ongoing Evaluations and Training. SCRAM of California will automatically provide San Mateo County with weekly reports of all active participants (including violations) and can provide broader program reporting on a monthly, quarterly, or annual basis, or as requested by each program. We also provide training at any time, from refresher training to new officer training, including curriculum for both the equipment and the software. Training can be done online/remotely or in-person at the convenience of County staff.

Invoices and Reports. SCRAM of California provides customized monthly invoicing that meets all specifications for each department. Revisions will be provided ASAP, or within 5 business days of notification from the County.

- List your needs for physical space and/or equipment at the County during this engagement, if any, aside from space or equipment that would be provided by the County as an aspect of the requested services.*

Since 2017, SCRAM of California's San Mateo County program has operated from a local office near the San Mateo County Courthouse in downtown Redwood City. In 2020, we expanded to a larger location in order to better serve the growing San Mateo County program, ensuring more privacy for clients and the ability to safely serve multiple participants at one time. Our current location, right across from the main jail in Redwood City, will be able to perform all of the necessary services required for this contract. Should the County prefer that we provide services from a workspace at other locations, such as we currently do at the Juvenile or Pretrial Probation Department, SCRAM of California can perform all duties from those locations, as well.

- Identify how you will meet all other aspects of the scope of work. List any items that you cannot provide.*

SCRAM of California can meet and exceed all requirements outlined in this RFP. The summary of how we will meet all other aspects of the scope of work follows. SCRAM of California has experience with a wide variety of programs and participants, and our technology and service offerings are broad in order to ensure agencies have access to the right level of supervision, right when they need it. SCRAM of California is pleased to offer the following **SCRAM Systems suite** of monitoring technologies to support all San Mateo programs.

SCRAM GPS

The SCRAM GPS one-piece device is a slim, lightweight bracelet that attaches to the client's ankle and tracks movements 24/7. It offers exceptional location accuracy; a durable, industry-leading strap design; extended battery life; and intuitive software tools, enabling efficient client and caseload management. The device is FCC-certified (FCC ID: P8M-GPS9) and one of the smallest devices on the market today. Key features include:

Wi-Fi Tracking. In addition to superior tracking accuracy through the cellular network, SCRAM GPS uses Wi-Fi tracking to ensure location points are not lost when GPS points are unavailable.

Superior Battery. SCRAM GPS enjoys an extended battery life of 85 hours in economy mode and 60 hours in standard mode, on an aggressive 1 x 10 Active Rate Plan. This feature reduces low battery alert generation and increases overall compliance. In addition, versatile charging options include on-body charging for convenience on the go and a breakaway charger that prevents damage.

Exceptional Accuracy. SCRAM Systems designed the GPS 9 device to function in line with the U.S. government GPS Performance Standard of 95% confidence level, which means that under ideal circumstances, it demonstrates high-quality GPS accuracy to within 15 feet. For optimal accuracy, our device is supported by dual GPS Systems, enhanced location Services, GPS augmentation, and multiple satellite systems.

Optional Beacon. SCRAM GPS uses cell tower triangulation through the AT&T (GSM) or Verizon (CDMA) networks, or M2M location-based services (LBS) to locate clients in GPS-impaired environments and places in which GPS alone does not work. In addition, SCRAM GPS offers an optional Beacon. The bracelet automatically converts to RF monitoring when in range of the beacon, which reduces location and communication alerts in high-density and impaired settings and also extends the battery life. This reduces location and communication alerts in high-density and impaired environments while also extending the battery life of the bracelet.

Robust Tamper and Removal Detection. Tamper Detection. SCRAM GPS will detect up to five tamper types and make prompt notification according to pre-defined notification protocols.

- **Device Tamper (Locator):** The backplate that secures the device to the offender has been separated or damaged.
- **Strap Tamper:** The strap has been cut, damaged, or removed.
- **No Motion (Locator):** The device does not detect motion after a period of time (defined by the officer/agency).
- **Possible Cellular Jamming:** The device detects a disturbance or absence of cellular signal.
- **Possible GPS Jamming:** The device detects a radio frequency signal that is blocking or interfering with GPS transmissions.

The GPS device sends an immediate strap tamper alert notification if the patented strap is cut or the backplate (which locks the strap into place) is removed. The backplate is one of the most robust tamper features in the industry. On competing devices participants may attempt to remove a strap undetected by releasing “locking pins,” which can be difficult to visually verify. Because of our unique design, which has no locking pins and requires a participant to break the entire backplate to remove the strap, this is not possible. Physical damage to the backplate is clearly evident during inspection because the design prohibits clients from reattaching the backplate once broken.

Design. The tracking device measures 8.3 cubic inches (3.37” tall x 2.75” wide x 0.90” deep), making it one of the smallest devices on the market. It is lightweight, weighing only 8.3 ounces and is sealed and waterproof to two meters. The device has been tested and complies with military standards MIL-STD-810F Method 516.6 for shock/drop resistance. It is water resistant and complies with military standard IP-68 for up to 30 minutes. The GPS device has an industrial-grade plastic strap made of hypoallergenic material with no harmful substances and has an embedded fiber optic cable. Straps are available in two adjustable sizes and can be fitted to any size participant ankle.

SCRAM GPS Analytics. Beyond the traditional mapping basics, SCRAM GPS includes advanced mapping features with SCRAM GPS Analytics, designed specifically for quick and easy data analysis. Analytics simplifies the 1,440 points generated per client per day and groups them into a stop-by-stop analysis of activity. These tools provide an unprecedented view of a client’s—or a caseload’s—behavior patterns in seconds. Our advanced mapping features include our first-in-industry Stop Patterns Reporting, our exclusive Patterns of Life Mapping, and our Shared Locations Reports. Additional GPS Analytics features:

- Playback offender travel patterns.
- Identify participant stop/location patterns outside of pre-defined inclusion/exclusion zones within seconds. Zoom down using Google Maps to see exactly where the client was and for how long.
- Create inclusion and exclusion zones based on travel observations indicated in the software.
- Locate two or more offenders within proximity of the same place, at the same time, or at the same place at different times (such as a “dead drop” scenario).

Please see Exhibit D for additional SCRAM GPS and SCRAM GPS Analytics information.

SCRAM Ally. SCRAM Ally, our victim notification mobile application, provides notification to a victim or protected party when a GPS offender is in proximity, has entered a location that the victim deems important (e.g., home or work), is no longer being monitored, tampers with the device, or engages in other actions that warrant notification. The app, installed on a client’s

smartphone, works in conjunction with SCRAM GPS to ensure both the victim and the supervising authorities are notified.

SCRAM House Arrest (RF)

This RF/curfew monitoring system is built for today's homes, allowing clients to connect via traditional telephone line, Wi-Fi, Ethernet, or Wireless service. The lightweight bracelet is attached to the client's ankle and continuously transmits a coded wireless RF signal to the SCRAM Base Station, which then reports its status to SCRAM Optix. The software compares the incoming information to the client's curfew schedule and authorized phone number(s). If a violation is detected, an alert is generated and the County is notified according to predefined procedures. The FCC-certified (FCC ID P8M-SM02) system includes a reliable strap with virtually no false tamperers, an LCD screen on the base station for client communication, and a one-year field replaceable bracelet battery. Please see Exhibit E for additional information.

SCRAM Continuous Alcohol Monitoring (SCRAM CAM)

SCRAM CAM revolutionized the way courts and agencies manage, monitor, and treat alcohol-involved clients. SCRAM CAM is the world's first, most advanced, and **only peer-reviewed, court-validated transdermal alcohol monitoring technology available today**. SCRAM CAM includes an FCC-certified ankle bracelet (FCC ID P8M-SM02) that attaches to the participant with a durable, anti-tamper strap. Worn 24/7, the anklet monitors for alcohol consumption by sampling what is known as insensible (gaseous) perspiration, which is constantly being emitted from the body. The bracelet automatically takes a sample every 30 minutes, 24/7, with no participation by the monitored client or agency staff. At the time of each test, the bracelet also conducts a series of anti-tamper tests that ensure the bracelet is unobstructed and that it's on the proper test subject.

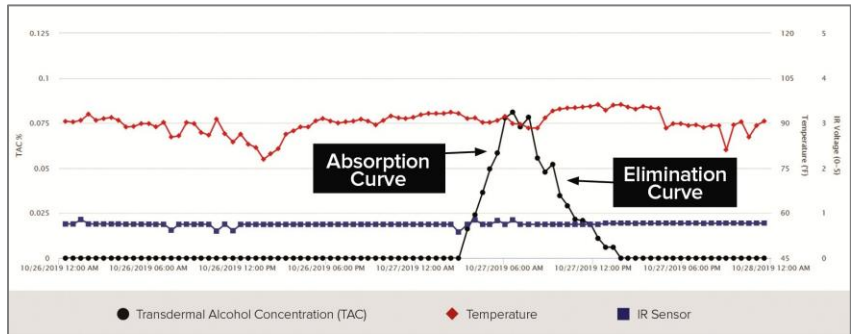
At a prescheduled time each day, the bracelet automatically looks for the SCRAM Base Station via a standard RF signal in order to transmit the previous day's test results. The data is then sent directly to SCRAM Optix, SCRAM's secure, cloud-based software, for analysis and reporting. If there is any anomaly in any alcohol or anti-tamper test results, the bracelet will immediately look for the base station and will download the data as soon as it is within range, rather than waiting for the next scheduled download. Pre-scheduled downloads can be set for one to as many as six times per day. The base station sends the data to Optix using a standard telephone landline, Ethernet, Wi-Fi, or cellular communications.

Single Source Admissibility. SCRAM CAM is single-source admissible, which means it never requires a secondary test, such as a breath, urine, or blood test, to confirm a drinking event. It can conclusively distinguish between ingested and environmental alcohol to ensure accurate monitoring. This is possible due to the following reasons:

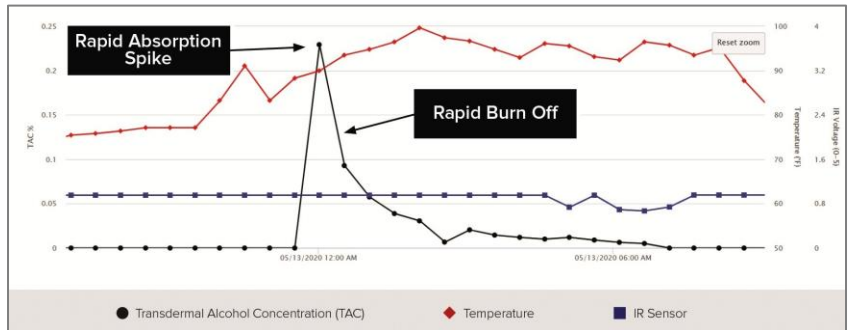
- a. **Controlled, Quantifiable Sample Delivery System.** SCRAM CAM is the only CAM device on the market that uses a controlled, quantifiable sampling method—collecting every second—to create a measured sample every 30 minutes. This is the same proven type of sample delivery system used in evidential breath testing equipment that has been the standard in law enforcement for decades. Without this sampling method, a device is susceptible to environmental factors causing false positives and/or may require a secondary test. By combining this system with SCRAM Systems' patented method of "contaminant isolation" SCRAM CAM can distinguish between environmental and ingested alcohol. The contaminant isolation method allows SCRAM CAM to measure the level of environmental or ambient alcohol prior to each transdermal alcohol measurement, indicating if a test has been contaminated. When combined, these approaches ensure results of the highest confidence with the lowest false positive rate possible.

- b. **Proven Electrochemical Fuel Cell Technology.** The electrochemical fuel cell, which is the heart of the SCRAM CAM bracelet, has been proven through decades of research and experience and is considered the gold standard in alcohol testing applications. This is the same type of fuel cell used in evidential breath testing equipment and interlock devices and it is comprised of extremely sensitive and ethanol-specific alcohol sensors.
- c. **Thorough Data Analysis and Review Process.** All data received from the SCRAM CAM bracelet is subjected to a rigorous, scientific alcohol detection analysis. This review process, supervised by SCRAM Systems’ specially trained team of analysts, looks at key data (such as alcohol absorption and elimination rates) of the TAC curve. This peer-reviewed, scientifically proven, and court-validated confirmation process ensures that only true alcohol consumption events are confirmed.

d. **Confirmed Alcohol Consumption.** SCRAM CAM readings and analysis are based on the well-documented and scientifically proven metabolism rate for consumed alcohol. Data from a drinking event shows a gradual increase in alcohol levels over time, achieves a maximum TAC, and then slowly burns off to create a well-defined alcohol curve.



e. **Environmental Alcohol Detection.** The graph below depicts a client coming into contact with an environmental alcohol source (like lotion, perfume, etc.). It shows a distinct and dramatic jump in the absorption side of the alcohol curve, followed by a rapid dissipation of the alcohol, unlike the graph of an actual drinking event. It shows absorption and burn-off rates outside of the tested, proven rates that the body can absorb and metabolize for consumed alcohol. In addition, before every 30-minute measurement, SCRAM CAM tests the ambient air around the device to determine if environmental alcohol is present.



Please see Exhibit F for additional SCRAM CAM information and a sample noncompliance report.

Durable and Water Resistant. The SCRAM CAM bracelet is water and shock resistant, durable, and hypoallergenic. SCRAM CAM is completely water resistant, and all participants are encouraged to shower as frequently and thoroughly as they want. Additionally, it does not have any exposed water chambers or external features that could freeze in colder temperatures or cause it to stop functioning if it was subject to adverse wearing conditions.

Anti-Tamper Technology. The SCRAM CAM bracelet is equipped with industry-leading, anti-tamper technology that incorporates multiple sensors and accurately detects any tamper attempts. These sensors monitor changes in temperature and any attempt to cut, obstruct, remove, or otherwise defeat the technology. The bracelet’s intelligent self-diagnostic capabilities constantly

monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM CAM system. SCRAM of California will proactively offer trainings to any probation or court personnel on the unique confirmation processes that ensure court-admissibility for SCRAM CAM

SCRAM CAM + Optional House Arrest/RF. The SCRAM CAM System also includes the option to activate RF house arrest/curfew monitoring capabilities within the same bracelet with the click of a button in SCRAM Optix. This enhanced functionality provides the opportunity to monitor compliance with curfew and schedule restrictions while continuously monitoring for alcohol.

SCRAM Optix

The core of the SCRAM Systems suite of monitoring technologies, Optix fully integrates all monitoring data for all hardware into a single software with a single sign-on. The software is fully mobile-adaptive, meaning the full functionality of Optix is available from any Internet-enabled device including smartphones and tablets. Optix provides all client personal data, client program data, program schedules, violation reports, and more.

4. Describe the measurements/metrics/deliverables/assessments that you will provide on at least an annual basis to allow the County to assess the services you will provide.

Because SCRAM of California utilizes the full suite of SCRAM Systems technologies, all data and reporting for every technology is integrated into SCRAM Optix. Optix includes a robust, customizable reporting module that can provide a wide range of reports by client, by agent, by court, or for the entire program. SCRAM of California welcomes the opportunity to provide regular, custom reporting on Key Performance Indicators (KPIs). Reports can be customized and run by the SCRAM of California account team or easily generated through the Optix software. Optix reports can be viewed online, printed, saved, emailed, or downloaded as PDFs, Excel files, or Word documents, 24/7.

At a minimum, SCRAM of California meets annually with probation management and provides annual program compliance reporting, along with a yearly summary report. The standard compliance reports show the number of participants, the number of participants who have completed their monitoring, monitored days, the average daily compliance rate, the average number of days monitored per client, and will compare those numbers to national averages. You can compare compliance trends month to month, year to year, or for any time duration you need to better understand program performance. And all reporting is completely customizable to ensure management has the right information, exactly how they need it. Please see Exhibit G for the most recent SCRAM Optix SCRAM CAM Program Report for San Mateo County Probation.

5. Provide information on any other pertinent services, if any, that you will offer that will reduce costs or enhance revenue for the County.

SCRAM of California provides additional technologies and services outside the scope of this bid that are all designed to reduce workload and costs while ensuring public safety and program success.

PharmChek 24/7 Transdermal Drug Patch—A reliable and cost-effective drug testing solution that reduces supervision and testing costs while greatly increasing accuracy. FDA-approved and court-validated, PharmChek provides continuous testing while worn. That means no testing windows for different drugs. The patch is noninvasive and requires no supervised, gender-matched testing. Available in both a standard 7-panel with optional Fentanyl and an expanded 13-panel option with Fentanyl included. PharmChek tests for both the parent drug and the metabolite.

In addition, we offer **SCRAM Remote Breath Pro** and **SCRAM TouchPoint®**, our client-facing mobile app. Additional, detailed information on these solutions is available in Exhibit H.

D. Cost Analysis and Budget for Primary Services

1. Provide a detailed explanation for all costs associated with your providing of the requested services if you are selected. Include daily rates (with installation and without installation) for the requested equipment rentals and monitoring rates. List costs for damaged and lost equipment.

The electronic monitoring industry has seen many new products attempt to enter the marketplace in the past couple of years. Leveraging our strong relationships with equipment manufacturers, we continuously test new technologies to ensure that the equipment we offer provides the best solutions, technical support, and innovation. That’s why we are confident that the products we select to support public safety each and every day are the optimal balance between accuracy, reliability, and value to our customers.

Quality, Value

Our full-service, all-inclusive pricing proposal reflects the quality, reliability, and experience of our technologies and our program team, balanced with the best value for the County. Our pricing is inclusive of:

- ✓ Our established offices near the courthouse in Redwood City, which are designed to ensure we can safely and privately accommodate multiple San Mateo County clients simultaneously
- ✓ Availability of our team members for after-hours installations as needed
- ✓ Best-available monitoring solutions that are ideally suited for the program requirements
- ✓ The costs for all installations, removals, and equipment maintenance
- ✓ All inventory management
- ✓ Swift and certain notifications based on each department or agent’s protocols
- ✓ Comprehensive automated, customized, and on-demand reporting
- ✓ Full case management
- ✓ Court support and testimony, including staffing each week of all collaborative courts as needed
- ✓ Ongoing staff training
- ✓ 24/7/365 access to our team for both clients and the County in order to meet any and all program needs
- ✓ All consumables, shipping, and shelf allowance

Pricing for lost or damaged equipment is listed at the bottom of the table.

2. Is travel time to the County expected to be billable? If so, how will travel time invoices be calculated?

SCRAM of California does not bill for travel-related expenses.

3. Include start-up costs, if any.

Because SCRAM of California is well established in California and has been the trusted partner for the San Mateo County Probation program for nearly 8 years, there are no additional start-up costs. In addition, SCRAM of California is proposing a **\$50 partnership retention credit for each active participant** at the start of the new contract period. This will be applied as a credit on the first invoice into the new contract period.

Please see the complete SCRAM of California Cost Proposal on Page 14.



SCRAM of California Cost Proposal

PRODUCT	Daily Rate No Services/No Installations	Full Services Daily Rate (when active)	Full-Service One Time Installation Fee
SCRAM House Arrest® (RF)	\$2.80	\$4.25	\$70.00
SCRAM House Arrest (RF) + WIFI/CELLULAR BASE STATION	\$4.80	\$6.25	\$70.00
SCRAM Continuous Alcohol Monitoring® + Optional RF	\$7.95	\$10.88	\$70.00
SCRAM Continuous Alcohol Monitoring + WIFI/CELLULAR BASE STATION <i>Includes Optional RF</i>	\$9.70	\$12.63	\$70.00
SCRAM Remote Breath®	\$6.00	\$8.51	\$70.00
SCRAM GPS®	\$3.53	\$7.51	\$70.00
<i>Additional Product Offerings</i>			
Afterhours and Weekend Installation Fee	<i>n/a</i>	<i>n/a</i>	\$150.00
24/7 Transdermal Drug Patch (5-panel)	<i>n/a</i>	\$5.71	\$70.00
24/7 Transdermal Drug Patch (expanded opiate-panel)	<i>n/a</i>	\$8.36	\$70.00
Ally® Victim Notification App for SCRAM GPS	\$1.00	\$1.00	<i>n/a</i>
SCRAM TouchPoint® Check-In App	\$0.50	with EM no additional cost	<i>n/a</i>
Shelf Allowance	No Cost	No Cost	<i>n/a</i>

DAMAGED <i>Above 5% of average daily active equipment</i>	COST
SCRAM House Arrest - DEVICE	\$400.00
SCRAM Continuous Alcohol Monitoring - DEVICE	\$1,000.00
SCRAM Base Station <i>Used with House Arrest or CAM landline and ethernet</i>	\$400.00
SCRAM Wireless Base Station <i>Used with House Arrest or CAM</i>	\$550.00
SCRAM Remote Breath - DEVICE	\$680.00
SCRAM GPS - DEVICE	\$585.00
SCRAM GPS - CHARGER	\$15.00

E. Quality/Program Evaluation

1. Describe your organization’s capacity to meet the goals identified in the Vender Performance Management outlined below.

Theme	Measure	Weight	Description
Performance	On-time Delivery of Services	40%	Staff are available for installation during necessary hours. Inactive equipment is picked-up in a timely manner.
Relationship	Responsiveness	30%	Issues are addressed in a timely manner and addressed with appropriate urgency.
	Communication		Professional and clear communication is utilized.
Financial	Invoicing	20%	Invoices are timely, accurate, and easy to understand.
Leadership	Alignment	10%	Knowledgeable of trends related to electronic monitoring; follow best practices to electronic monitoring.
	Innovation		Provide services with up-to-date technology.

Performance: SCRAM of California’s strong and experienced staffing in San Mateo County solidifies the foundation to deliver and exceed the performance needs of his program. Our team is available during business hours, afterhours for installations as needed, and 24/7/365 to address program needs. In addition, we have a Vice President, our Director of Agency Accounts, a Regional Program Manager, and three case managers in the immediate geographic area who provide support servicing the County programs as required. This should provide the County with great confidence that our team will be able to conduct timely services and operate at the highest level of responsiveness to County needs.

SCRAM of California owns more than nearly 10,000 pieces of EM equipment and inventory, which is readily available to meet the needs of this contract.

Relationship: Both our geography and our staffing will ensure immediate responsiveness to any County needs. In addition, SCRAM of California staffs a unique Quality Control & Assurance Director position that proactively evaluates all programs and performance, working to prevent issues and lapses before they happen and ensuring smooth response when needed. Our team is staffed with highly educated and highly experienced community corrections staff. We enjoy an impeccable reputation with our customers for quick and professional communication.

Financial: Invoicing is generally done via email by the 5th of each month. The schedule and terms are based on the contractual agreement with the County.

Leadership: Our highly experienced Executive Team of criminal justice professionals includes four team members who previously worked for SCRAM Systems, including COO Royce McDonald, Vice President of Operations Kim Mattison, and Vice President for Business Development Danny Prokosch. Combined, this team has more than 60 years of experience developing, delivering, and supporting EM programs worldwide. In addition, McDonald was one of the original staff members of SCRAM Systems and today holds patents related to the development of the SCRAM CAM technology. The advantage of these relationships, and of being an All In/all technologies provider with SCRAM Systems, is that we enjoy early access to new technologies and new updates. SCRAM is an industry leader when it comes to developing and deploying both hardware and software solutions that meet the many needs of community corrections agencies. Our strong relationship with SCRAM Systems allows us to be on the leading edge of commenting, developing, evaluating, and deploying new and improved solutions.

F. References

1. List two business references for which you have recently provided similar services (not part of San Mateo County Probation). Include contact names, titles, phone numbers and e-mail addresses for all references provided.

SCRAM of California is pleased to offer the references below. Each will speak to both our services and the quality of the specific technologies we have proposed in this RFP.

Marin County Probation Department

Trevor Lillian, Probation Supervisor
Office: 415-473-6609
Trevor.lilian@marincounty.gov

Monterey County Probation Department

Octavio Gutierrez, Probation Services Manager
Office: 831-755-3900
GutierrezOM@co.monterey.ca.us

El Dorado County Probation Department

Andrew Craven, Deputy Chief Probation Officer
Office: 530-621-6058
Andrew.Craven@edcgov.us

Superior Court of California, County of Fresno

Giovana Morfin-Treyes, Collaborative Court Coordinator
Office: 559-457-1973
gmorfin-treyes@fresno.courts.ca.gov

G. Protocols for Addressing Concerns

1. In the event of a routine problem, who is to be contacted within your organization?

- At any one time, a minimum of 5 locally-based SCRAM of California San Mateo team members will be completely briefed on the County's program and the current caseload data.
- Three SCRAM Agents (Case Managers) currently work directly with San Mateo County and your clients daily, and they are a first line of response for routine problems.
- San Mateo also has a dedicated Program Manager who resides and works in in the Bay Area and is an additional point of contact, available 24/7 for all needs.
- Both our Director of Agency Accounts and our Vice President of Business Development live and work locally and are available for any County or client needs.
- An additional layer of account service includes both our afterhours 800 number, given to both customers and clients, and the SCRAM Systems 24/7 call center, which is always available to provide information and assistance if required.

2. In the event of the identification of a problem by the County, stakeholders, the public, and/or other applicable constituents, describe how you will address such problems and the timeframe for addressing them.

- Our San Mateo team works in lock step to service both clients and our customers. This contract will be supervised daily by a locally-based team that includes our Vice President of Business Development and our Director of Agency Accounts. In addition, our Northern California Program Manager, our Redwood City Program Manager, and three SCRAM Agents (Case Managers) all provide local support. The entire SCRAM of California leadership team, including our COO and our Vice President of Operations are available 24/7 to address concerns and solve any issues you may have.
- SCRAM of California enjoys a strong reputation for being proactive to avoid issues, and for responsiveness whenever questions or issues arise. SCRAM of California will ensure that probation management has contact information and access not only to the local team but all levels of management.

H. Claims, Licensure, Non-Discrimination, and Health Insurance Portability and Accountability Act (HIPAA) Violations Against Your Organization

- 1. List any current licensure, HIPAA, non-discrimination claims against you/your organization and those having occurred in the past five years, especially any resulting in claims or legal judgments against you.*

SCRAM of California does not currently have and has never had any licensure, HIPAA, or non-discrimination claims against the organization or any individual within the organization.

I. Statement of Compliance with County Contractual Requirements

A sample of the County's standard template contract for both Department Head approval (contracts under \$200,000) and Board of Supervisors approval (contracts over \$200,000) is attached to this RFP as Appendix B. Each proposal must include a statement of the proposer's commitment and ability to comply with each of the terms of the County's standard contract, including but not limited to the following:

- *Hold Harmless provision*
 - *Liability Insurance requirements*
 - *Non-discrimination policy*
 - *Equal Employment Opportunity requirements*
 - *Equal Benefits Ordinance*
 - *Living Wage Ordinance*
 - *Jury Service Ordinance*
 - *All other provisions of the county's standard template contract.*
2. *In addition, the proposer should include a statement that it will agree to have any disputes regarding the contract venued in San Mateo County or Northern District of California.*
3. *The proposal must state any objections to any terms in the County's contract template and provide an explanation for the inability to comply with the required term(s). If no objections are stated, the County will assume the proposer is prepared to sign the County standard contract template as-is.*
- **SCRAM of California is committed and able to comply with each of the terms of the County's standard contract, including items 1 through 8 listed above.**
 - **SCRAM of California agrees to have any disputes regarding the contract venued in San Mateo County or the Northern District of California.**
 - **SCRAM of California has no objections to any of the terms in the County's contract template.**



Exhibits

A. SCRAM Systems Letter of Recommendation.....21

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F. SCRAM CAM Information and Sample Noncompliance Report.....75

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H. Additional Monitoring Options: PharmChek Transdermal Drug Patch,
SCRAM Remote Breath Pro, and SCRAM TouchPoint85

March 3, 2025

RFP Evaluation Committee
San Mateo County Probation Department
Vivien Huynh, Associate Management Analyst

Re: Letter of Recommendation for SCRAM of California, Inc. for RFP No. 2025-RFP-00344

To the Esteemed Members of the San Mateo County Evaluation Committee:

It is my pleasure to write this letter enthusiastically recommending SCRAM of California, Inc. as a premier provider of electronic monitoring solutions for *RFP No. 2025-RFP-00344, Electronic Monitoring, for San Mateo County*. As a long-standing partner of SCRAM Systems, SCRAM of California has consistently distinguished itself through unparalleled expertise, a comprehensive suite of monitoring products, and an unwavering dedication to improving public safety and client outcomes.

Unmatched Range of SCRAM Systems Products

SCRAM of California is the only provider in the state that carries the complete suite of SCRAM Systems technologies and solutions, covering every need from transdermal alcohol monitoring to GPS tracking. Their ability to seamlessly deploy all available monitoring technologies ensures that each agency can tailor programs for a wide variety of client profiles and supervision requirements—all under one trusted vendor.

Exceptional Quality of Services

The hallmark of SCRAM of California’s success lies in the caliber of their service delivery. Their experienced team provides 24/7 support to agency partners, and they have created user-friendly training and onboarding processes that empower both agency staff and your clients to succeed. Time and again, their professionalism and responsiveness have proven indispensable in helping programs run smoothly and meet all compliance targets.

Dedicated Focus on the End Client

A core component of SCRAM of California’s mission is their focus on client success. They believe if their clients succeed, we all succeed. As such, they are deeply invested in helping clients make lasting, positive changes. They have developed extensive end-user support services and educational programs, which includes guidance on navigating program requirements and connecting individuals with community resources. Their commitment to behavioral change and rehabilitation makes them stand out as not just a monitoring partner, but a genuine advocate for long-term client success.

High Compliance Rates and Long-Term Impact

SCRAM of California’s programs consistently report excellent compliance rates, reinforcing their standing as a trusted safeguard for community well-being. Even more importantly, they prioritize

building client skills and resilience so that, upon completion of a monitoring program, these individuals are better prepared to continue thriving. This focus on fostering accountability, while maintaining a supportive environment, underscores SCRAM of California's focus as a Public-Safety first community partner.

In closing, SCRAM of California is my top recommendation for any agency seeking a community partner that can provide best-in-class technology, robust support services, and a client-centered approach.

If you have any questions or would like further details regarding this recommendation, please feel free to contact me directly. I am confident you will find that SCRAM of California far exceeds the expectations and standards required for your RFP.

Should anyone at San Mateo County want to speak with SCRAM Systems about this topic, please have them contact me directly at (720) 369-2232.

Sincerely,



Kevin McDonald
Vice President of Sales

SCRAM GPS® Monitoring Service Levels



▶ GPS Basic (Low Risk)

- Basic location monitoring
- Immediate Alert Notification upon receipt
 - Officer, dispatch notification
 - Optional system notification to victim (exclusion zone for offender)
- Daily Summary Report for previous 24 hours

▶ GPS Advanced (Medium Risk – Curfew)

Includes everything provided in GPS Basic plus:

- Location and Schedule Monitoring
- Immediate Alert Notification upon receipt
- Daily Summary Report for previous 24 hours
- Normal business hours follow up of schedule adherence
- Formal Violation Reports available upon request

▶ GPS Intensive (High Risk)

Includes everything provided in GPS Advanced plus:

- 24 x 7 x 365 Active Location and Schedule Monitoring
- Monitoring Center calls to clients/dispatch/officer as required
- Daily Summary Report for previous 24 hours
- Normal business hours follow up of schedule adherence
- Formal Violation Reports available upon request

A la Carte Service Options (extra charge applicable)

Optional service options available with every service level

SCRAM Ally® Interactive Victim Notification App

Moving exclusion zone with both the offender and the victim. Application has immediate notification, when required (extra charge).

- Moving exclusion zone monitoring
- Panic button

SCRAM TouchPoint® Client Engagement App

- Mobile client engagement application (client smartphone required)
- Configurable Daily Check In to modify or confirm schedule
- Document upload and management
- Real-time chat capability between officer and client
- Service provider monitoring of TouchPoint alerts in conjunction with GPS schedules and conditions
- Notification of TouchPoint non-compliance

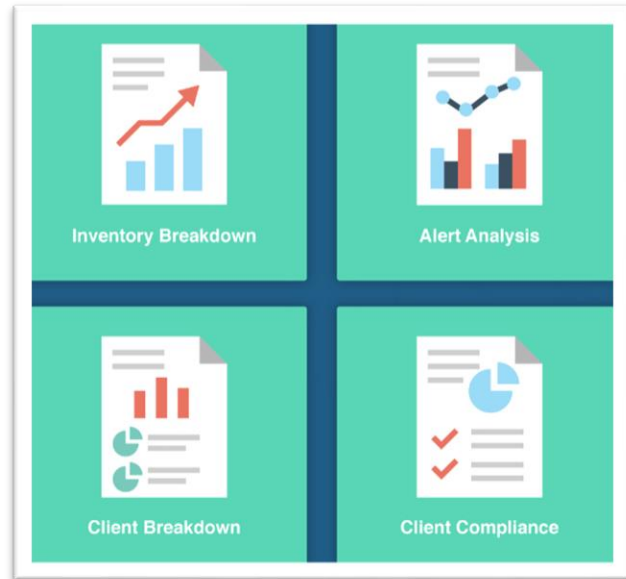


Making a Difference

Exhibit C SCRAM Optix Program Reports & Analytics

SCRAM Optix Program Reports

SCRAM Optix monitoring program reports offer unprecedented options to acquire, store, analyze, evaluate, and convert raw data into valuable information—such as compliance rates and average monitoring periods, as well as behavioral trends based on age, gender, severity of offense, and duration of monitoring. Unique data visualization provides quantitative and qualitative views along with powerful reporting that delivers instant access to program performance. Flexible templates deliver visual Key Performance Indicators (KPIs) for commonly accessed program performance metrics such as: compliance by officer, alert analysis, and breakdown by device, client, and courts. This unparalleled insight into an agency’s program is easily accessed and intuitively queried so program efficacy can always be measured.



Alert Analysis Report. This report provides a graphical breakdown of alerts that can be displayed by device monitoring type for the previous month, quarter, or year. This analytical resource provides customers an efficient, time-saving tool by which to compare percentage of clients with violations as opposed to violations generated overall. Alert information is broken down by day of the week and each month of the year to help analyze client trends.

Client Breakdown Report. This provides a graphical breakdown of clients by offense type, client type, and referring court. In this report, data is displayed for completed clients monitored by offense or offender type, or specific court, during the time period specified. Each monitoring type displays the total clients monitored, average monitoring days, compliance percentage, and average days to the first violation over the last month, quarter, or year.

Client Compliance Report. Caseload management is simplified when data is straightforward and easily reviewed. This report shows daily compliance percentage per equipment type, providing number of clients monitored, amount of violations by type, and average number of monitoring days. The report can be displayed by week, month, or year. Officers can accurately assess program needs and compare individual program statistics to the national average, by product types, providing customers a simple and effective means to easily analyze program strengths and weaknesses.

Inventory Breakdown Report. This report provides a graphical breakdown of total equipment inventory by status, utilization percentage by month, and returned units (RMAs) broken down by type and month for a 12-month period. Officers can select any date and quickly view data by type, to assist in reconciling inventory records and establishing program trends for utilization and RMAs.

Samples are included on the following pages.

Exhibit C SCRAM Optix Program Reports & Analytics



Alert Analysis

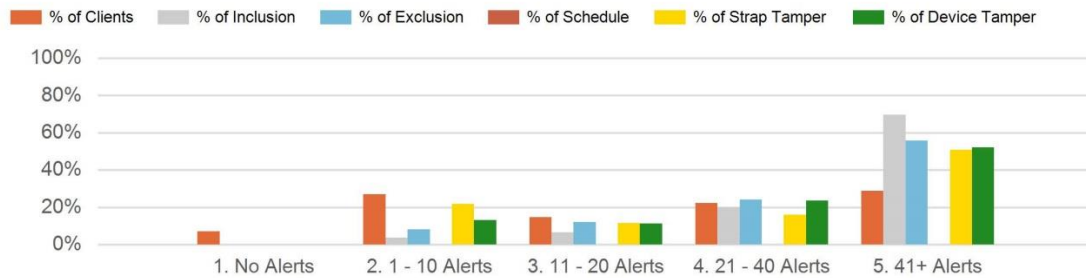
Jefferson County: Account: All

Analysis of Alerts during date range

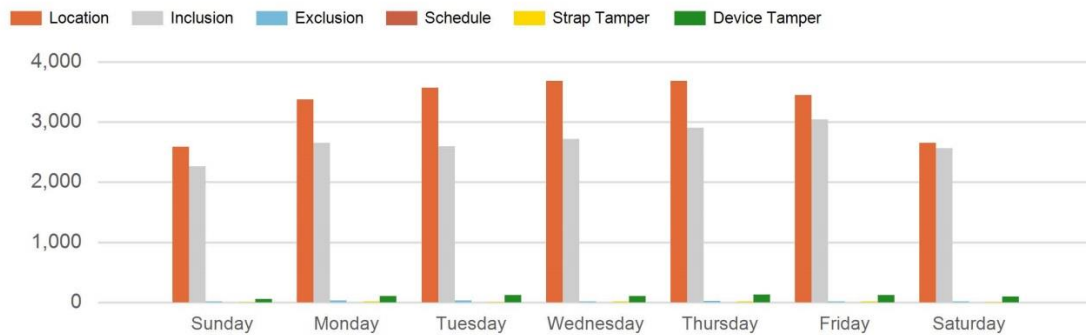
For: 1/1/2017 - 9/17/2017

	GPS	260 Days in Period	736 Clients Monitored	31,650 Days Monitored	69% Compliance %	2.50 Average days to first alert.
		18,739 Inclusion	149 Exclusion	0 Schedule	69 Strap Tamper	722 Device Tamper
				22,989 Location Failure		

Percentage of clients with alerts vs percentage of alerts generated.



Number of alerts generated by day of week.



Number of alerts generated by month, Last 12 Months.



Exhibit C SCRAM Optix Program Reports & Analytics

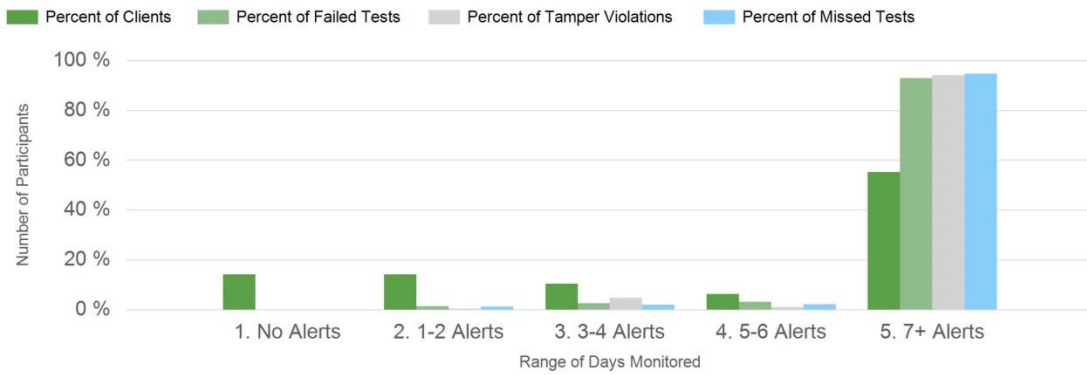


Alert Analysis

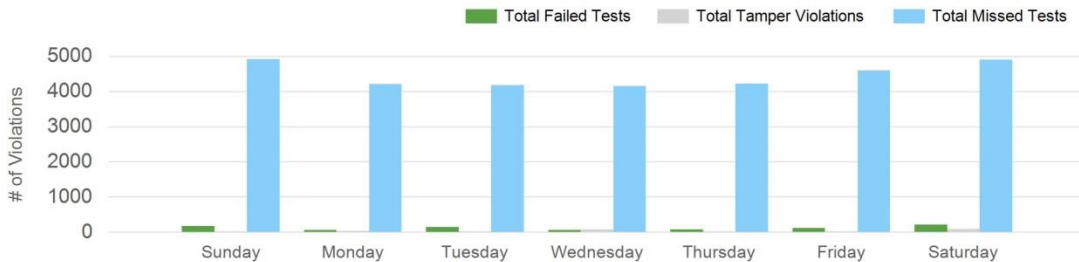
Jefferson County: Agency: All
 Analysis of Alerts generated during date range
 Date Range: 1/1/2017 - 9/17/2017

	Remote Breath	260 Days In Period	79,386 Days Monitored	2,129 Clients Monitored	1,816 Completed Clients
		849 Failed Tests	238 Tamper Violations	31,145 Missed Tests	

Percentage of clients with violations vs percentage of violations generated.



Number of Violations generated by day of week during date range.



Number of Violations generated by month during previous 12 months.

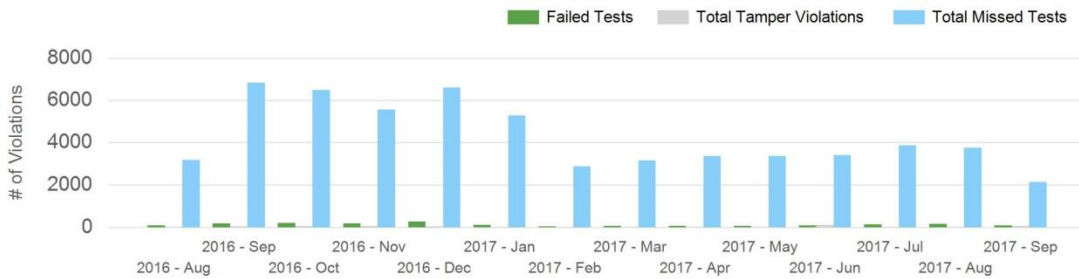


Exhibit C SCRAM Optix Program Reports & Analytics

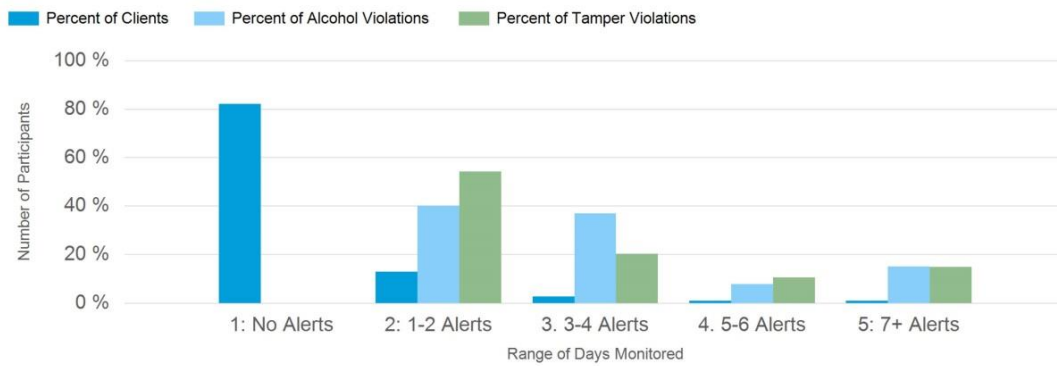


Alert Analysis

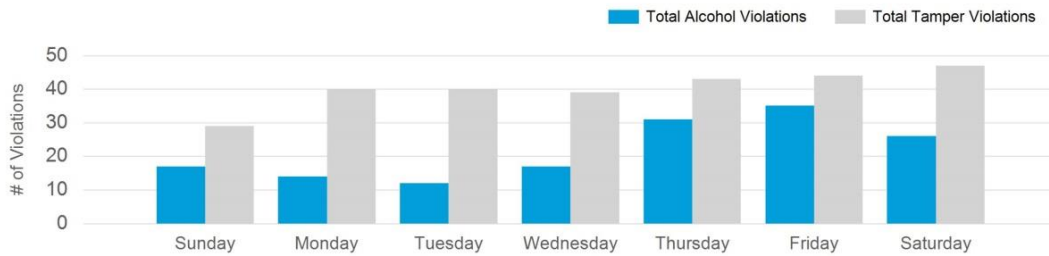
Jefferson County; Agency: All
 Analysis of Alerts generated during date range
 Date Range: 1/1/2017 - 9/17/2017

Continuous Alcohol Monitoring	260 Days In Period	57,285 Days Monitored	719 CAM Clients Monitored	1,075 CAM + HA Clients Monitored
	152 Alcohol Violations	282 Tamper Violations	1,557 Completed Clients	

Percentage of clients with violations vs percentage of violations generated.



Number of Violations generated by day of week.



Number of Violations generated by month

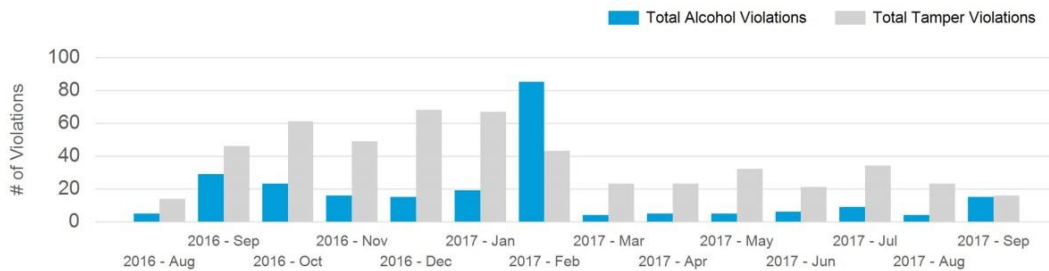


Exhibit C SCRAM Optix Program Reports & Analytics

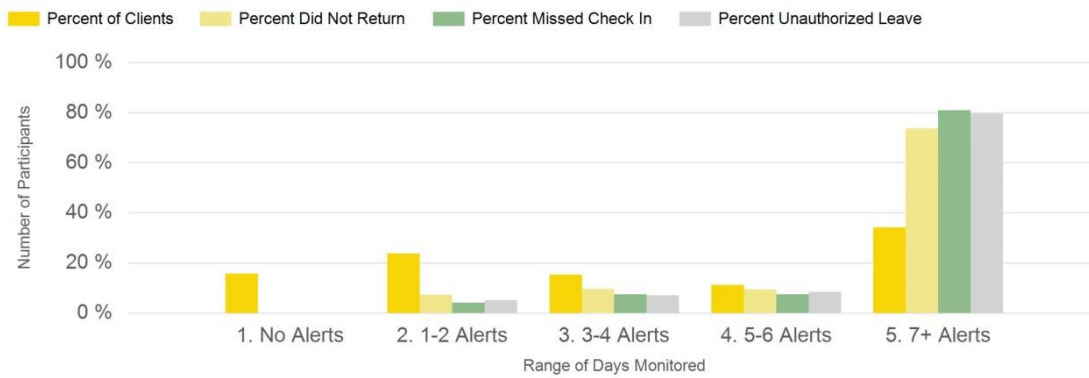


Alert Analysis

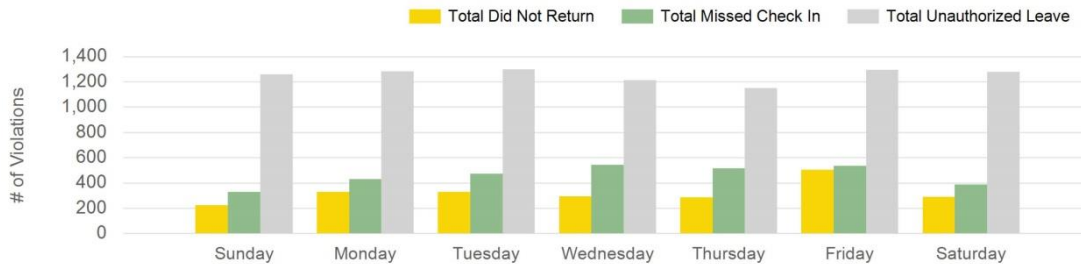
Jefferson County: Agency: All
 Analysis of Alerts generated during date range
 Date Range: 1/1/2017 - 9/17/2017

	House Arrest	260	66,118	1,162	1,075
		Days In Period	Days Monitored	House Arrest Clients Monitored	CAM + HA Clients Monitored
		2,246	3,209	8,771	
		Did Not Return	Missed Check In	Unauthorized Leave	

Percentage of clients with violations vs percentage of violations generated.



Number of Violations generated by day of week.



Number of Violations generated by month



Exhibit C SCRAM Optix Program Reports & Analytics



Client Breakdown

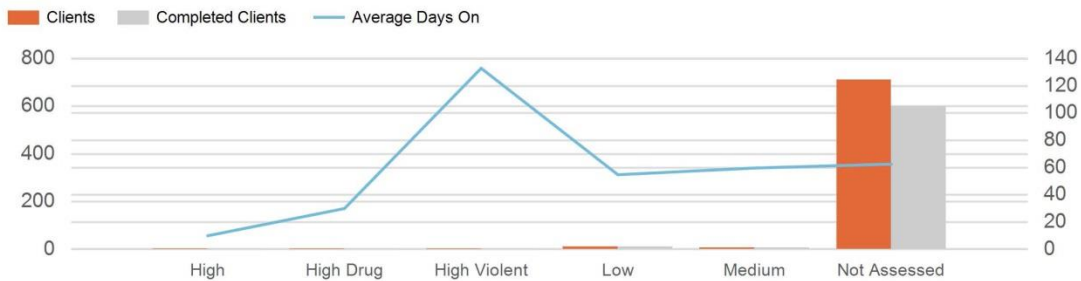
Jefferson County: Account: All

Breakdown of Clients by Risk Assessment and Age For:

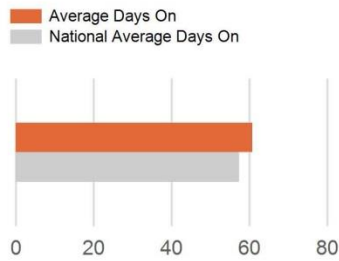
1/1/2017 - 9/17/2017

GPS	31,650 Days Monitored	736 Clients Monitored	623 Completed Clients	61 Average Days on Completed	3 Average days to first alert.
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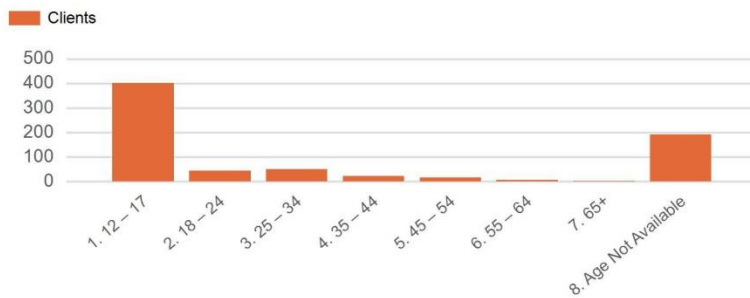
Clients and Completed Clients by Risk Assessment with Average Days On.



Customer Average days on for completed clients compared to National Average.



Count of Clients monitored by Age Range



Clients monitored during time period broken out by Account



Exhibit C SCRAM Optix Program Reports & Analytics

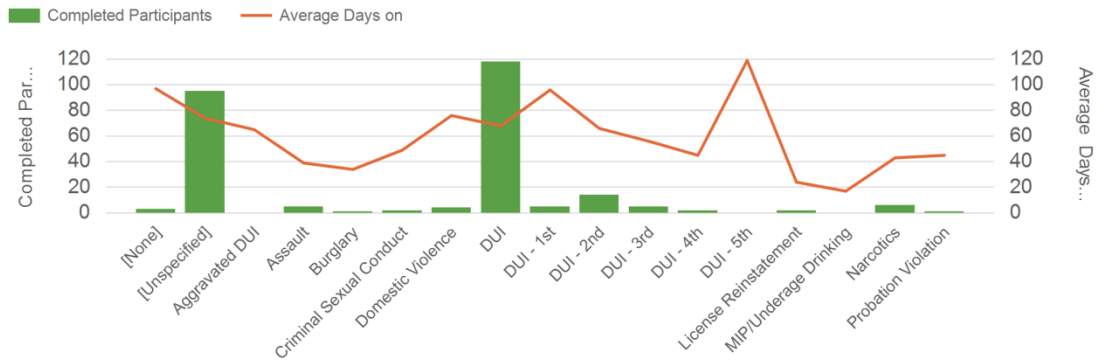


Client Breakdown

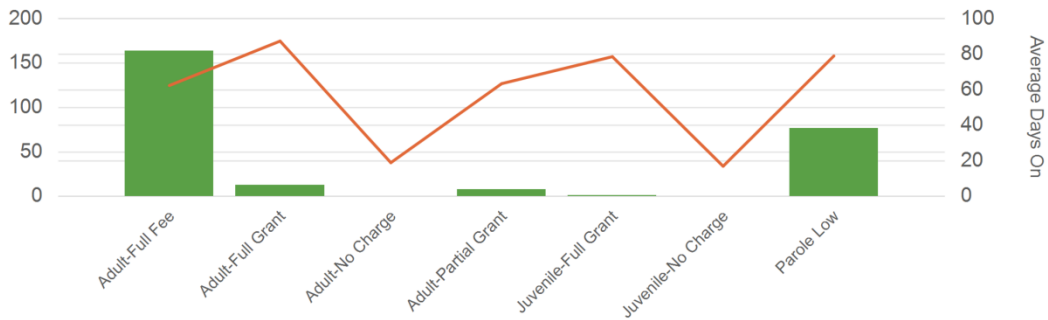
Jefferson County
Breakdown of clients by Offense Type & Court
Date Range: 7/1/2016 - 8/10/2016

RB	Remote Breath	14,303 Days Monitored	700 Clients Monitored	78.81 % Daily Compliance %	62 Average Days to First Violation
-----------	---------------	---------------------------------	---------------------------------	--------------------------------------	--

Completed clients monitored by Offense during the time period, with Average Days On.



Completed clients monitored by Offender Type during the time period, with Average Days On.



Clients monitored during time period broken out by Court.

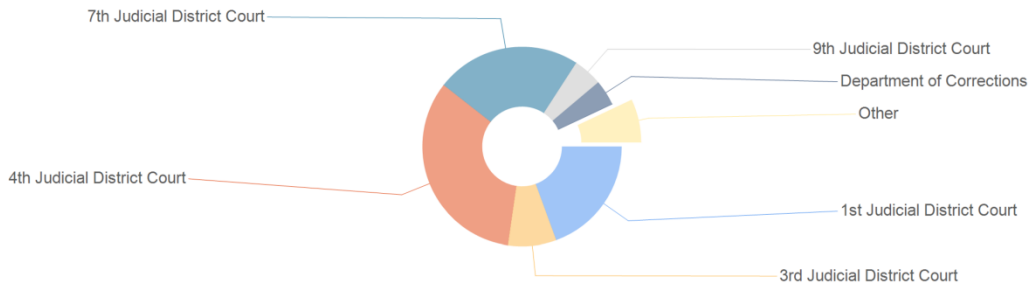


Exhibit C SCRAM Optix Program Reports & Analytics

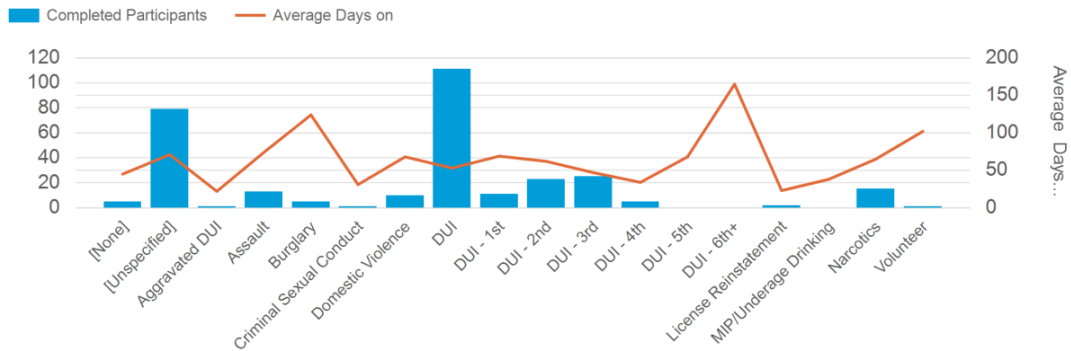


Client Breakdown

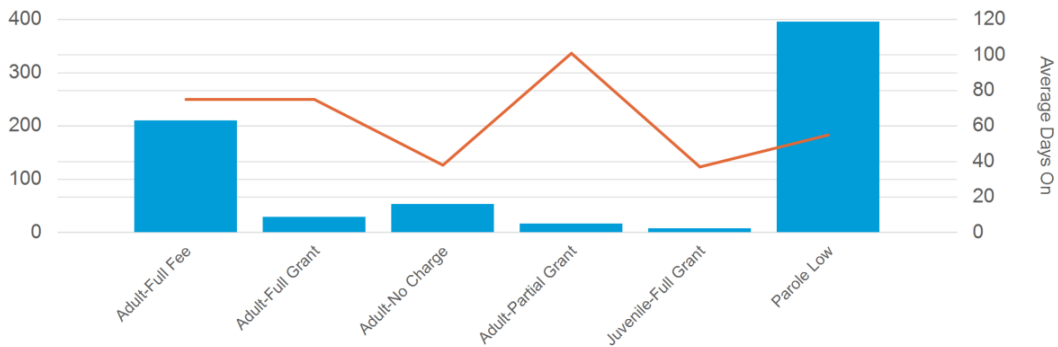
Jefferson County
 Breakdown of clients by Offense Type & Court
 Date Range: 7/1/2016 - 8/10/2016

Continuous Alcohol Monitoring	13,022 Days Monitored	255 Cam Clients Monitored	463 Cam + HA Clients Monitored	99.88 % Daily Compliance %	47 Average Days to First Violation
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Completed clients monitored by Offense during the time period, with Average Days On.



Completed clients monitored by Offender Type during the time period, with Average Days On.



Clients monitored during time period broken out by Court

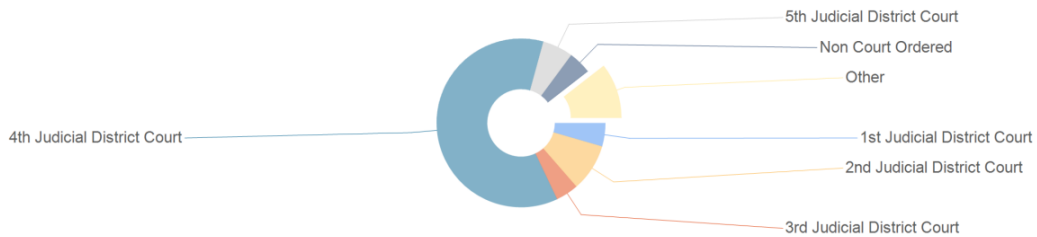


Exhibit C SCRAM Optix Program Reports & Analytics



Client Breakdown

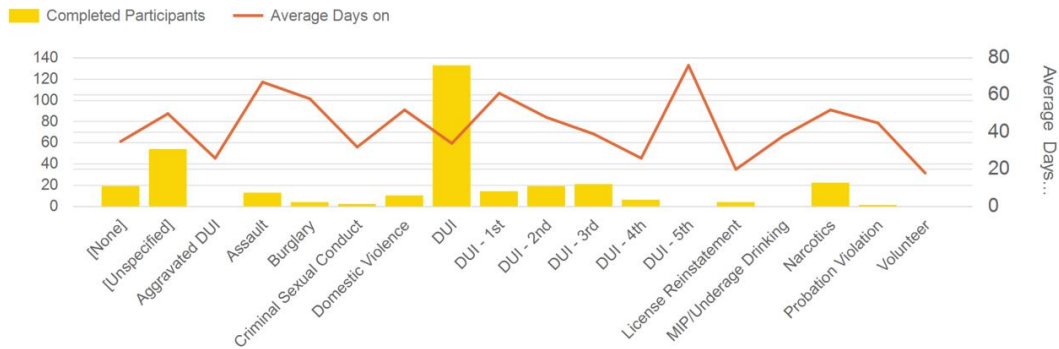
Jefferson County

Breakdown of clients by Offense Type & Court

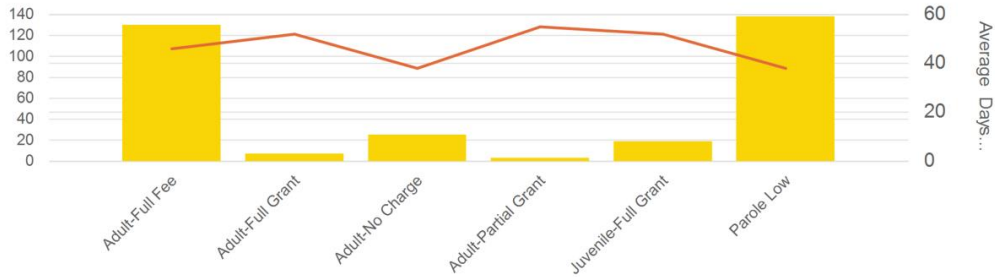
Date Range: 7/1/2016 - 8/10/2016

 House Arrest	11,195 Days Monitored	216 House Arrest Clients Monitored	463 Cam + HA Clients Monitored	6 Average Days to First Violation
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Completed clients monitored by Offense during the time period, with Average Days On.



Completed clients monitored by Offender Type during the time period, with Average Days On.



Clients monitored during time period broken out by Court.

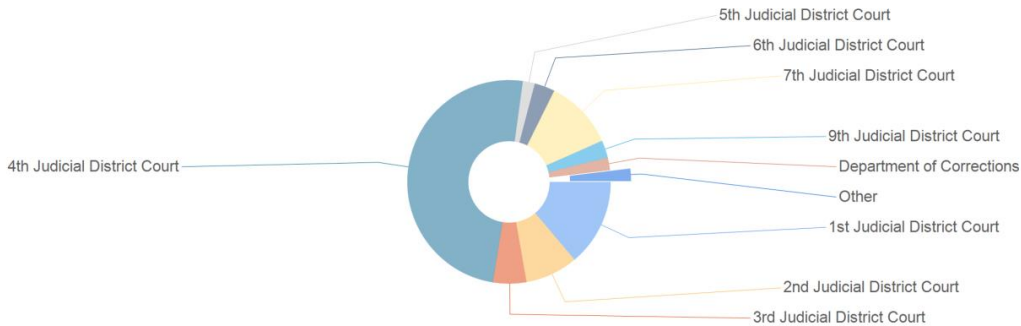


Exhibit C SCRAM Optix Program Reports & Analytics



Client Compliance

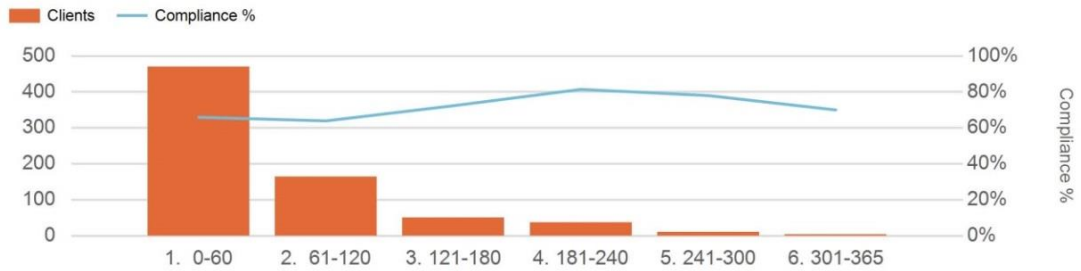
Jefferson County: Account: All

Daily Compliance for date range

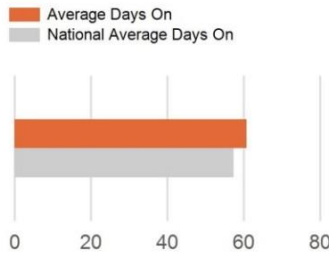
For: 1/1/2017 - 9/17/2017

GPS	260 Days in Period	736 Clients Monitored	623 Completed Clients	31,650 Days Monitored	69% Compliance %
	18,739 Inclusion	149 Exclusion	0 Schedule	69 Strap Tamper	722 Device Tamper

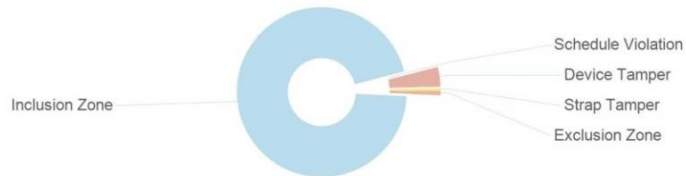
Daily compliance for clients by number of days monitored.



Customer Average days on for completed clients compared to National Average.



Alerts during time period



Customer Average days to first Alert compared to National Average.



Clients broken down by number of alerts during time frame.

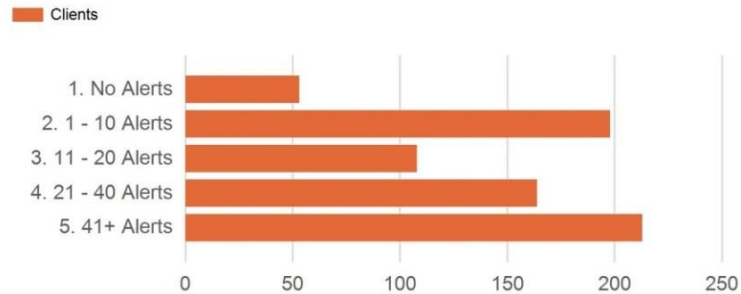


Exhibit C SCRAM Optix Program Reports & Analytics

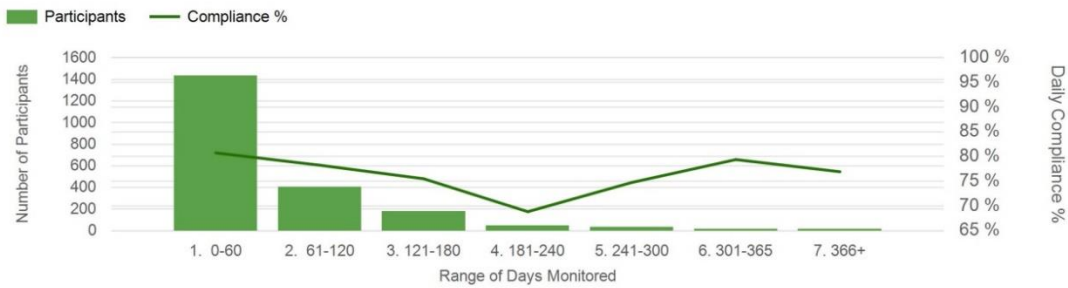


Client Compliance

Jefferson County: Agency: All
 Daily client compliance by date range
 Date Range: 1/1/2017 - 9/17/2017

Remote Breath	260 Days In Period	79,386 Days Monitored	2,129 Clients Monitored	1,816 Clients Completed
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Daily compliance for participants by number of days monitored.

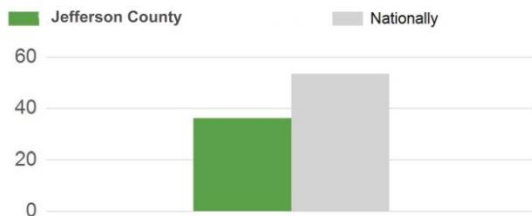


88 % Daily Compliance %	82 % Daily Compliance % Nationally	309,266 Total Tests Taken	4 Daily average number Scheduled Tests	3 Daily average number of Scheduled Tests Nationally	36.06 Avg Days to first Violation
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Remote Breath tests breakdown



Average days to first violation for completed clients compared to nationally.



Clients broken down by number of alerts

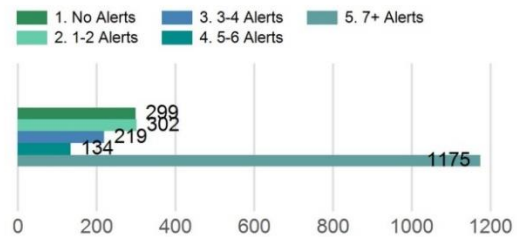


Exhibit C SCRAM Optix Program Reports & Analytics

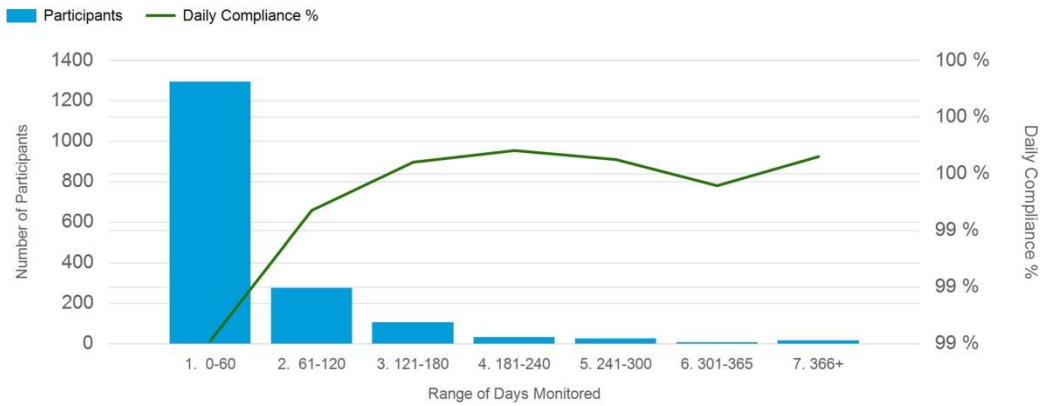


Client Compliance

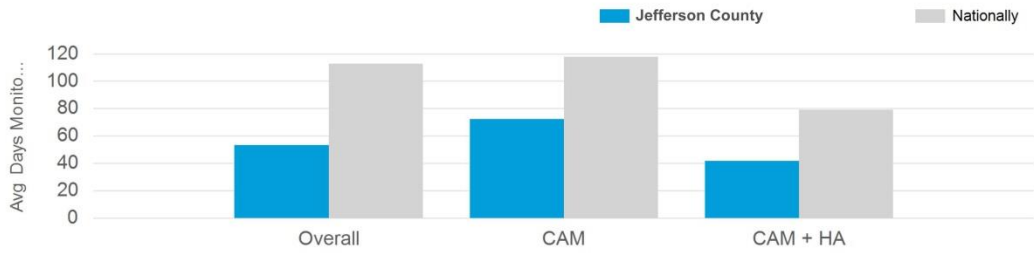
Jefferson County: Agency: All
 Daily client compliance by date range
 Date Range: 1/1/2017 - 9/17/2017

Continuous Alcohol Monitoring	260 Days In Period	57,285 Days Monitored	719 CAM Clients Monitored	1,075 CAM + HA Clients Monitored
99 % Daily Compliance %	99 % Daily Compliance % Nationally	152 Alcohol Violations	282 Tamper Violations	1,557 Completed Clients

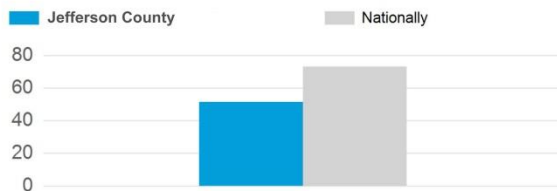
Daily compliance for clients by number of days monitored.



Average number of days monitored for completed clients, compared to nationally by monitoring type.



Average days to first violation for completed clients compared to Nationally



Clients broken down by number of alerts

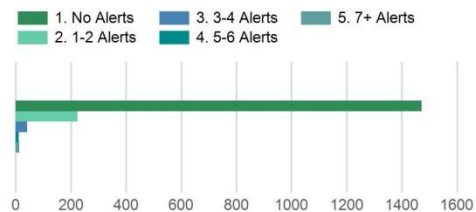


Exhibit C SCRAM Optix Program Reports & Analytics

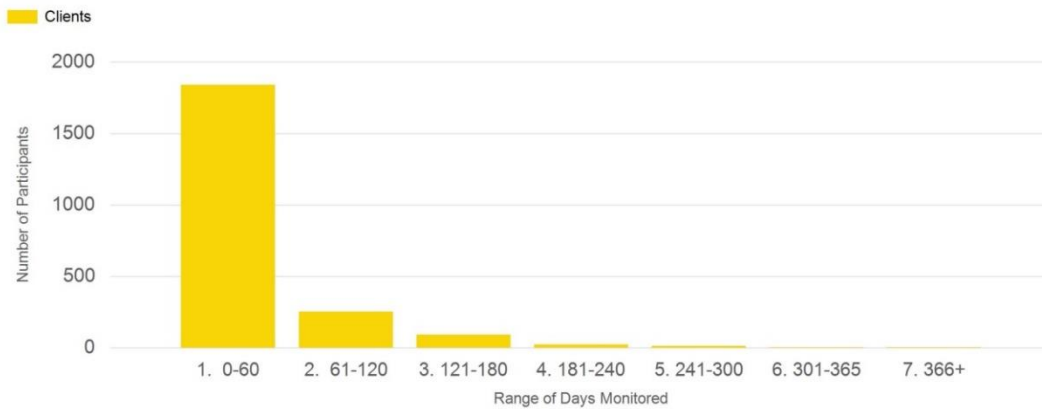


Client Compliance

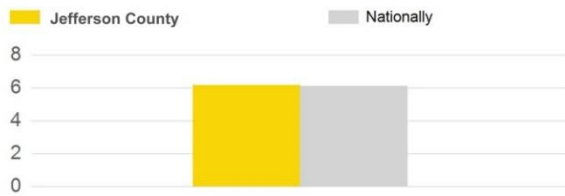
Jefferson County: Agency: All
Daily client compliance by date range
Date Range: 1/1/2017 - 9/17/2017

	House Arrest	260 Days In Period	66,118 Days Monitored	1,075 CAM + HA Clients Monitored	1,162 House Arrest Clients Monitored
		3,209 Missed check in	8,771 Unauthorized leave	2,246 Did not return	2006 Completed Clients

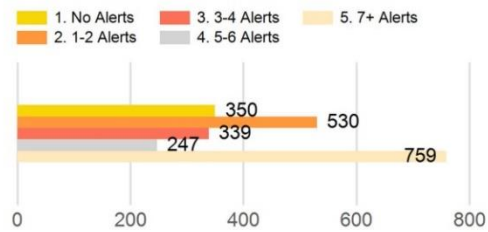
Clients by number of days monitored.



Average days to first violation for completed clients compared to nationally.



Clients broken down by number of alerts



Average days on program for completed clients compared to nationally

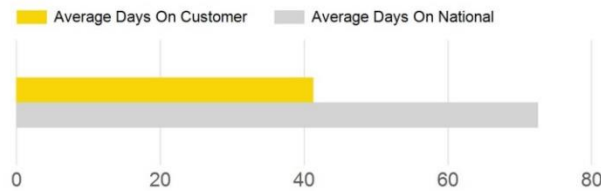


Exhibit C SCRAM Optix Program Reports & Analytics



Inventory Breakdown

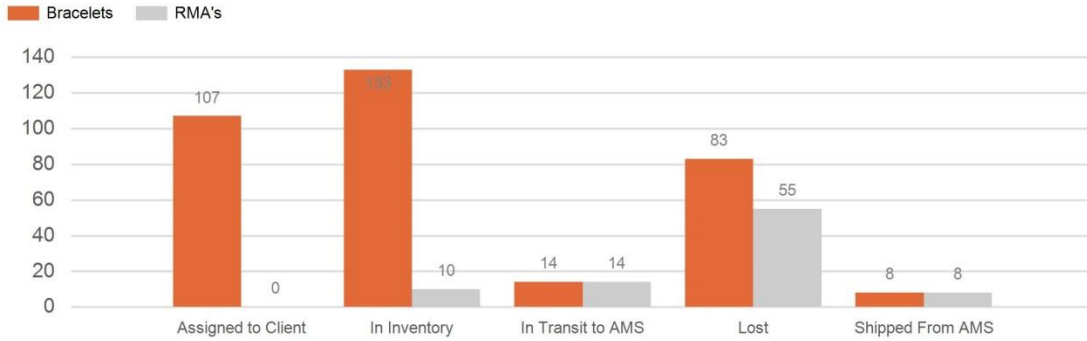
Jefferson County

Inventory by Service Type, Utilization % and RMA Trend

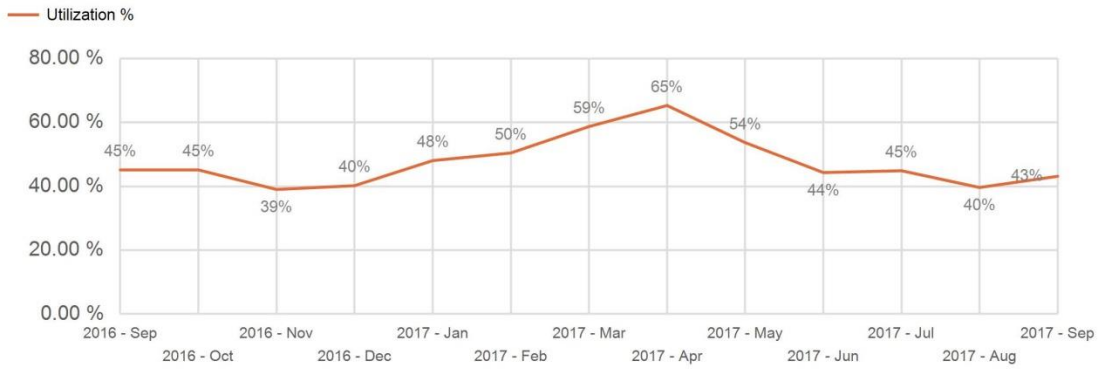
For: 9/17/2017

GPS	GPS Bracelet	269	30	83	230	216	14
		Purchased Devices	Rental Devices	Lost Devices	Functional units on site In Transit	Net Commitment	Over / Under

Bracelets broken down by Inventory Status for All



Percentage of bracelets in use for the last year for All



RMA's broken down by type and month over the last year for All

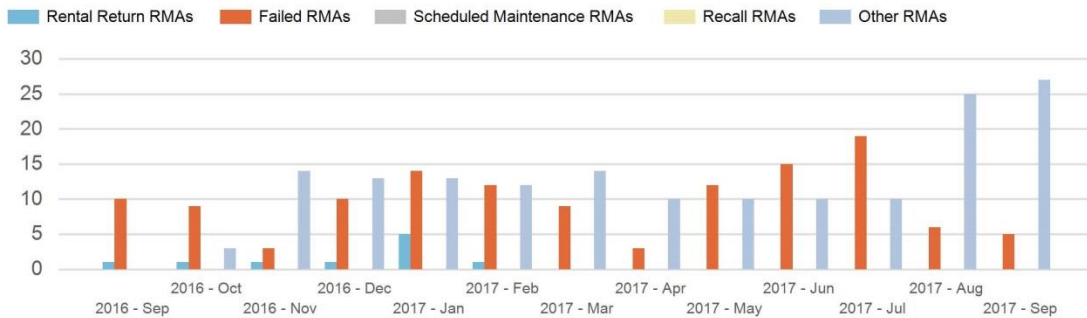


Exhibit C SCRAM Optix Program Reports & Analytics



Inventory Breakdown

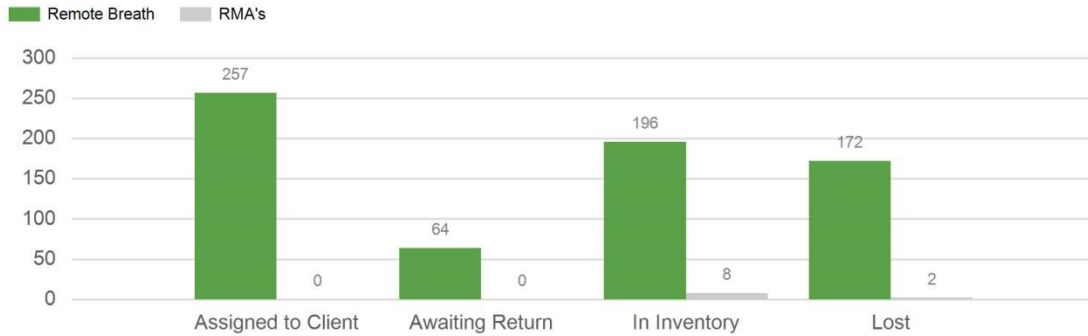
Jefferson County

Inventory by Service Type, Utilization % and RMA Trend

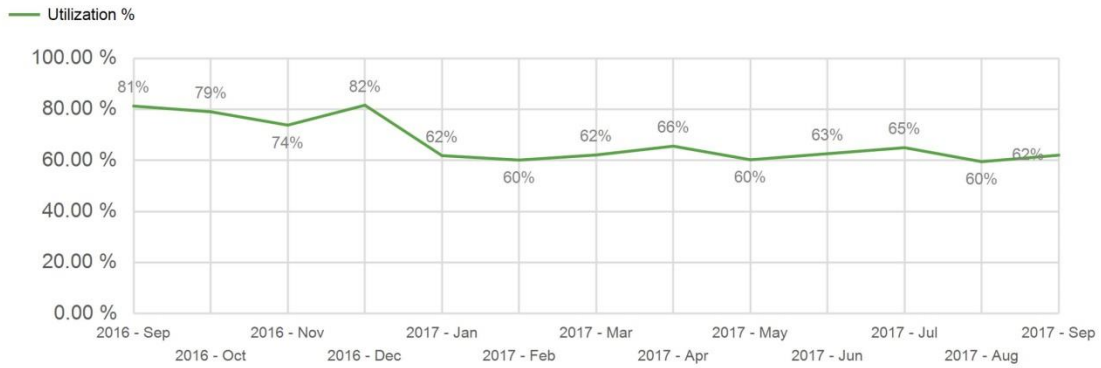
For: 9/17/2017

	Remote Breath	693 Purchased Devices	0 Rental Devices	172 Lost Devices	509 Functional units on site In Transit	521 Net Commitment	-12 Over / Under
--	----------------------	---------------------------------	----------------------------	----------------------------	---	------------------------------	----------------------------

Remote Breath broken down by Inventory Status for All



Percentage of Remote Breath in use for the last year for All



RMA's broken down by type and month over the last year for All

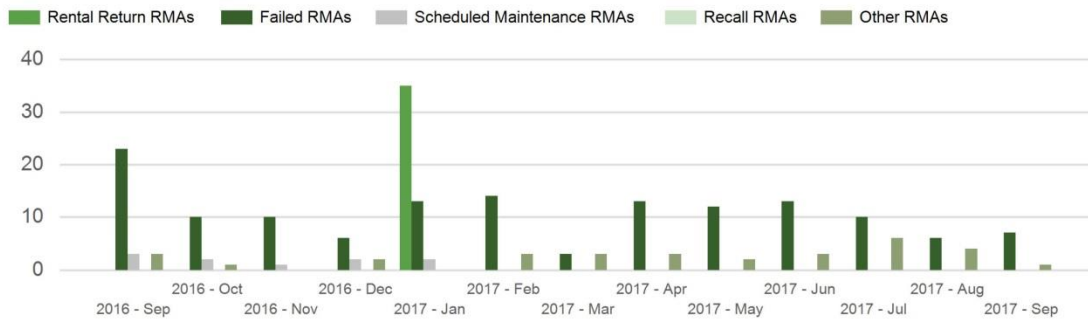


Exhibit C SCRAM Optix Program Reports & Analytics



Inventory Breakdown

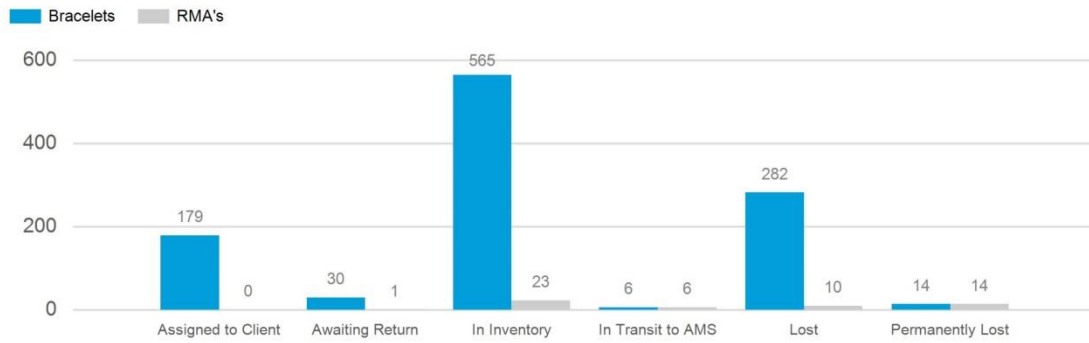
Jefferson County

Inventory by Service Type, Utilization % and RMA Trend

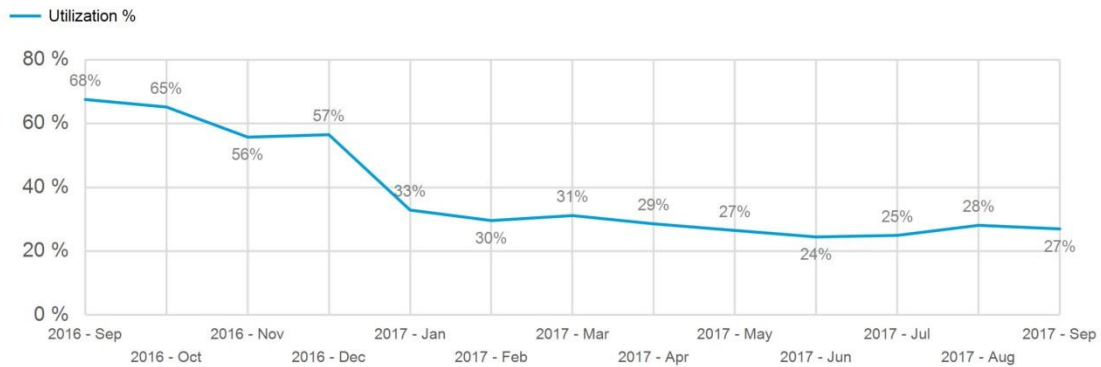
For: 9/17/2017

	CAM Bracelet	1,049	0	296	750	753	-3
		Purchased Devices	Rental Devices	Lost Devices	Functional units on site In Transit	Net Commitment	Over / Under

CAM Bracelets broken down by Inventory Status for All



Percentage of CAM bracelets in use for the last year for All



RMA's broken down by type and month over the last year for All

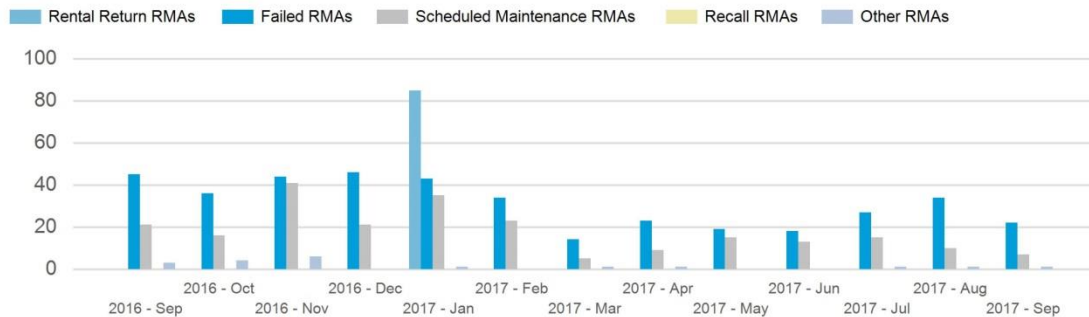


Exhibit C SCRAM Optix Program Reports & Analytics



Inventory Breakdown

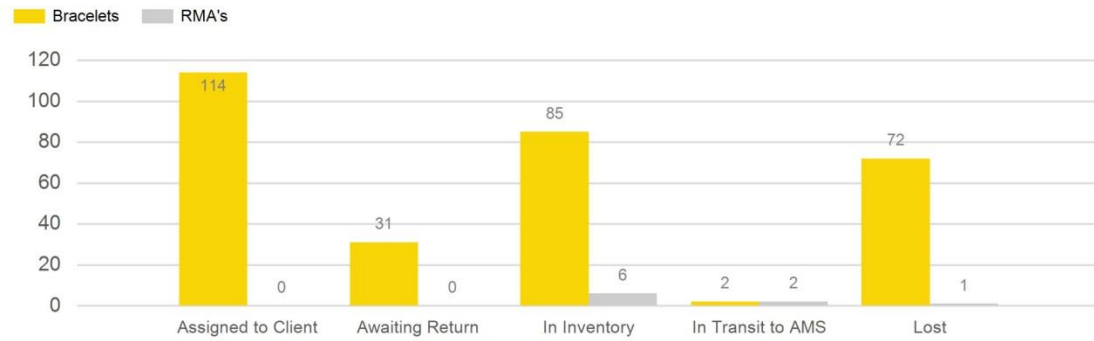
Jefferson County

Inventory by Service Type, Utilization % and RMA Trend

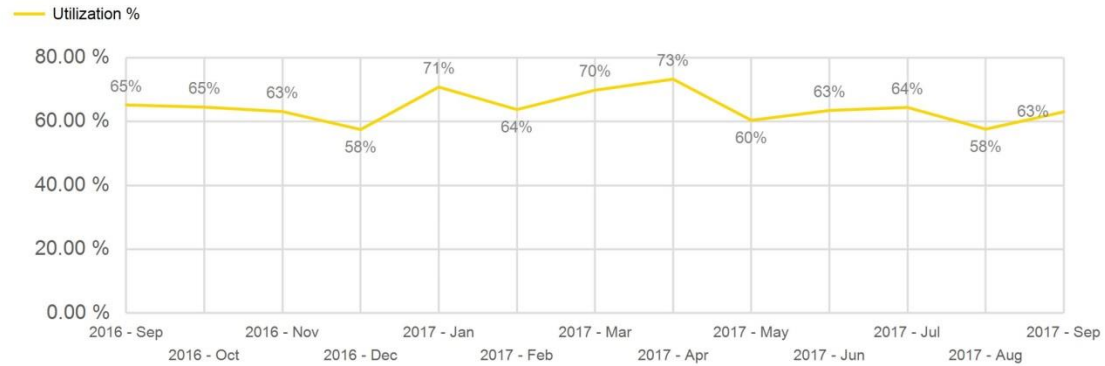
For: 9/17/2017

	House Arrest Bracelet	300	0	72	224	228	-4
		Purchased Devices	Rental Devices	Lost Devices	Functional units on site In Transit	Net Commitment	Over / Under

Bracelets broken down by Inventory Status for All



Percentage of bracelets in use for the last year for All



RMA's broken down by type and month over the last year for All

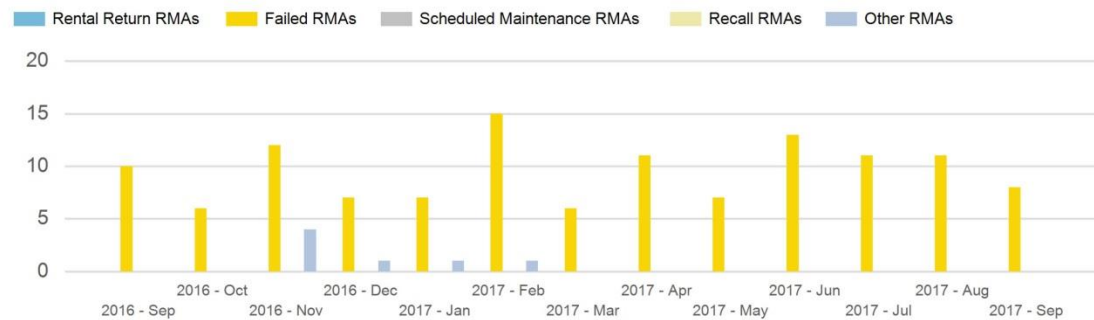
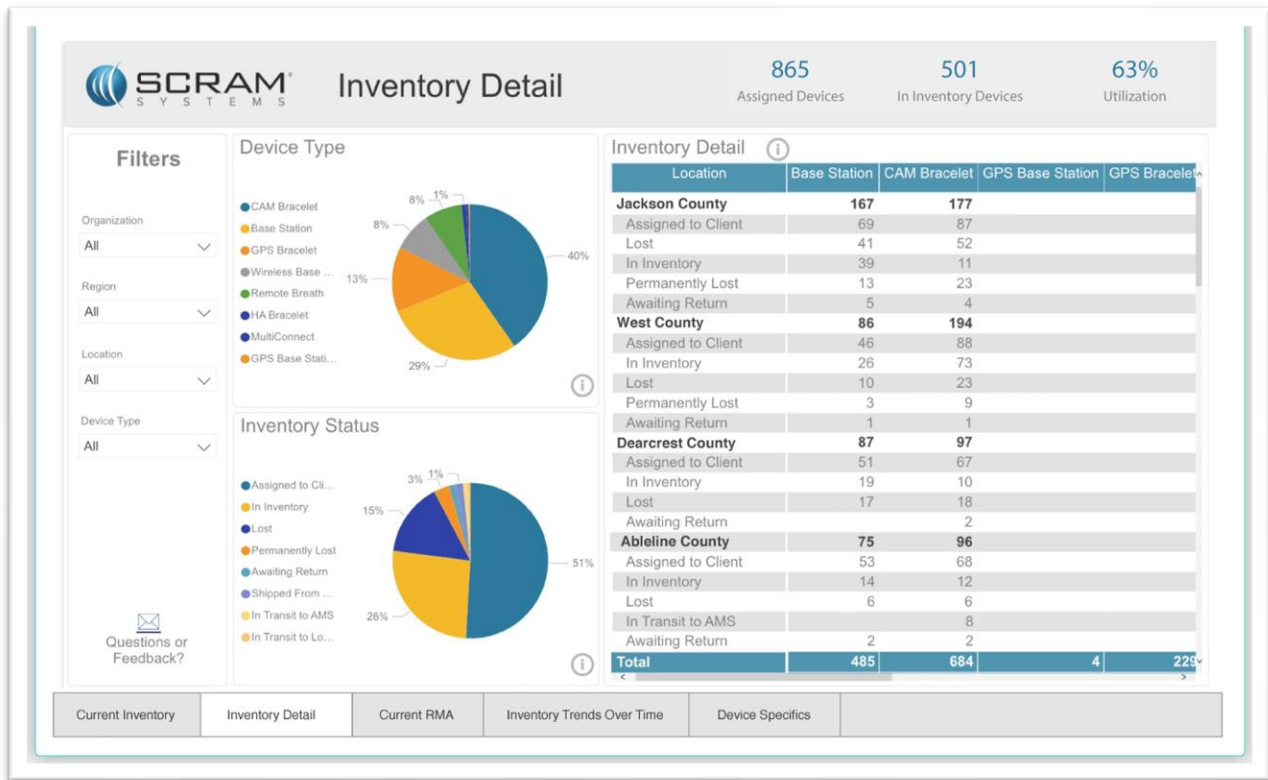


Exhibit C SCRAM Optix Program Reports & Analytics

SCRAM Optix Analytics

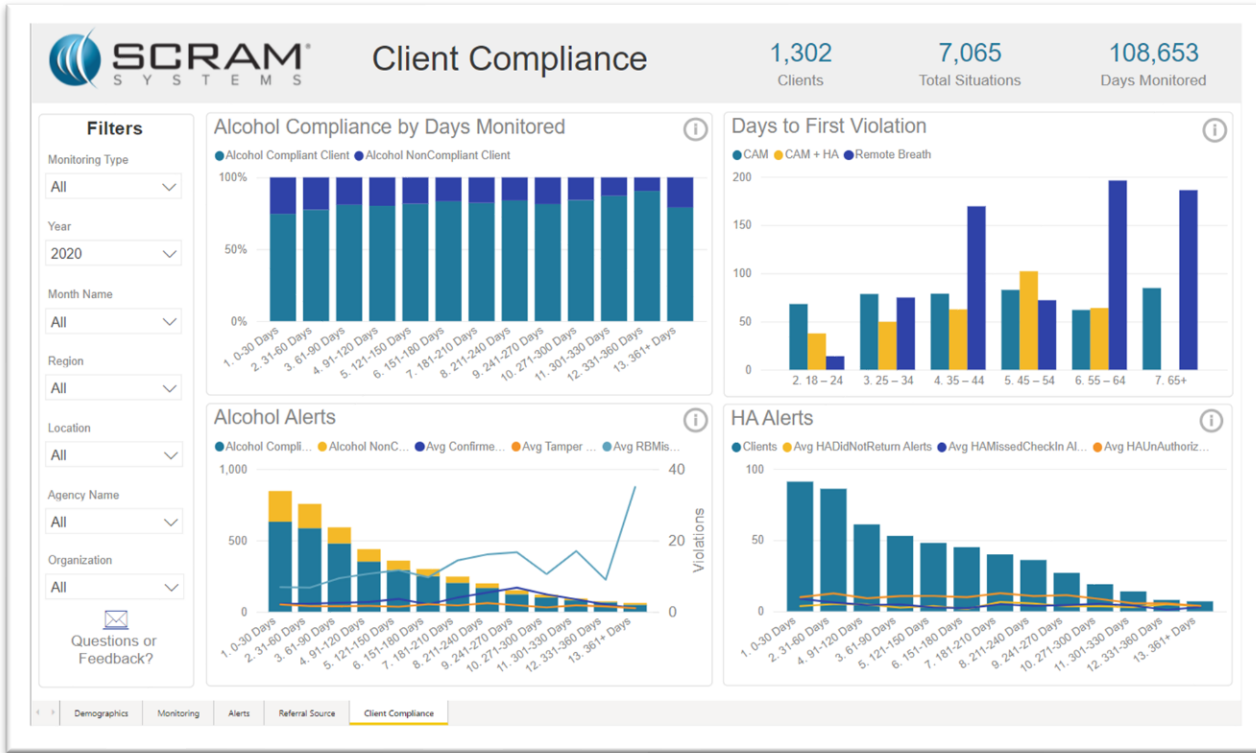
Powered by Microsoft® PowerBI®, SCRAM Optix has a variety of dynamic, interactive analytic reports enabling users to visualize program activity, statistics, trends, and identify areas for improvement across all SCRAM technologies. The County can filter by a number of program criteria to determine program performance across all caseloads, allowing quick access to analyze, and present key performance metrics and make informed decisions.

Inventory. These reports enable users to review the total utilization and inventory status for a program’s equipment, including current inventory, inventory detail, current RMA, inventory trends over time, and device specifics. This resource helps our providers make decisions about how best to distribute devices across program locations and provides insight into how much of the device inventory is truly being used over time to promote inventory efficiency.



Monitoring and Compliance. Designed to help optimize a monitoring program by providing detailed data on the types of clients being monitored, the referring authorities, the types of alerts generated, and client compliance success. This can be used to help evaluate business operation efficiency and identify areas for growth or improvement.

Exhibit C SCRAM Optix Program Reports & Analytics



GPS Compliance. Designed to provide information on client demographics, compliance rate, the amount and types of alerts generated, and the average amount of days clients are on the program before the first alert is generated. Each report can be filtered to pinpoint the desired critical data.

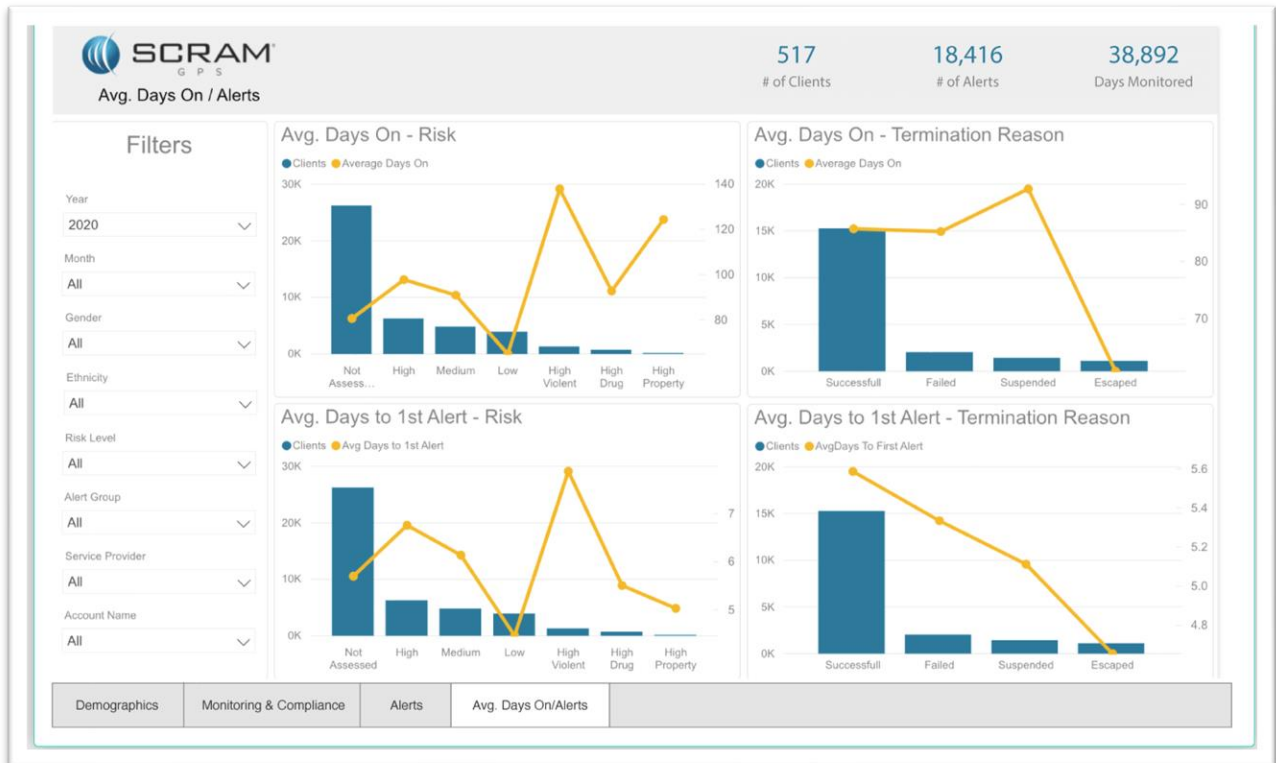


Exhibit D SCRAM GPS® Information



SCRAM GPS is our one-piece tracking device that attaches to the client's ankle and tracks movements 24/7. It offers exceptional location accuracy, a durable, industry-leading strap design, extended battery life, and intuitive software tools, enabling officers to efficiently monitor and manage their caseloads.

Key features include:

- Priority communication of location data on the FirstNet® wireless network—to ensure continuous communication of location points in high traffic times and critical situations
- Wi-Fi tracking, in addition to cellular, ensures tracking is not lost when GPS points are unavailable
- Extended battery life reduces low and dead battery alerts
- Versatile charging options, including on-body charging for convenience on the go and a break-away charger for safe outlet charging, designed to prevent damage.
- Built-in state, county, and school zones within the U.S., and allows unlimited zone creation
- GPS jamming and sophisticated detection mechanisms enhance tamper detection capabilities
- Robust tamper technology that virtually eliminates false tampers
- GPS Analytics to simplify large amounts of data
- SCRAM Beacon—optional radio frequency (RF) monitoring

The Tracking Device

Location Technologies. SCRAM GPS uses cell tower points (CTP) through the GSM or CDMA networks, and triangulation of cell towers as backup to GPS signals.

This enhanced bracelet also incorporates **Wi-Fi tracking** as one of its three location technologies, alongside GPS and CTP. In scenarios where a GPS signal is absent, the device leverages Wi-Fi access points to sustain tracking functionality.

The integration of Wi-Fi tracking ensures uninterrupted monitoring, overcoming limitations posed by the absence of GPS signals. This feature enables comprehensive, real-time tracking both indoors and outdoors. Wi-Fi tracking serves as a valuable complement to GPS tracking, particularly in urban environments where Wi-Fi signals are more prevalent. With heightened reliability indoors, these signals contribute to precise location information, significantly improving the accuracy of offender tracking. This advancement empowers authorities to pinpoint an individual's location with greater precision, enhancing overall monitoring and enforcement capabilities.



SCRAM GPS provides exceptional location accuracy, robust tamper technology, extended battery life, and intuitive software tools, allowing officers to efficiently monitor and

Exhibit D SCRAM GPS® Information



The green location points show how well Wi-Fi tracking captures real-time tracking when the client is inside of this pharmacy and convenience store.

Accuracy. SCRAM GPS is designed to function in line with the U.S. government GPS Performance Standard of 95% confidence level, which means that under ideal circumstances, it demonstrates high-quality GPS accuracy to within 15 feet. For optimal accuracy, our device is supported by dual GPS Systems, enhanced location Services, GPS augmentation, and multiple satellite systems.

Our device uses both autonomous and assisted GPS (A-GPS) services to help ensure accuracy. A-GPS provides enhanced location ability and Time-To-First-Fix, which is especially useful when the receiver is in a location where it is difficult for the satellite signals to penetrate. Additionally, the device uses Space Based Augmentation Systems (SBAS), including WAAS, EGNOS, MSAS, and GAGAN, to augment the Global Positioning System (GPS), to improve accuracy, integrity, and availability. SBAS corrects location drift that results from environmental factors that distort GPS signal transmission.

SCRAM GPS requires a minimum of six satellites to establish a navigation fix. However, it utilizes data from dozens of satellites to enhance accuracy and minimize drift points.

In addition to using autonomous GPS, assisted GPS, and SBAS, it also has the ability to use up to three additional constellations. The device can be configured to select from additional global navigation satellite systems (GNSS) options that include GPS L1, GLONASS L1, Galileo E1, Beidou B1, and QZSS.

Satellite navigation devices supporting both GPS and GNSS options have more satellites available, meaning positions can be fixed more quickly and accurately, especially in built-up areas where buildings may obscure the view to some satellites.

Priority Communication. The SCRAM GPS bracelet communicates via the FirstNet network. This integration offers key advantages for both corrections and courts and the communities they protect by providing:

- **Priority Service During Emergencies.** During crises or periods of high network traffic, regular networks can become congested, leading to communication delays. With FirstNet, SCRAM GPS benefits from priority service, helping to ensure that location data continues to transmit uninterrupted during these critical moments.

Exhibit D SCRAM GPS® Information

- **Wider Coverage for Greater Reliability.** FirstNet boasts the largest network for public safety in the country, covering over 250,000 square miles more than commercial networks. This extended coverage means that SCRAM GPS can stay connected even in rural or remote areas, making it an ideal solution for supervising individuals in diverse locations.

In public safety, every second counts. By using FirstNet, agencies that rely on SCRAM GPS have a powerful tool to enhance their supervision and monitoring capabilities. We are proud to align with the mission of FirstNet to provide solutions that help protect communities across the nation.

Tracking Frequency. Location points can be tracked as frequently as once per minute or reduced to once per hour. On a 1 x 10 rate plan, the County will get 1,440 points in a 24-hour period (1 point per minute) or 60 points per hour. If the client enters an exclusion zone, the device's onboard intelligence automatically transmits a zone alert to the server, which automatically initiates pursuit mode. The device begins tracking at an accelerated rate and captures points every 15 seconds, for 15 minutes, providing immediate increased visibility. It can also be triggered manually at any time (whether in violation or not).

Client Communication. The device has two-way client communication and can be configured to communicate using vibration or audible tone. The audible tone is a 95-decibel speaker, ensuring it is easy for clients to hear when they violate their program requirements. The client must acknowledge the alert by pressing a button on the device to stop or silence the vibration/tone within 30 seconds. Providing two options to notify the client significantly decreases excuses for non-compliance. Officers can administer the audible tone or the vibration sensor at any time. In addition, the bracelet will automatically vibrate whenever the bracelet reaches a low battery state.



Design. The tracking device measures 8.3 cubic inches (3.37" tall x 2.75" wide x 0.90" deep), making it one of the smallest devices on the market. It is lightweight, weighing only 8.3 ounces (236 grams), and is sealed and waterproof to two meters. The device has been tested and complies with military standards MIL-STD-810F Method 516.6 for shock/drop resistance. It is water resistant and complies with military standard IP-68 for up to 30 minutes.

The device has an industrial-grade plastic strap made of hypoallergenic material with no harmful substances and has an embedded fiber optic cable. Straps are available in two adjustable sizes and can be fitted to any size participant ankle.

The SCRAM GPS Tough Strap is also available for higher risk clients, which requires at least 20 pounds of force to cut through.

Easy Installation. The device can be installed on the client's ankle within 30 seconds without any tools. The battery is internal and rechargeable, so there is no need for it to be installed or changed. The hypoallergenic strap is reusable, adjustable, and requires no cutting or specialty tools. The wider strap design helps distribute weight along a person's leg to minimize the strap digging into an ankle and to increase comfort. The backplate locks the strap securely into place without the need for tamper clips. The client would need to cut the strap or break the backplate to remove the strap, both of which are obvious upon inspection and would also generate an alert. The device can be removed in 10 seconds by a trained staff member.



Exhibit D SCRAM GPS® Information

Tamper Detection. SCRAM GPS will detect up to five tamper types and make prompt notification according to the County's pre-defined notification protocols.

- **Device Tamper (Locator):** The backplate that secures the device to the offender has been separated or damaged.
- **Strap Tamper:** The strap has been cut, damaged, or removed.
- **No Motion (Locator):** The device does not detect motion after a period of time (defined by the officer/agency).
- **Possible Cellular Jamming:** The device detects a disturbance or absence of cellular signal.
- **Possible GPS Jamming:** The device detects a radio frequency signal that is blocking or interfering with GPS transmissions.

The GPS device sends an immediate strap tamper alert notification if the patented strap is cut or the backplate (which locks the strap into place) is removed. The backplate is one of the most robust tamper features in the industry. On competing devices participants may attempt to remove a strap undetected by releasing "locking pins," which can be difficult to visually verify. Because of our unique design, which has no locking pins and requires a participant to break the entire backplate to remove the strap, this is not possible. Physical damage to the backplate is clearly evident during inspection because the design prohibits clients from reattaching the backplate once broken.

Memory. Because the tracking device is actively communicating, even when deployed in a passive mode, the need to store data in memory is largely eliminated. However, should cellular coverage be unavailable, the device can store thousands of events and GPS data for 17 days in its internal, solid-state, non-volatile memory. It continues to collect events and GPS data as long as the battery provides sufficient power. Once power and communication have been restored, the device communicates all events and GPS data to the monitoring software, where it is reported according to County procedures.

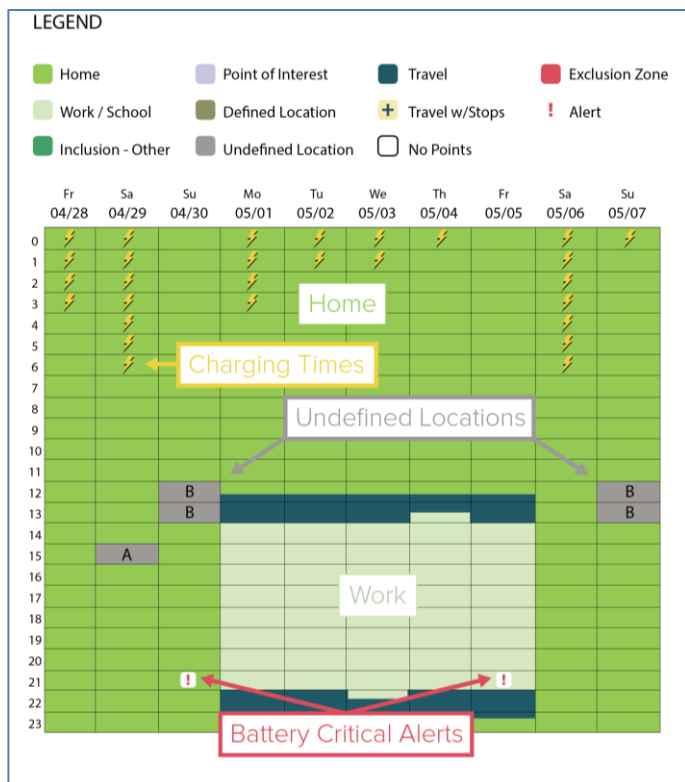
Battery Life. On a full charge, the battery lasts about 85 hours. Plugged into a standard AC power supply outlet for charging, the SCRAM GPS device can be charged to 24 hours of battery life within 1 hour and fully charged in about 3 hours.

Unlike the battery life statistics for other GPS monitoring devices, our testing is based on an aggressive active rate plan of 1-minute acquisitions and 10-minute transmission. Even when used in Pursuit Mode, the battery will have more than sufficient battery power to consistently monitor and deliver critical GPS data.



The internal battery is rechargeable and has visible LED lights on the device to show when the battery is low, charging, and fully charged.

Exhibit D SCRAM GPS® Information



Charging icons depicted as lightning bolts show officers when, where, and for how long an offender has charged the device. With hour-by-hour detail, officers have immediate access to

away from the wall while the charger is still attached, the break-away design prevents damage and wear to the GPS device. The simple one-piece charging cord is over 8-feet long, giving clients more room to function and move around while charging.

- **USB charger.** As an alternate charging method, SCRAM Systems offers an 18" charging cable which connects to the GPS device with the same break-away design but allows the client the option of charging via a USB power supply.
- **On-Body charger.** The on-body charger can help promote compliance by allowing clients to charge their device on the go. The optional charger attaches to the client's ankle and fully charges the GPS device in approximately two hours, without being connected to a cord. It uses the same AC charger as the GPS bracelet, limiting the need for additional equipment.

Monitoring Software

Data for all SCRAM Systems' technologies are housed in SCRAM Optix, the web-based software application by SCRAM Systems. The software is secure, scalable, and accessible 24/7 via any web-enabled device. Officers can enroll clients, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory and quickly access detailed caseload information at-a-glance via device and status indicators.

It offers robust caseload and client management tools, including both point-by-point and advanced mapping with pattern of life features, inclusion/exclusion zone management, customizable notification protocols, and powerful program reporting tools.

Battery Indicators. The battery is internal and rechargeable, so there is no need for it to be installed or changed. The bracelet has LED lights that indicate when the unit battery is low, charging, or fully charged.

In addition to battery indicators built into the equipment, the software provides detailed charging information. Charging icons depicted as lightning bolts show officers when, where, and for how long an offender has charged the device. With hour-by-hour detail, officers have immediate access to charging details.

Charging Options

SCRAM GPS has multiple ways clients can quickly charge, reducing low battery alerts.

- **Breakaway charger.** The device comes equipped with a break-away charger. Clients easily attach the device by sliding on the charger. Small vibrations and LED lights indicate to the client that the device is charging. Should the device get pulled

Exhibit D SCRAM GPS® Information

Dashboard						
Show All Alerts		Search Clients			Search	
Client	+ View Additional Clients	Battery	Tampers	Zones	Communication	Location
Dungy, David	<input checked="" type="checkbox"/>					
Schneider, Shane	<input checked="" type="checkbox"/>					
Allister, Arturo	<input checked="" type="checkbox"/>					

The dashboard depicts caseload information at a glance. The most important alerts, indicated in red, are always listed at the top of the caseload page.

Legend ▼

Battery Status	Compliant
Fully Charged	Current Violation
Pending Battery Status	Auto-Cleared Violation

Profile Summary (Scott, Cody)
 Last Location: 8781 Creekside Way, Littleton, CO 80129 (10/14/2023 10:42 AM)

Profile


Client: Scott, Cody
 Client ID:
 Gender: Female
 DOB: 01/01/1986
 Age: 38
 Start Service: 05/20/2023
 End Service:

Device Information

Locator: NF6005670
 Plan: GPS-Active
 1X10 CDA
 Base Station 1:
 Base Station 2:
 Battery-BaseStation 1:

Contact Info

Home Phone: 555-555-1234
 Cell Phone: 888-555-1234
 Emergency Contact: Spouse
 Contact Phone: 888-555-9876



Schedules Schedules Exceptions

Schedule	+ Add	Zone Name	+ Add	Type	Location Type	OnBoard
Edit		Home		Inclusion	Home	✔
Edit		Work		Inclusion	Work/School	✔

Date	Note	Author
5/20/2023 03:11 PM		Carl Carlson

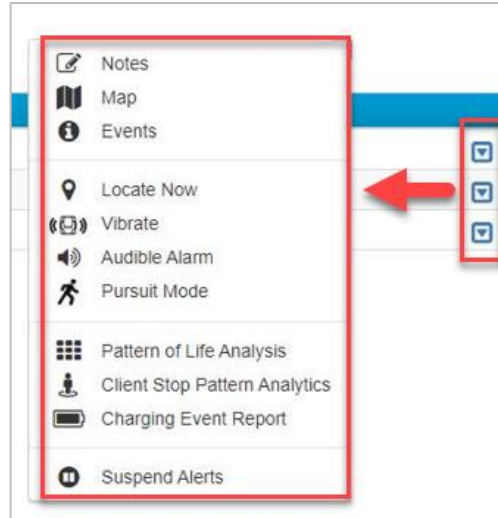
[Close](#)

Officers can access offender details, including personal info, current and historical monitoring data, violation statuses, notification settings, and reports.

Exhibit D SCRAM GPS® Information

User-Friendly. In addition, the dashboard includes one-touch functionality that allows you to quickly initiate actions related to a specific client, without navigating across multiple screens. When a drop-down arrow is selected, the software displays a series of launch buttons that provide quick and easy access to the most commonly accessed functions.

Mobile Adaptive. Since mobile applications often have limited functionality, SCRAM Systems software is designed to be mobile-adaptive, allowing users to access all features available on a computer from a smartphone or tablet. Adaptive design can help ensure faster page load speeds and a consistent user experience across different screen sizes. It requires no additional apps and is optimized for easy viewing on any mobile device. Unlike mobile apps, which require frequent updates to maintain current information and functionality, our mobile-adaptive site ensures real-time access and performance.




SCRAM System's mobile-adaptive software overcomes limitations that come with mobile applications, ensuring that all the functionality that is available on a computer can also be accessed from any smartphone or tablet.

Alert Notification. All GPS alert notifications can be customized to meet the preferences of each officer and each program. The alerts are immediately sent directly to the server and can be simultaneously sent to supervising officers. For each violation or event, the system can be configured to provide notification by email or text, and officers can receive a daily notification summary outlining the previous day's activity. Additionally, the software generates an alert if the device fails to communicate with the system for a period that exceeds the transmission frequency interval of the client's supervision plan and the user-defined buffer period for communication failures. When an alert is generated, notification is made according to the pre-determined protocols.

From: noreply@scramsystems.com [mailto:noreply@scramsystems.com]
Sent: Wednesday, May 03, 2017 2:20 PM
To: Officer Johnson
Subject: Critical Alert for John Jacobs

Critical Alert for John Jacobs



Offender: John Jacobs
Account: Jefferson County
Event: Device Tamper
Time of Event: 05/03/17 02:20PM
Risk Level: High
Home:
Cell: (303) 785-7879
Work:
Location: [1241 West Mineral Avenue, Littleton, CO - USA](#)
Zone Name:
Zone Address:

Exhibit D SCRAM GPS® Information

Geofencing. Our GPS technology has geofencing capabilities that allow the creation of an unlimited number of adjustable zones using circles, squares, and polygon-shapes. An unlimited amount of zones can be stored in the software, and over 100 can be stored on the device. The device contains onboard processing, which means the device can store zone information directly on the device regardless of the connection to the server. Should a client enter a restricted zone, the device automatically sends an alert to the agency and activates an accelerated data plan that communicates data points once every 15 seconds.

Users have the ability to create the following zones:

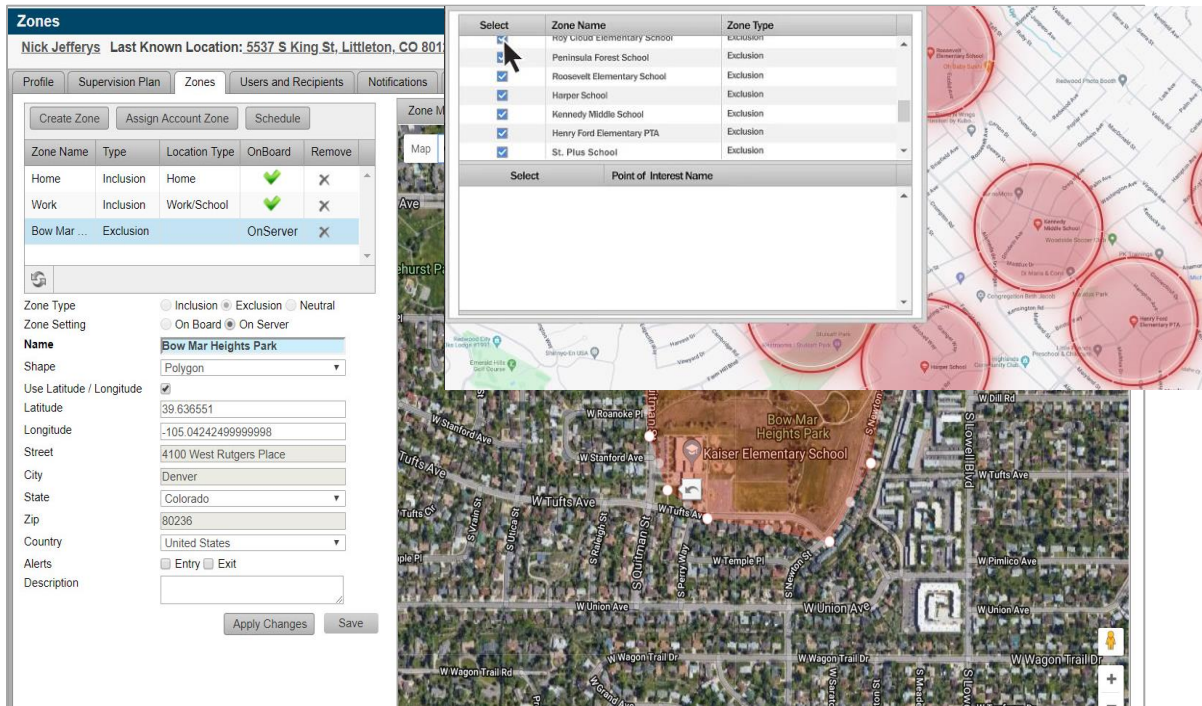
- **Exclusion Zones.** The client does not have permission to enter a geofenced area. Exclusion zones have a minimum radius of 200 feet and no maximum limit. If a client enters an onboard exclusion zone, the tracking automatically accelerates, capturing a location point every 15 seconds for a duration of 15 minutes.

Users can also create schedules for exclusion zones. This feature allows the ability to create schedules and/or exceptions to indicate specific times clients are not permitted in an exclusion zone, such as certain hours during the day or night. For example, if a client is not permitted to enter school zones, a schedule can be set during school hours only, so officers are only alerted of a violation when necessary, helping save officers time by reducing the need to react to unwarranted alerts.

- **Inclusion Zones.** Provide the ability to create schedules where the client must be in the zone during the specified times. These are primarily used for home and work locations, which can assist with analytics.

Exhibit D SCRAM GPS® Information

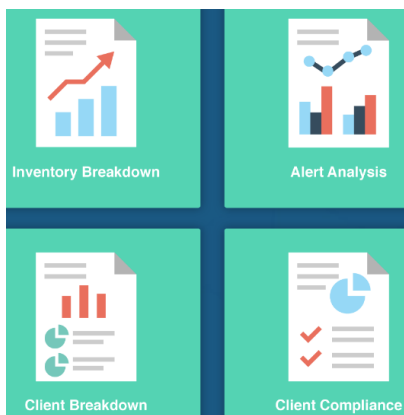
- **Neutral Zones.** Client entries and exits are tracked without assigning schedules.



Users can create an unlimited number of zones, including circles, squares, and polygon-shaped zones. Users can toggle between map and satellite views, as well as set the centralized address, additional buffer zones, alert notification parameters, and a description.

Common Zones. A library of commonly used zones can be established for the County. These zones are stored and can be assigned to clients as required, eliminating the need to draw identical zones for each client. This is particularly helpful for standard exclusion zones such as schools, libraries, and shopping malls.

Prebuilt Zones. SCRAM Systems can implement prebuilt zones within the US, which are designated by state, county, or public-school districts. For instance, a sex offender can be excluded from all school districts in an area, without the time-consuming process of drawing individual zones. Once added to an agency's profile, officers can assign any prebuilt zone to subaccounts as necessary and apply the zones to a single client, multiple clients, or an entire caseload, potentially saving officers hours of work.



Program Reporting and Analytics. SCRAM Optix reporting options offer unprecedented options to acquire, store, analyze, evaluate, and convert raw data into valuable information—such as compliance rates, average monitoring periods, and behavioral trends based on age, gender, severity of offense, and duration of monitoring. Reports include commonly accessed program performance metrics such as client compliance, alert analysis, and inventory breakdown.

Powered by Microsoft® PowerBI®, SCRAM Optix has a variety of dynamic, interactive analytic reports. Filter by a number of program criteria, including GPS compliance, to determine program performance across all caseloads.

Exhibit D SCRAM GPS Mapping and Analytics

SCRAM GPS Mapping Overview

When SCRAM Systems launched our GPS solution for community corrections agencies, our aim was more than just providing a precise GPS tool with standard mapping features. We sought to innovate with advanced mapping and reporting capabilities, making it easier to track, assess, and act on the thousands of daily data points generated for each offender. Our solution transforms this data into powerful, easy-to-understand, and actionable insights within seconds. SCRAM Systems was the first in the industry to provide Stop Pattern Report capabilities, which groups stop points and provides a simplified view of an offender's daily activities. Soon, the industry followed. Today, Stop Patterns are a common advanced mapping tool for GPS.

With a continuous eye on innovation based on the needs of our customers, SCRAM Systems introduced SCRAM Pattern of Life (POL) Mapping, which integrates the power, breadth, and depth of Google data with our leading Stop Pattern reports. POL automatically identifies those stops and classifies them into common categories to provide the simplest, yet most comprehensive view of an offender's movements over a specified timeframe. Our SCRAM GPS mapping capabilities include:

- **SCRAM GPS Mapping Basics**—Point-by-point mapping
- **SCRAM GPS Analytics**—Advanced mapping features
 - **Stop Pattern Reporting**—Groups points into unidentified stops and travel patterns
 - **Pattern of Life Mapping**—Overlays the power of Google data and turns those stops into meaningful activities
 - **Shared Location Mapping**—Provides multiple views of offenders who have shared a location, either at the same time or separate times

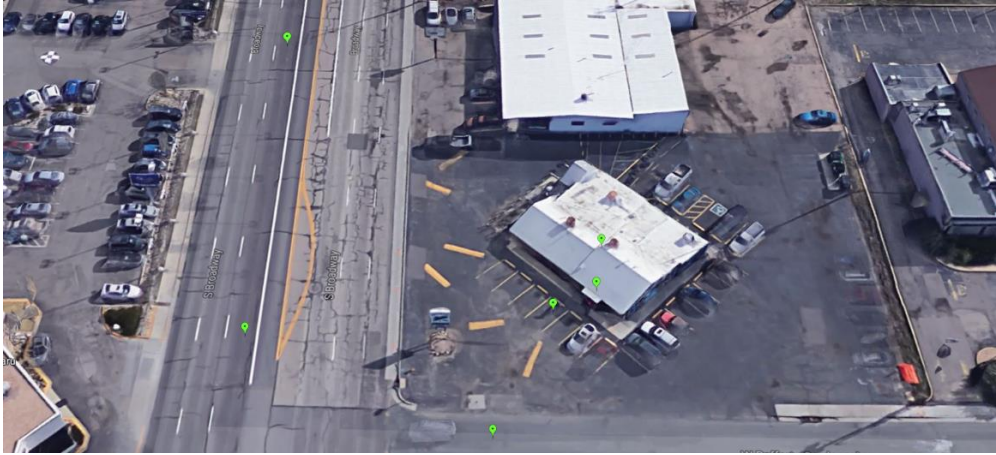
SCRAM GPS Mapping Basics—Our Point-by-Point Mapping Tools

SCRAM GPS combines exceptional accuracy with modern, street-level map views to put participants' movements in context and provide better supervision data. Maps are provided through Google and quarterly updates are automatically included. Five Google map views are available:

- The standard map view
- The standard map view labeled with street and landmark locations (businesses, schools, etc.)
- Earth View (showing an aerial image)
- Earth View with labels
- Street View (a panoramic street-level image)

The GPS location point of the participant plots on the map with an icon. By clicking on the point, the officer can see the location date and time, nearest address, latitude/longitude coordinates, the participant's speed, and how the data point was acquired. Following is a progression of mapping views from satellite, street-level, and inside the building.

Exhibit D SCRAM GPS Mapping and Analytics



Satellite Map View



Street Level Map View



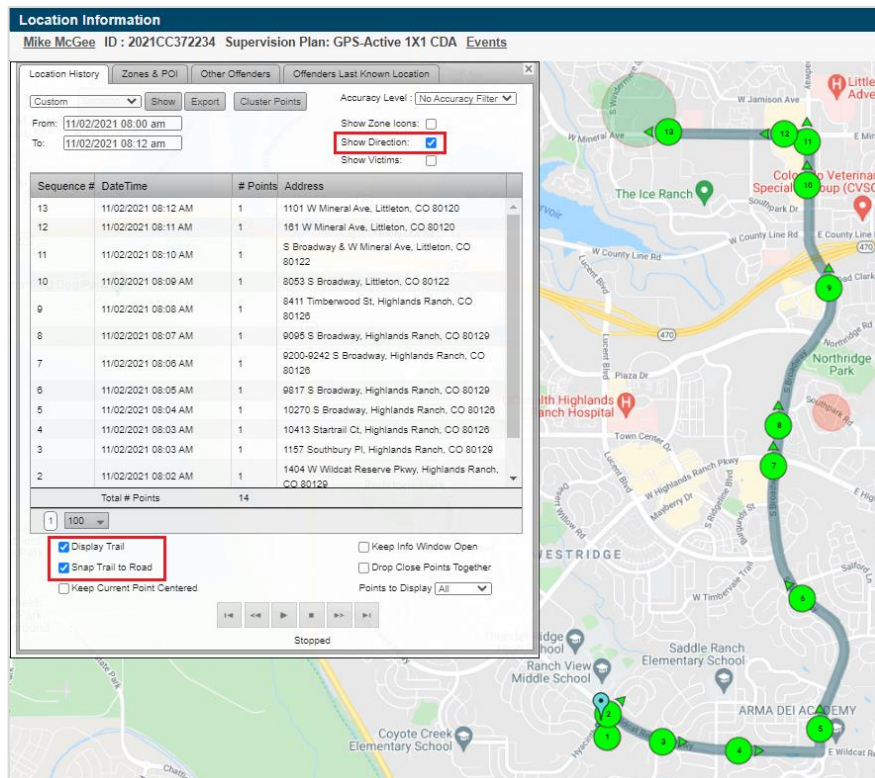
Inside Building

Exhibit D SCRAM GPS Mapping and Analytics

Our SCRAM GPS mapping basics offer a comprehensive menu of point-by-point mapping capabilities, including:

- Point-by-Point Mapping
- Point-by-Point Details (Speed, Direction, Latitude/Longitude)
- Travel Route Playback
- Custom Timeframes for Viewing Points
- Locate Now
- On-Demand Pursuit Mode
- All Clients Last Known Location
- Multiple Clients Points Map
- Proximity Reporting
- Side-by-Side Client and Victim Mapping
- Zones & Points of Interest
- Google Map Integration

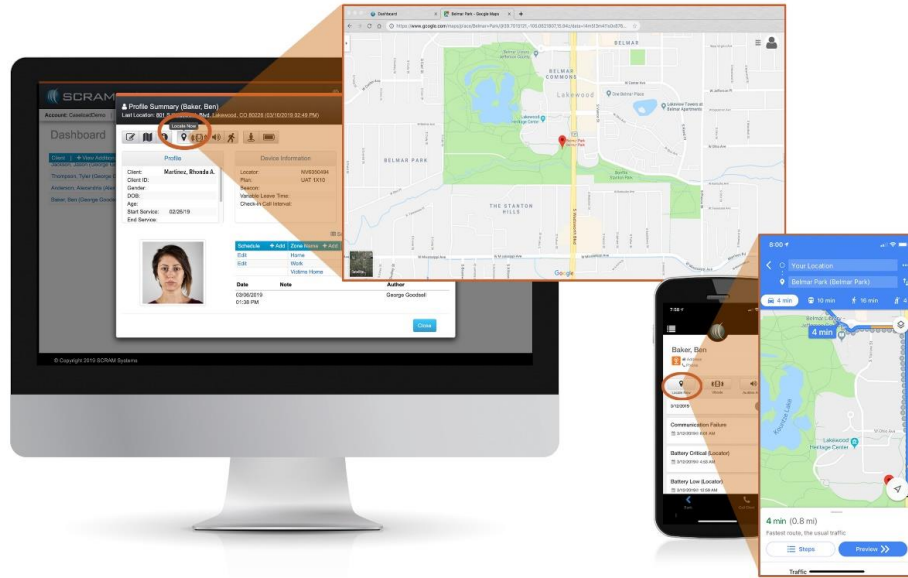
Travel Route Playback. The software offers the most advanced technology to retrace travel routes from point-to-point, with the ability to watch the point move from one location to the next. As points are played back, users can choose to keep the points centered so that the most recently dropped point is always in the center of the map. Additionally, there is an option to keep the information window open to display additional information about the most recently dropped point, such as location date/time, address, latitude/longitude, accuracy, speed, direction, and the number of satellites per point. Travel can be observed in standard map or satellite view at three speeds and any zoom level. The user can also pause the playback, as well as skip to the next location.



Multiple playback options help to provide clear travel playback detail, showing detailed Information for efficient monitoring.

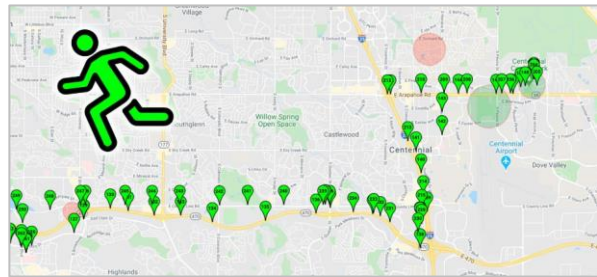
Exhibit D SCRAM GPS Mapping and Analytics

Locate Now. Initiating a Locate Now request prompts immediate contact with the GPS device, commanding it to provide a current location. Regardless of the last or next scheduled callback communication, officers can “ping” the device for immediate location information at any time. As soon as a location is obtained, the address is displayed and the client’s whereabouts are immediately known. The Locate Now feature can be accessed from the software or any Internet-enabled device.



Locate Now allows an officer to “ping” a device through the software. It provides the officer with details of the client’s current location, regardless of previous or next callback time, and can be viewed in satellite, aerial, or street view.

On-Demand Pursuit Mode. While the location of a client can be pinged at any time via the software to determine their whereabouts, SCRAM GPS also offers automated, near real-time tracking with the ability to access GPS points multiple times per minute in a 15-second acquisition by 15-second transmission rate plan. Pursuit Mode is specifically helpful when attempting to apprehend or quickly locate a client in motion. This rapid tracking and accelerated calling can be manually activated or canceled by the officer at any time. When initiated, it automatically continues for 15 minutes, combining real-time tracking every 15 seconds with modern street-level mapping views to assist officers in quickly locating a client.

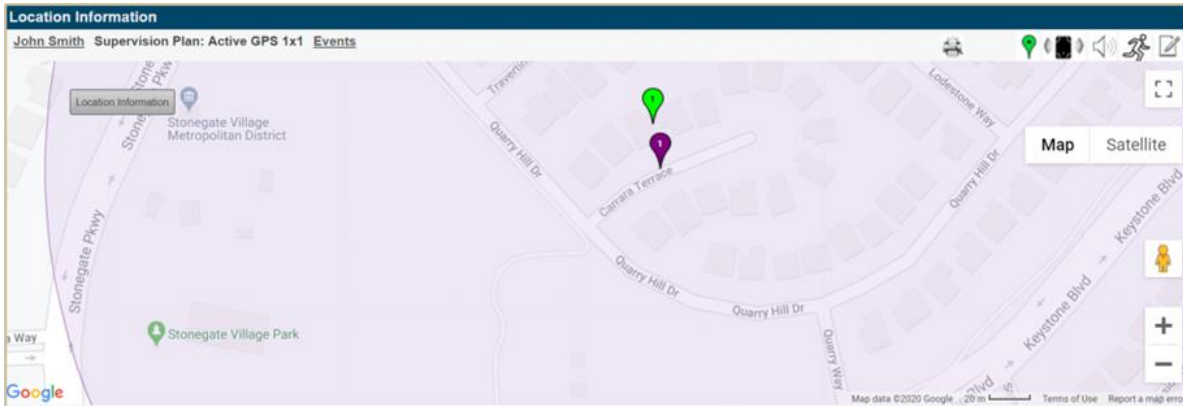


With the click of a button, officers can engage a transmission rate of one location point every 15 seconds to aid in offender apprehension.

Side-by-Side Client and Victim Mapping. When using our optional SCRAM Ally® victim notification mobile app, the GPS offender’s map provides a view of the current distance between the offender and the victim. The victim’s location appears in purple while the offender’s location appears in green.

Exhibit D SCRAM GPS Mapping and Analytics

Multiple Clients Side-by-Side View. View up to six clients side by side. Select a custom time range for one client and then select five other clients to map side-by-side. This view allows officers to see all points on the same map for that same time period. While this feature is part of point-by-point mapping, it can be used to get more detailed information from the Shared Location Analytics (discussed later in with our advanced mapping tools).



View Last Known Location. Officers can view the last known location of one client or all clients in a caseload with the click of a button.

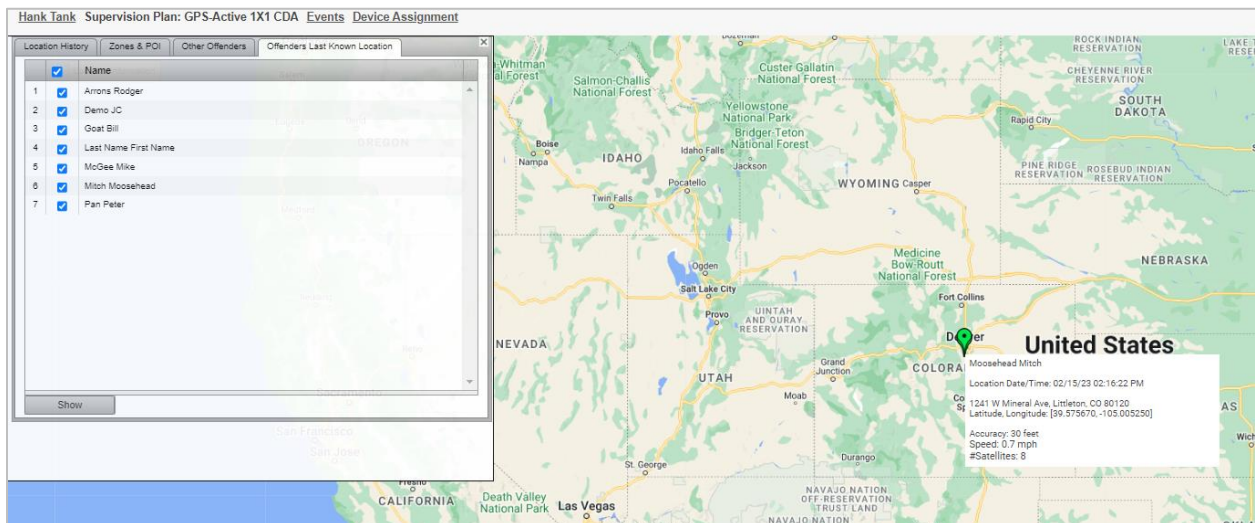


Exhibit D SCRAM GPS Mapping and Analytics

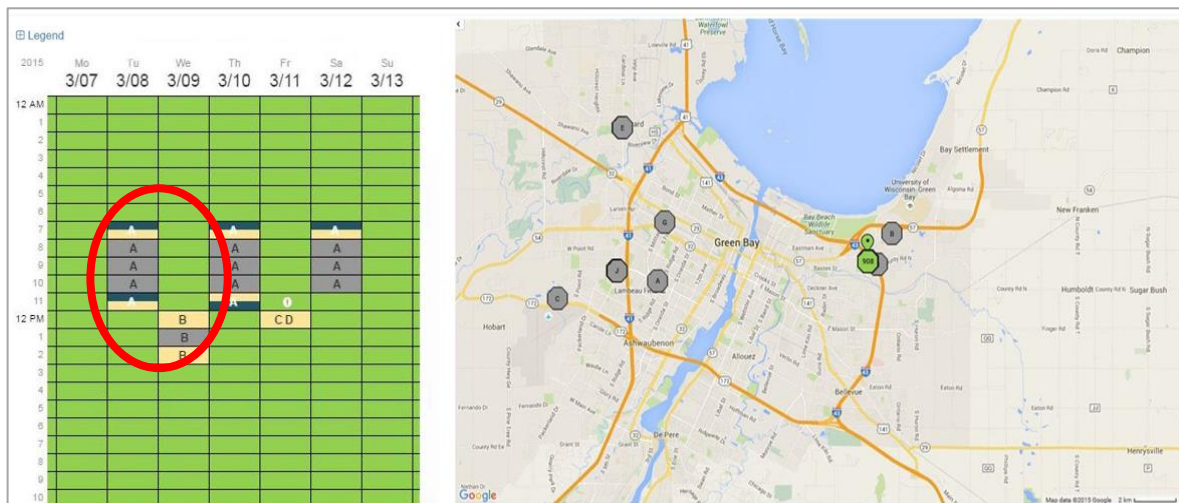
SCRAM GPS Analytics—Our Advanced Mapping Tools

SCRAM Systems' advanced mapping features are designed specifically for quick and easy data analysis. They simplify the 1,440 points generated per client per day and group them into a stop-by-stop analysis of activity. Analytics take point by point tracking to the next level, revealing layers of data as desired and transforming it into usable, powerful, actionable, real-time knowledge in seconds. Officers can start with a high-level, general view of all clients in an agency, drill down to select a region or officer caseload, access a specific client's activities, and then view precise details for each location point collected. These tools provide an unprecedented view of a client's—or a caseload's—behavior patterns in seconds. Our advanced mapping features include our first-in-industry Stop Patterns Reporting, our exclusive Patterns of Life Mapping, and our Shared Locations Reports.

Stop Patterns Reporting

Groups unidentified stops and travel points into simplified graph formats. By using travel route playback features, officers can retrace travel from point to point and identify stop/location patterns outside of any pre-defined zones within seconds. Reports showing stop patterns, stop locations, and shared locations show officers where a client stops, how long they stay at a location, and whether multiple clients were present at that same location. Using SCRAM GPS Analytics saves time and effort while delivering usable monitoring information in seconds. See unidentified locations and define those locations/zones, see charging patterns, and see new zones based on stop patterns.

Stop Locations. Officers can click on a stop location and immediately see whether it is currently a defined location such as work, home, or school, or is undefined. The location point includes the physical address, Google Street View image of that location, latitude and longitude coordinates, how the location point was acquired, and how long the client was at the location.



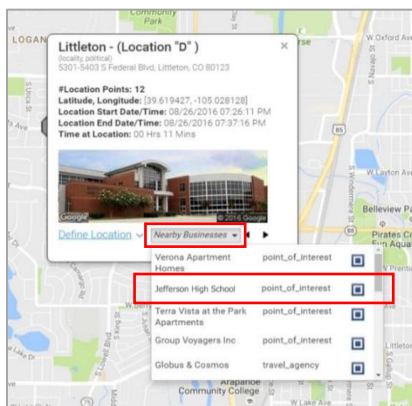
SCRAM GPS Analytics automatically plots points quickly so that officers have a snapshot of stop patterns and can identify concerning behavior patterns in seconds.

Exhibit D SCRAM GPS Mapping and Analytics

Stop Patterns Report. This report maps stop patterns outside of pre-defined inclusion/exclusion zones, which can be identified within seconds. The stop colors are included in the report so officers can quickly identify various stop types.

<div style="text-align: center;"> Offender Stop Patterns Account: Jefferson County Offender: Madeline Morrison Date Range: 04/23/2017 - 05/02/2017 Min. Points at Location: 5 </div>							
Printed by: Janet Jong							
Date	Day	Begin	End	Duration	Location	Place/Zone	Alert
04/23/2017	Sun	00:00	23:59	23 Hrs 59 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/24/2017	Mon	00:00	12:41	12 Hrs 40 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/24/2017	Mon	12:42	13:34	0 Hrs 52 Mins	Travel	Travel	
04/24/2017	Mon	13:35	22:59	9 Hrs 24 Mins	830 South Street, Green Bay, WI 54302	Work	
04/24/2017	Mon	23:00	23:42	0 Hrs 42 Mins	Travel	Travel	
04/24/2017	Mon	23:43	23:59	0 Hrs 16 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/25/2017	Tue	00:00	9:49	9 Hrs 49 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/25/2017	Tue	09:50	10:03	0 Hrs 13 Mins	Travel	Travel	
04/25/2017	Tue	10:04	10:15	0 Hrs 11 Mins	6789 Hartfeld Way, Green Bay, WI 54318	Co-Defense	Exclusion Zone Violation - 10:04 AM
04/25/2017	Tue	10:16	10:26	0 Hrs 10 Mins	Travel	Travel	
04/25/2017	Tue	10:27	12:42	2 Hrs 14 Mins	1884 Main Street, Green Bay, WI 54318	Home	
04/25/2017	Tue	12:43	13:30	0 Hrs 46 Mins	Travel	Travel	
04/25/2017	Tue	13:31	22:38	9 Hrs 4 Mins	830 South Street, Green Bay, WI 54302	Work	
04/25/2017	Tue	22:41	23:28	0 Hrs 47 Mins	Travel	Travel	
04/25/2017	Tue	23:29	23:59	0 Hrs 30 Mins	1884 Main Street, Green Bay, WI 54318	Home	

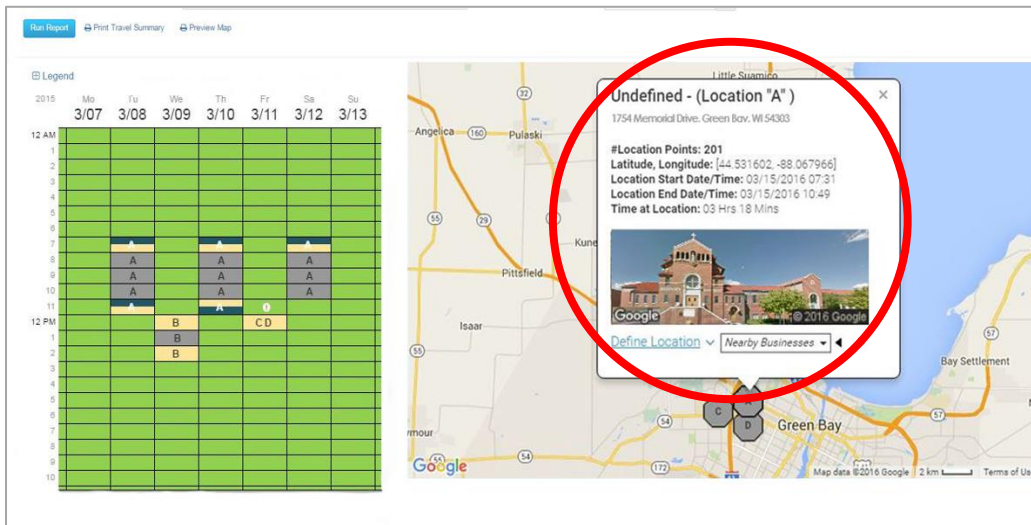
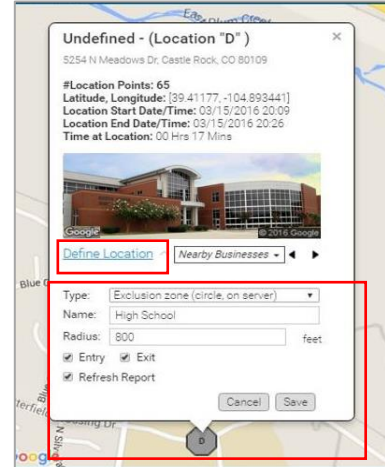
Set report parameters to quickly identify client stop and travel patterns.



Defining a Location. If the location is unknown, a simple click on the “Nearby Businesses” link will show any business registered with Google within 150 meters of the plotted point will populate so that the location can be accurately labeled. A click on the image displays the Google Street View information window, which provides details about the location (such as the name of the business/location, address, phone number, website, and Street View images). All locations defined within GPS Analytics will be defined across all clients on their caseload so that officers will only need to define it once. If the location is known, officers simply click on the “Define Location” link and label the location.

Exhibit D SCRAM GPS Mapping and Analytics

New Zones Based on Stop Patterns. Many officers like to adjust and add new inclusion, exclusion, or notification zones based on what they observe in the client's normal travel patterns. Through GPS Analytics, officers can quickly and efficiently drill down to a location of interest and have the option to define it as a known location (e.g., girlfriend's house), or create a new inclusion, exclusion, or notification zone, all from reviewing stop patterns identified by the software.



Zoom down using Google Maps to see exactly where the offender was and for how long.

Pattern of Life Mapping

SCRAM's unique Pattern of Life (POL) analytics provide an even deeper level of detail on how and where clients spend their time. POL takes our Stop Patterns reporting and layers in the power, breadth, and depth of Google data, automatically identifying stop locations (versus manually identifying) and grouping those locations into 12 meaningful categories. This eliminates the need to zoom in or use street or satellite views to determine where a client has been. POL provides automated, unprecedented location detail, real-time data and information, multiple ways to search and view, and the ability to calendarize Stop behavior. Officers can display routine client patterns in seconds—for a single client or an entire caseload.

Google Integration. POL mapping layers Google data, mapping into our software. Location data is real-time and provides unprecedented details of any location.

Precise Location Point Detail. While our software offers the familiar traditional point-by-point mapping, officers can also pull up to 30 days at a time. When choosing to view details, officers can

Exhibit D SCRAM GPS Mapping and Analytics

select a pre-defined time frame from the drop-down menu or create a custom view by inserting unique start/end dates to search. For each location point, the software shows a grid of date/time, address, latitude and longitude, and direction. In addition, the corresponding map shows a cluster of points that define speed, accuracy, number of satellites, and the source of tracking points for each point. The grid and the map can be used interchangeably; when an entry on the grid is selected, the corresponding location point is highlighted on the map automatically, whereas, if a location point is selected, the software automatically defaults to that entry on the grid. By simply clicking from one point to another, using the grid or the map, officers can review large amounts of data quickly. If a location point is an area of interest or needs further evaluation, it can easily be isolated to view individual details, switching back to the previous view with the click of a button. All data can be exported to a spreadsheet and the map.

The screenshot displays the SCRAM GPS Mapping and Analytics interface. At the top, a filter menu is set to 'Custom' with a date range of '12 Oct 2022 12:00 AM - 12 Oct 2022 11:56 PM'. Below this is a data grid with columns for Sequence, DateTime, Address, Latitude, Longitude, and Direction. A red arrow points from the 'DateTime' column header to a specific row. To the right, a map shows a cluster of green location pins. A red box highlights a popup window for a specific location point, 'Alves Jada', which is also highlighted on the map. A second red arrow points from this popup to a larger, detailed popup window at the bottom of the grid, which provides more information about the selected location point.

Sequence	DateTime	Address	Latitude	Longitude	Direction
1049	10/12/2022 10:12 PM	7350 McGinnis Ferry Rd, Johns Creek, GA 30024	34.062332	-84.158807	SE
1048	10/12/2022 10:11 PM	6630 McGinnis Ferry Rd, Duluth, GA 30097	34.067032	-84.1653	E
1047	10/12/2022 10:10 PM	6590 McGinnis Ferry Rd, Suwanee, GA 30024	34.069178	-84.174682	E
1046	10/12/2022 10:09 PM	270 Colton Crest Dr, Alpharetta, GA 30005	34.074122	-84.18058	SE
1045	10/12/2022 10:08 PM	325 E Smoketree Terrace, Alpharetta, GA 30005	34.077202	-84.182985	SE
1044	10/12/2022 10:08 PM	325 E Smoketree Terrace, Alpharetta, GA 30005	34.077202	-84.182985	SE

Alves Jada
 7350 McGinnis Ferry Rd, Johns Creek, GA 30024

Info

DateTime 10/12/2022 10:12 PM
Lat/Lng 34.062332, -84.158807
Speed 45.7 mph **Direction** SE
Accuracy 15 Feet **Satellites** 15
Sequence No. 1049 **Source** GPS

Officers can drill-down to view location details, including date/time, address, latitude and longitude, and direction for any location point.

Exhibit D SCRAM GPS Mapping and Analytics

Display Routine Client Patterns. POL mapping identifies and highlights typical travel patterns and provides details of a client's individual specific location points, putting client travel patterns into context and making it easy to identify deviations from a client's normal travel behavior. This also provides vital information that aids in effective crime scene correlation.

Real-Time Data. POL defaults to a high-level caseload view that displays locations and activities in real-time, showing the last known activity for all clients. Quickly isolate and view data by selecting a pre-defined time frame or by designating a selected region or officer caseload. POL will automatically refresh every 90 seconds or can be manually refreshed as desired.

The screenshot displays the SCRAM GPS Mapping and Analytics interface. At the top, there is a control panel with a dropdown menu set to "Last Known Activity", a timestamp "14 Oct 2022 02:47 PM", and a section for "Auto Refresh" which is currently "On" with a "68 seconds" interval and a "Refresh Now" button. Below this is a "Pattern of Life" section with a "View" dropdown, an "Account(s)" dropdown set to "POC", and another "Last Known Activity" dropdown and timestamp. A red arrow points from the "Auto Refresh" controls to the "Clients (%)" section of a table. The table has columns for "Client", "Location", and "Last Updated Date". To the left of the table is a category distribution grid with icons and percentages for various location categories. A red box highlights the "Home" (1 (6%)) and "Work" (3 (18%)) categories. To the right of the table is a map of the United States with a red pin in the Atlanta area.

Client	Location	Last Updated Date
Alves, Jada	Edward Andrews Homes B...	10/14/2022 02:45 P
Bailey, Ron	Sports In Motion Photograp...	10/14/2022 02:46 P
Isaac, Brooks	Bank OZK LPO	10/14/2022 02:45 P
John, Smith	Frey Lien	10/14/2022 02:45 P
Falk, Ken	Traveling	10/14/2022 02:45 P
Henderson, Vickie	Work (Zone)	10/14/2022 02:45 P

Category	Count	Percentage
Home	1	6%
Work	3	18%
Education	0	0%
Shopping	0	0%
Social	0	0%
Recreation	0	0%
Worship	2	12%
Services	2	12%
Other	0	0%
Travel	0	0%
Outage	0	0%
Outage Recovered	9	53%

The category distribution grid on the left side can be manipulated to drill down to relevant details. For example, at 2:47 p.m., Home and Work categories are likely approved locations and can be removed from the grid, narrowing down the list of clients in potential violation.

Identifies and Categorizes Stops. POL groups and defines location points by categories, making it easy for officers to identify and analyze real-time, historical, and location-based data. For example, an officer would know in seconds if a client was at home or work, whereas a stop at a department store would be categorized as *Shopping* and a stop at an auto shop would show as *Services*. Each stop location provides detailed information including address, arrival/departure time, the number of times the client visited, and the total time spent at each location.

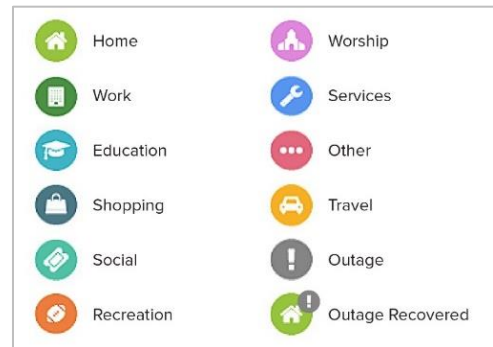
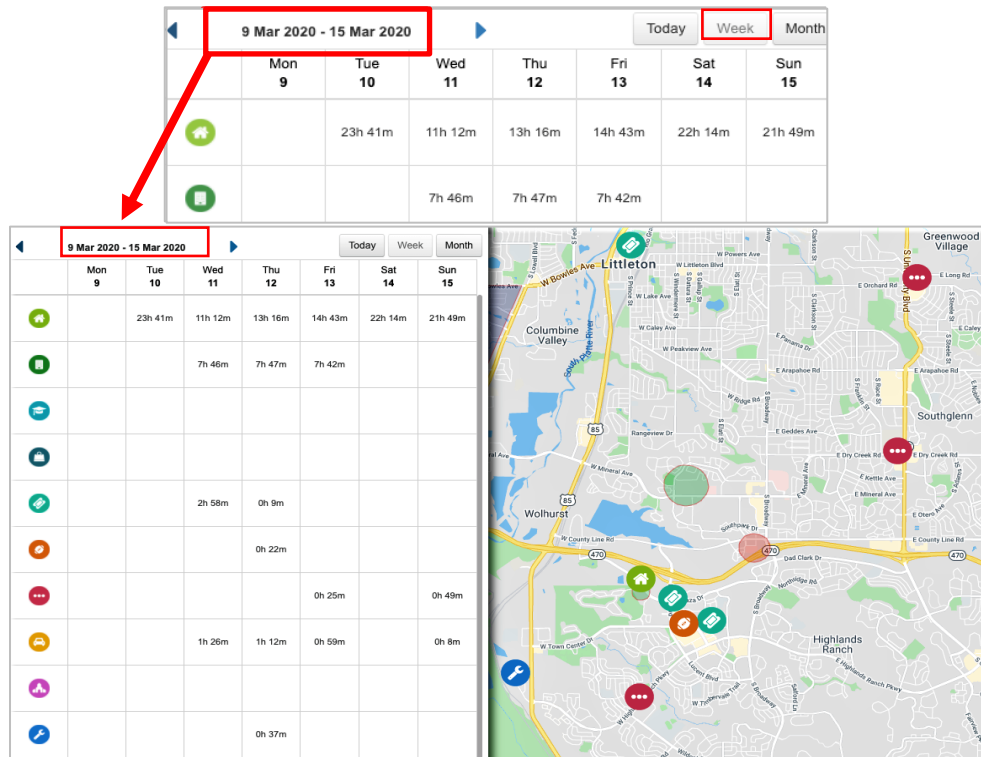


Exhibit D SCRAM GPS Mapping and Analytics

Calendarizes Stop Behavior. Quickly visualize how a client spends their time daily, weekly, or monthly and look for any irregular behavior.

- Weekly and Monthly Patterns.** With simple navigation arrows, officers can separate any unusual activities and investigate details such as arrival/departure time, address, and time spent at each location to gain additional insights into a client's typical behavior. In the scenario below, all the data is logged for the entire week. By highlighting just the first category, it's easy to see that the client spent most of their time at home during the week, with a few short recreation and social outings on Wednesday and Thursday. Generating the same view for an entire month allows officers to easily assess typical patterns of behavior over longer periods of time.



With POL weekly and monthly views, officers can quickly determine where a client spends most of their time. To assess patterns of behavior over a longer period, this report can also be generated to capture up to a month's worth of data.

Selecting any icon or location point (such as Starbucks in the following image) provides detailed location information and shows the travel pattern.

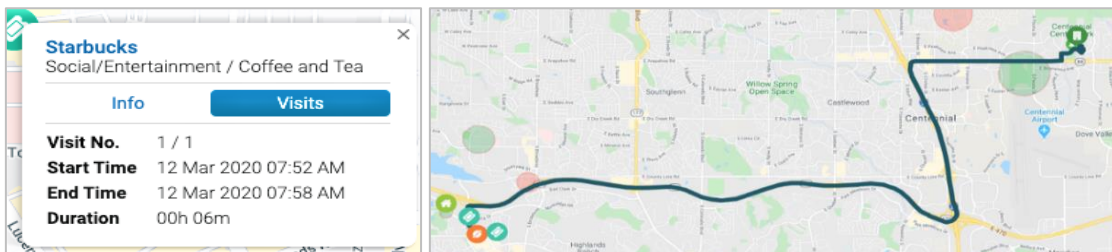
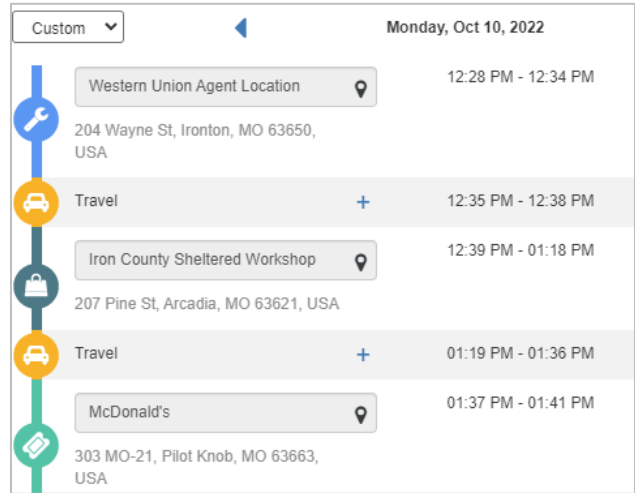


Exhibit D SCRAM GPS Mapping and Analytics

- Daily Routine Analysis.** This view displays the client's daily activities in chronological order. Each activity shows the place name, address, the place name's activity, the start time, end time, and total duration. In just a few minutes, officers can view a client's daily patterns.

The Daily Activity Report allows officers to compare daily routine to monthly routines, establishing a baseline for typical behavior patterns.



Daily Activity Report

Account: POC
Date: 10/17/22
Time Zone: (UTC-06:00) Central Time (US & Canada)

Client: Jada Alves

Printed by: Ron

Client Id: S8156	Supervising Officer:	Cell Phone:
Date of Birth: 05/26/74	Risk Level: Medium	Start of Service: 09/19/22
Gender: Male	Program:	End of Service:

Activity Routine on 10/17/22

Category	Percent of Hours
Home	30.1
Work	0
Education	0
Shopping	0
Social/Entertainment	0.4
Recreation	0
Other	0
Travel	0.1
Worship	0
Services	0.3
No location points	0

Activity Routine from 09/17/22 to 10/17/22

Category	Percent of Hours
Home	58
Work	0
Education	0
Shopping	10.8
Social/Entertainment	0.6
Recreation	0
Other	1.9
Travel	10.1
Worship	1.4
Services	4.8
No location points	0.7

Date	POL Category	Begin Time	End Time	Duration	Place Name / Zone Name
10/17/22	Home	12:00 AM	07:14 AM	07:14	Home
	Travel	07:15 AM	07:16 AM	00:01	Travel
	Social/Entertainment	07:17 AM	07:23 AM	00:06	McDonald's 201 MO-21, Ironton, MO 63650, USA (Fast Food)
	Travel	07:24 AM	07:25 AM	00:01	Travel

The Daily Activity Report allows officers to compare daily routine to monthly routines, establishing a baseline for typical behavior patterns.

Exhibit D SCRAM GPS Mapping and Analytics

Multiple View Options. POL offers multiple ways for officers to view client and caseload patterns.

- **Account View.** This allows officers to quickly view every client in an account or agency.
- **Event Overlay View.** To further help analyze client activity, POL mapping includes the ability to overlay events on a client's map and show related actions taken for that event in a grid. The County decides which layers are displayed on the map, selecting options from the GPS Analytics menu that includes businesses, events, map search box, or zones. In the example below, with Events selected:
 - The location point selected has a coinciding event and denotes the location marker with a red badge.
 - The corresponding details of the transactions taken for that event are displayed in the event column of the grid.
 - The Events option in the information window opens the Client Events Dialog, accessing additional details about the event including notes, notifications, and clear time.

The screenshot displays the SCRAM GPS Mapping and Analytics interface. On the left, a sidebar shows the 'View' section with 'Location Points' and 'Client(s)' filters. Below this is a table with columns for 'Address' and 'Events'. The table contains several rows, with the third row highlighted in grey and its 'Events' cell containing the text 'Incl. Zone Violation Clear - Test Work - Schedule End'. A red box highlights this text, and a red arrow points from it to the 'Events' button in the information window on the right. The information window shows details for 'Alves Jada' at '800 Main Dr, Suwanee, GA 30024', including 'DateTime', 'Lat/Lng', 'Speed', 'Accuracy', 'Sequence No.', and 'Source'. The 'Events' button is also highlighted with a red box. The map on the right shows a cluster of green location points, with one point highlighted in red and a red box around it. A red arrow points from this point to the information window. The 'Layers' panel on the right shows 'Events' selected under the 'Businesses' category.

Address	Events
GA 30024	
5685 Springbox Dr, Suwanee, GA 30024	
800 Main Dr, GA 30024	Incl. Zone Violation Clear - Test Work - Schedule End
5685 Springbox Dr, Suwanee, GA 30024	

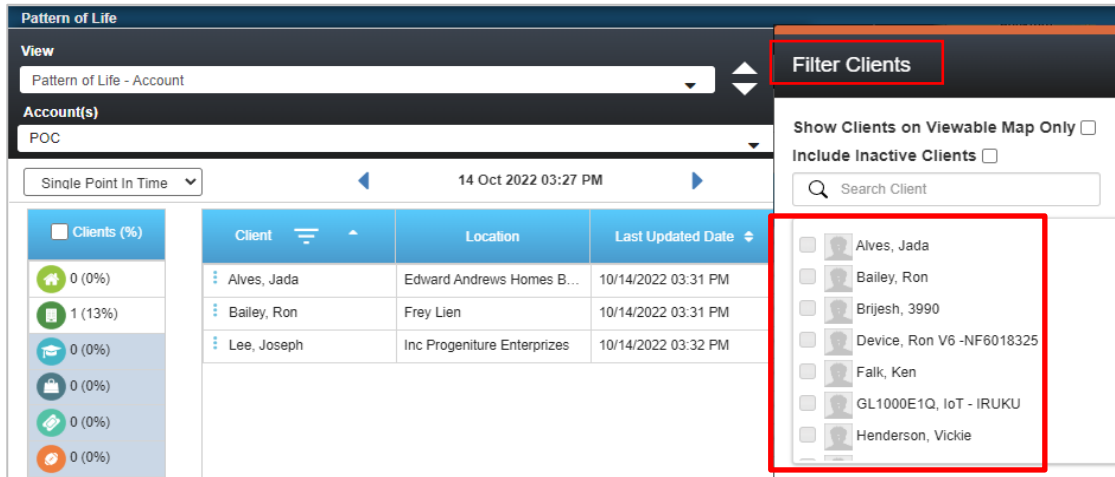
Address	Events
GA 30024	
800 Main Street, Suwanee, GA 30024	
800 Main Street, Suwanee, GA 30024	Incl. Zone Violation Clear - Test Work - Schedule End
800 Main Street, Suwanee, GA 30024	

Alves Jada 800 Main Street, Suwanee, GA 30024	
Info	Events
DateTime	12/13/2022 05:00 AM
Lat/Lng	34.074052, -84.124868
Speed	0.1 mph Direction NE
Accuracy	15 Feet Satellites 17
Sequence No.	2 Source GPS

Exhibit D SCRAM GPS Mapping and Analytics

Multiple Ways to Search. POL provides multiple ways to search so that within seconds, users can access and analyze multiple views of behavior patterns.

- **Search by Client Name.** Views can be filtered at any level to isolate details. This is critical for crime scene correlation. Filter by selecting client names and easily identify exactly which client(s) were at a specific location. Conversely, they can confirm whether a particular client (or group of clients) was definitively NOT in a particular place at that time.



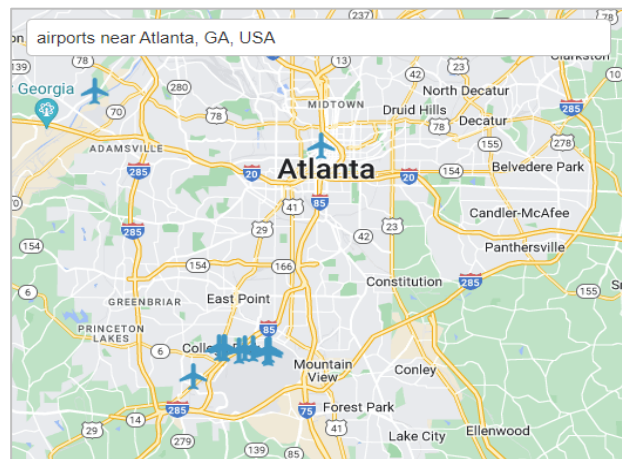
The screenshot displays the 'Pattern of Life' software interface. At the top, there are dropdown menus for 'View' (set to 'Pattern of Life - Account') and 'Account(s)' (set to 'POC'). Below these is a 'Single Point In Time' selector set to '14 Oct 2022 03:27 PM'. A table lists clients with columns for 'Client', 'Location', and 'Last Updated Date'. To the right, a 'Filter Clients' panel is open, showing a search bar and a list of client names with checkboxes. The list includes: Alves, Jada; Bailey, Ron; Brijesh, 3990; Device, Ron V6 -NF6018325; Falk, Ken; GL1000E1Q, IoT - IRUKU; and Henderson, Vickie. A red box highlights the 'Filter Clients' panel and the list of client names.

Client	Location	Last Updated Date
Alves, Jada	Edward Andrews Homes B...	10/14/2022 03:31 PM
Bailey, Ron	Frey Lien	10/14/2022 03:31 PM
Lee, Joseph	Inc Progeniture Enterprizes	10/14/2022 03:32 PM

- **Search by Point in Time.** The ability to isolate historical data by date and time is crucial for situations that involve a known event or a known date and time of a crime's occurrence, but the identity and names of possible clients is unknown. By selecting a pre-defined time frame, such as single point in time, the software will show the locations of all clients at that specific moment.

- **Search by Area of Interest.** Equally critical to GPS monitoring, certain situations require the tools to monitor potential areas identified as problem locations. The County can monitor all client activity in a specific location on the map to perform a proximity search where an incident or crime has occurred. By inserting an address, a partial address, or a list of places, the software will depict icons on the map and help quickly identify locations.

Software filter features isolate details to only show clients in the viewable map area. The client list automatically updates as the map zoom level and placement are adjusted. Once a client has been identified, our drill-down design makes detailed activity readily available for further analysis as needed.



The map shows "airports near Atlanta" and quickly isolates an area of interest to help apprehend potential offenders or possibly prevent crime.

Exhibit D SCRAM GPS Mapping and Analytics

The screenshot displays the SCRAM GPS Mapping and Analytics interface. The top navigation bar includes 'View' (Pattern of Life - Account), 'Account(s)', and 'POC'. A 'Last Known Activity' dropdown is set to '14 Oct 2022 04:35 PM'. The 'Auto Refresh' is set to 'On' with a 66-second interval. A 'Filter Clients' panel is open, showing 'Show Clients on Viewable Map Only' checked and 'Include Inactive Clients' unchecked. A search bar for clients is present, and a list of clients is shown, including 'Alves, Jada', 'Bailey, Ron', 'Brijesh, 3990', 'Device, Ron V6 -NF6018325', 'Falk, Ken', 'GL1000E1Q, IoT - IRUKU', and 'Henderson, Vickie'. Below the filter panel, a table lists clients with columns for 'Client', 'Location', and 'Last Updated Date'. The table shows one client: 'Isaac, Brooks' at 'Sports In Motion Photograp...' with a last updated date of '09/30/2022 08:37 PM'. A map at the bottom shows the location of 'Atlanta Regional Airport - Falcon Field...'.

By applying a few simple filters, the software identifies only one client in proximity of the airport.

Shared Locations Reporting

Certain clients may be restricted from associating with each other while on GPS monitoring. The Offender Shared Locations Report can be used to identify when multiple clients visit the same location (whether at the same time or not), which may help identify parole violations, crime associates, or locations where criminal activity is taking place. With Google Maps, the officer can zoom down to street level and see a detailed view of the location. This report shows trends previously lost in the overload of data. SCRAM GPS Analytics allows officers to:


- See clients who shared a location at the same time.
- See clients who shared locations at a separate time.
- Search based on “amount of points at location” and “caseload.”

Exhibit D SCRAM GPS Mapping and Analytics

Legend				
Address	Client	Total Visits	Total Time	Last DateTime
116 Encinitas Blvd, Encinitas, CA 92024, USA	William Wooding	1	1 Hrs 11 Mins	05/31/23 08:45PM
116 Encinitas Blvd, Encinitas, CA 92024, USA	Marcus Mahoney	1	1 Hrs 11 Mins	05/31/23 08:46PM
200 Saxony Rd, Encinitas, CA 92024, USA	William Wooding	1	54 Mins	05/31/23 07:31PM
200 Saxony Rd, Encinitas, CA 92024, USA	Marcus Mahoney	1	53 Mins	05/31/23 07:31PM

116 Encinitas Blvd, Encinitas, CA 92024, USA

Number of Clients: 2
Latitude, Longitude: [33.049548, -117.289684]
Clients: William Wooding, Marcus Mahoney
Number of Location Points: 144



Define Location Nearby Businesses ▾

GPS Analytics

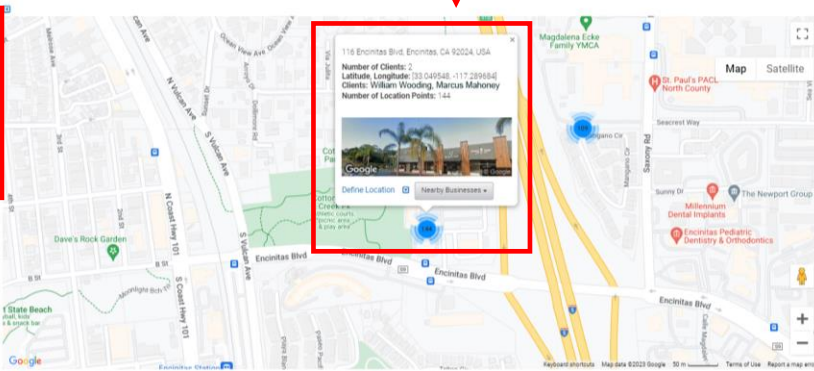
Report Type: Client shared locations Show Inactive Clients

Account/Client: Mineral Monitoring

Start Date: 05/31/2023 End Date: 05/31/2023

5 Minimum Points at Location Only Locations Visited at Same Time

Legend				
Address	Client	Total Visits	Total Time	Last DateTime
116 Encinitas Blvd, Encinitas, CA 92024, USA	William Wooding	1	1 Hrs 11 Mins	05/31/23 08:45PM
116 Encinitas Blvd, Encinitas, CA 92024, USA	Marcus Mahoney	1	1 Hrs 11 Mins	05/31/23 08:46PM
200 Saxony Rd, Encinitas, CA 92024, USA	William Wooding	1	54 Mins	05/31/23 07:31PM
200 Saxony Rd, Encinitas, CA 92024, USA	Marcus Mahoney	1	53 Mins	05/31/23 07:31PM



Officers can choose offenders, view the minimum number of points at a specific location, and determine whether these points were visited simultaneously or at different times. By hovering over a point, officers can see the number of clients present (in this case, two clients), their names, the total points accumulated at that location, and the address.

Additionally, travel information can be accessed in the Multiple Clients Side-by-Side mapping view. This point-by-point mapping view (discussed in our Basic Mapping Features) allows officers to view the travel points between stops.



SCRAM GPS®

The best tracking device meets the best reporting software

SCRAM GPS Maximizes Performance



Patented Strap Design

- Unique design virtually eliminates false open strap alerts and intermittent strap disruptions

SCRAM GPS Beacon

- Optional beacon maximizes performance
- Reduces communication and location alerts, extends battery life
- Ideal for clients in apartments or areas with limited cellular communication



On-Body Charger

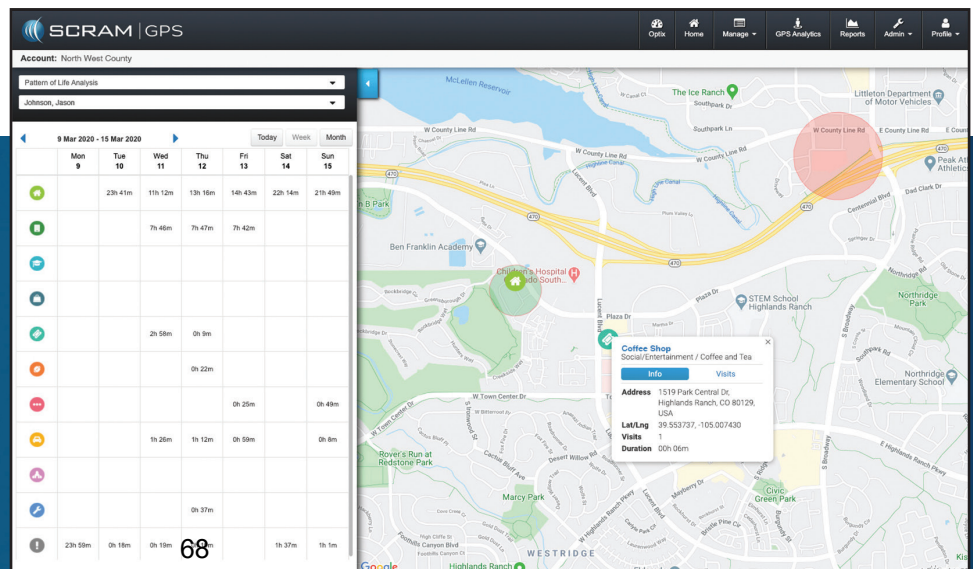
- Doubles SCRAM GPS battery life
- Charges on-the-go in approximately 2 hours

SCRAM GPS Key Features

- Unique strap design reduces alert workload
- 30-second, tool free installation
- Variable range and window leave settings
- On-Demand Pursuit Mode with GPS points every 15 seconds to aid in apprehension
- Long battery life minimizes low battery alerts
- On-board zone storage
- 2-Way client communication
- Industry-leading battery life even on the most aggressive rate plan

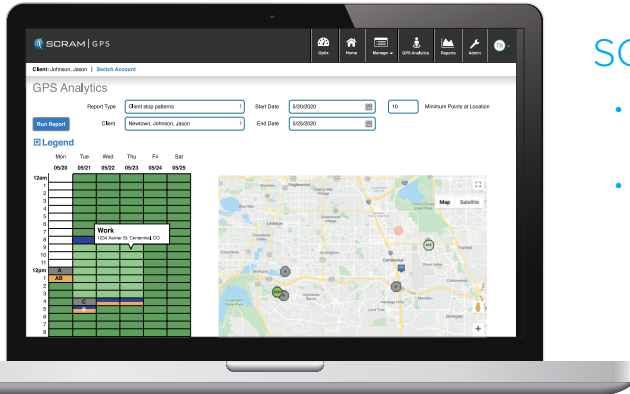
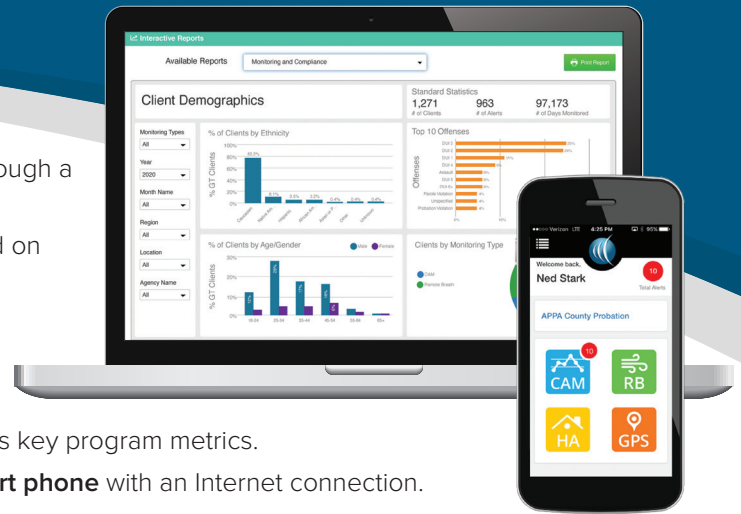
Pattern of Life Mapping With SCRAM GPS

Quickly identify a client's exact location and puts client movements into context with integrated Google Maps and Google Info windows.



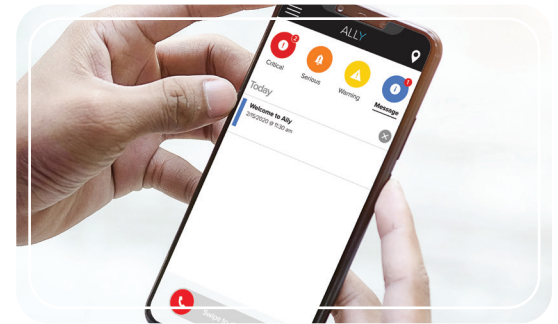
SCRAM Optix™

- **Manage all SCRAM Systems clients**, on every technology, through a single login on our integrated platform.
- **The dashboard automatically prioritizes your caseload** based on urgency status.
- **Easy, one-click access** to notes, mapping, alert actions, and client information.
- **Simplifies data management** of even the largest caseloads.
- **Integrated, simple, customized reporting** graphically illustrates key program metrics.
- **Data accessible on-the-go from any computer, tablet, or smart phone** with an Internet connection.



SCRAM GPS Analytics

- **Quickly make sense of thousands of data points** in order to visually see a client's travel patterns.
- **See specific locations visited by a client**, easily distinguish travel patterns, and identify unknown locations with integrated Google Maps.



SCRAM Ally™ Mobile App

Works in conjunction with SCRAM GPS to notify a victim and the supervising agents when a GPS client is in proximity to the victim's phone.

What Sets Us Apart: The SCRAM Difference

Not all service providers are alike. Our company is a Public Safety-First organization, and we function as a true community partner for our court and agency customers. We are the largest SCRAM Systems service provider in the Western U.S., with office locations and mobile support teams throughout California, Nevada, Arizona, Hawaii, and Idaho. We also hold the distinction of being a **SCRAM Systems Preferred Partner**, a designation earned for our breadth and depth of experience, the quality of our operational services, and our ability to provide a full spectrum of monitoring and supervision solutions. Our team and our solutions maximize efficiencies while minimizing the time and resources our customers spend on program administration.

- ✓ Comprehensive offender case management
- ✓ 24/7 monitoring center operations **and** 24/7 customer and client support
- ✓ Full-service, customizable client-pay programs
- ✓ The most experienced court support team in the U.S.
- ✓ Unsurpassed product and program training—online, in-person, ongoing
- ✓ A dedicated court liaison for every program
- ✓ Inventory management
- ✓ Our Quality Assurance and Compliance Program

Making a Difference



California HQ
Central San Diego
(619) 237-0300
scramca.com

Arizona HQ
Downtown Phoenix
(602) 753-2161
scramaz.com

Nevada HQ
Downtown Las Vegas
(702) 949-7292
scramnv.com

Idaho HQ
Downtown Boise
(208) 871-9060
scramid.com

Hawaii HQ
Downtown Honolulu
(808) 213-6560
scramhi.com

Exhibit E SCRAM House Arrest Information

SCRAM House Arrest Overview

SCRAM House Arrest is a flexible home curfew system with reliable tamper technology. The standalone RF system is designed to transmit data through traditional landline, cellular, Ethernet, or Wi-Fi.

The SCRAM House Arrest Bracelet is attached to the client's ankle. It is small and lightweight, poses no safety hazards, and is waterproof up to one meter. The bracelet continuously transmits data via a coded RF signal to the SCRAM Base Station, which then reports its status to SCRAM Optix, SCRAM Systems' central software platform. The software compares the incoming information to the client's curfew schedule. If a violation is detected, an alert is generated and the County is notified according to their pre-defined procedures.



This system's advantages include:

- The first to market RF with Ethernet communication in addition to landline, Wi-Fi, and cellular connectivity.
- A reliable strap with virtually no false tamperers.
- An LCD screen on the base station for client communication.
- A one-year field replaceable bracelet battery.

Bracelet

Installation. The SCRAM House Arrest Bracelet can be installed on the client's ankle in less than 30 seconds. The entire installation process, including data entry and confirmation, can be completed in less than five minutes. Installation only requires one tool, a T10 screwdriver, which is supplied by SCRAM Systems. The Direct Connect device is placed over the bracelet to activate monitoring. A "quick sheet" installation guide is provided to assist personnel through the installation.



Officers can easily install the bracelet with minimal training.

Durability. The SCRAM House Arrest Bracelet is shock resistant and waterproof to IP68 military standard. The bracelet case has been verified to be submersion tolerant to one meter. Shock specifications refer to drop testing that has been conducted on the bracelet, specifically MIL-STD 810F, using 26 drops on each face, edge, and corner from 48 inches onto a 1.5-inch-thick plywood placed over a concrete floor. The transmitter case functions under normal atmospheric and human environment conditions. The system meets all applicable for FCC regulations (SCRAM House Arrest Bracelet: FCC ID P8M-SM02; SCRAM Base Station: FCC ID P8M-SM03) and is ISO certified.

Battery Life. The bracelet uses a lithium CR2, disposable battery with a one-year life in use. No charging by the offender is required. It will post a low battery message seven (7) days prior to battery

Exhibit E SCRAM House Arrest Information

failure, allowing sufficient time for the battery to be replaced.

Anti-Tamper Technology. The bracelet is equipped with industry-leading, anti-tamper technology. Multiple sensors monitor strap tampers, temperature, body mass readings, and faceplate removal in order to detect if the bracelet has been removed from the client. The bracelet's intelligent self-diagnostic capabilities constantly monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM House Arrest system.

Base Station

Flexible Communication. Considering that just over half of U.S. homes have a landline telephone, yet nearly 75% have home Internet service, SCRAM House Arrest is designed to accommodate the needs of today's population. The SCRAM Base Station is optimized to communicate by standard telephone line or the Internet using the Ethernet port, as well as Wi-Fi and cellular connectivity. The bracelet communicates all alerts with the base station when in range, which then sends all available data to the monitoring software.



Location Verification. If monitoring via landline and the base station is disconnected and reconnected to an unauthorized telephone line, the SCRAM Base Station will generate an alert, as well as indicate the number from which the base station is calling. If monitoring wirelessly, an alert will be generated if the base station is moved.

Curfew Schedules. SCRAM Optix provides an efficient means of managing curfew schedules for each client on a case-by-case basis as determined by the supervising officer(s). It enables supervising officers to easily modify any client's schedule and curfew information via flexible edit, copy, and delete features. It also allows officers to view past schedules, as well as historical change records.

Range. The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the client's home or other authorized location. These settings are approximately 35, 75, and 150 feet respectively. The SCRAM Base Station includes an LED indicator and an audible alarm that can be enabled to alert the client when they are out of range.

Memory. The SCRAM Base Station can hold up to a month's worth of data (about 7500 messages). This equates to about 48 tests per day, or 1,440 tests per month. All messages are time-stamped and stored in its non-volatile memory, so that the messages are never lost.

Exhibit E SCRAM House Arrest Information

Power/Phone Failure and Memory. The SCRAM Base Station is powered by the participant's home AC power outlet. If it becomes unplugged or loses power, it will switch to the backup battery and an "AC Power Loss" message will be called into the monitoring software. The backup battery will function up to 48 hours during a power outage with a fully charged battery. When electrical power is restored, it will switch back to main power and an "AC Power Restore" message will be called into the software. All alerts will be reported to the County per pre-defined procedures.

If telephone service is lost, the base station will log a "Telephone Loss" message. When telephone service is restored, the base station will log a "Telephone Restore" message and communicate both messages to the monitoring software. All messages will be stored in the unit's non-volatile memory and reported once telephone service is restored. The base station can hold up to a month's worth of data (about 7500 messages) and the transmitter can hold 160 days of events. All messages are date and time-stamped.

Monitoring Software

Convenient 24/7 Access. All SCRAM Systems devices are monitored by SCRAM Optix, the web-based software application managed by SCRAM Systems. The software is accessible 24/7 via any web-enabled device. Officers can enroll clients, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory and quickly assess detailed caseload information at-a-glance via device and status indicators.

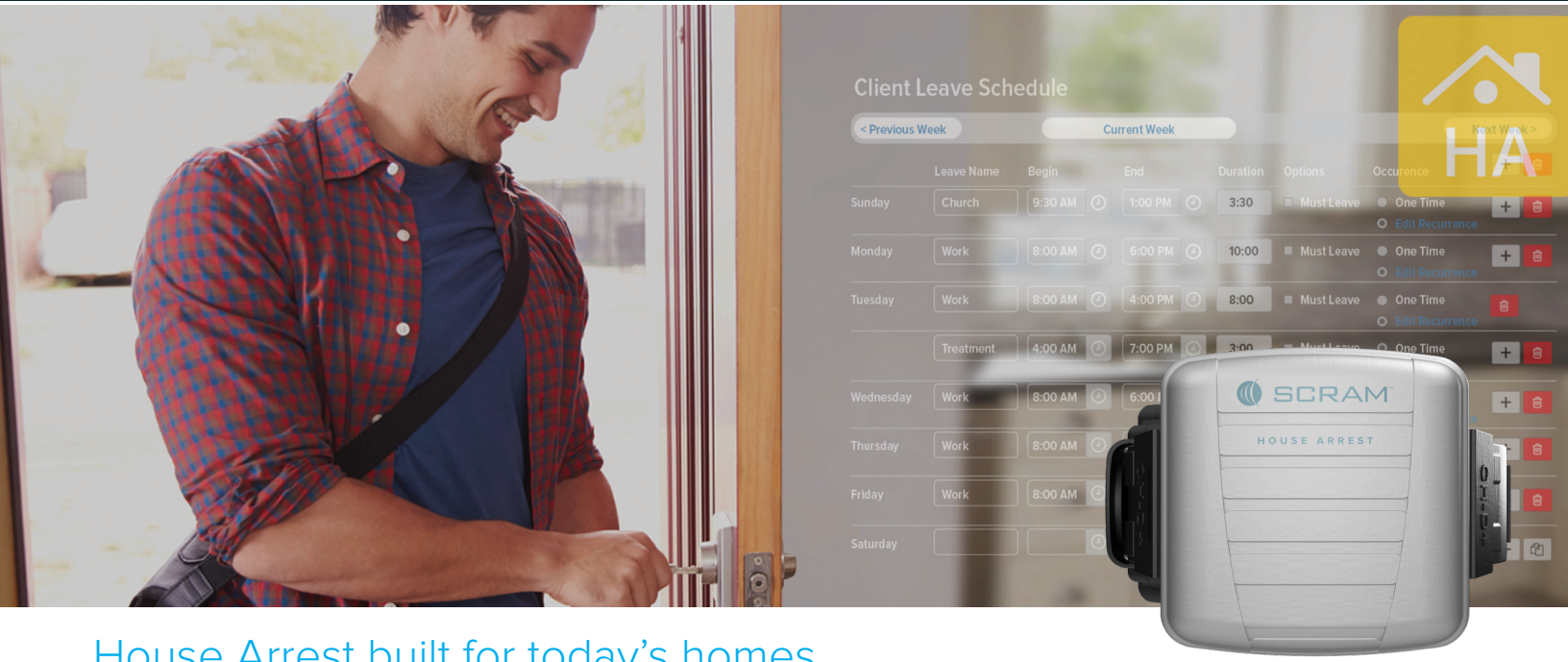
Mobile Adaptive. The easy-to-navigate, mobile adaptive software allows officers in the field to access client profiles, priority alerts, driving directions and call clients, right from their smartphone or tablet.

Notification. Alert notification parameters can be set from 0 to 120 minutes. The officer can be notified via e-mail, text, or via the Daily Summary Report.

Curfew Schedules. SCRAM Optix provides an efficient means of managing curfew schedules for each offender on a case-by-case basis as determined by the supervising officer(s). It enables supervising officers to easily modify any offender's schedule and curfew information via flexible edit, copy, and delete features. It also allows officers to view past schedules, as well as historical change records.

Range. The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the client's home or other authorized location. These settings are approximately 35, 75, and 150 feet respectively. The SCRAM Base Station includes an LED indicator and an audible alarm that can be enabled to alert the client when they are out of range.

A range test can be performed during installation or at any time, so that the client understands the parameters within the home. The officer has full control over performing the test and does not need to contact the monitoring center.



House Arrest built for today's homes.

SCRAM House Arrest® is an effective home curfew monitoring solution for low-risk offenders, providing required supervision while allowing clients to remain accountable for their actions. Optimized to work with today's home communications, the House Arrest system can transmit data through traditional landline, cellular, Ethernet, or Wi-Fi and fully integrates with all of SCRAM Systems' technologies on the SCRAM Optix™ software platform.

SCRAM House Arrest is ideal for:

- Community corrections
- Domestic and family caseloads
- Bail and sentencing reform
- Prison and jail overcrowding

Bracelet Features

- Waterproof design
- Multiple anti-tamper systems
- 30-second installation process
- One-year field-replaceable battery



Wireless Base Station Features

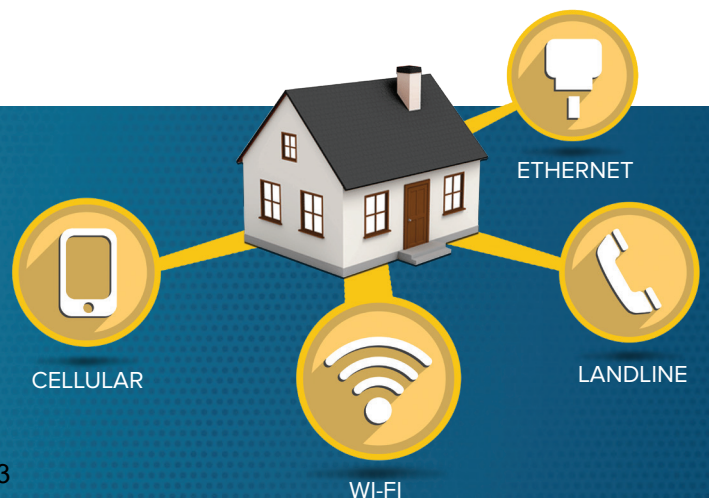
- Multiple connectivity options
- Smallest base station on the market
- 24- to 48-hour backup battery life
- Digital LCD Display



Connection Technology Designed to Work in Any Home

In today's homes:

- Less than 50% have a landline
- Nearly 75% have internet
- Almost 40% are wireless only



Software & Mobile Solutions

Client Accountability with SCRAM TouchPoint™



- Improves client engagement while making SCRAM electronic monitoring programs more efficient
- Secure, real-time messaging, and mobile check-ins help clients successfully complete the terms of their supervision

Caseload Management with SCRAM Optix™

- Streamline officer workflows by allowing them to manage their entire SCRAM electronic monitoring caseload with a single login
- Search for clients, view and work alerts, and run advanced reports and interactive program analytics

Flexible Options



House Arrest for Any Client

- Works in any home, office, or location with electricity, without the need to install new communication systems
- Variable range and leave window settings can be easily set by agents to accommodate varying proximity distances and configurable schedules

Analytics & Reports



Dynamic and Interactive Program Insights

- Integrated analytics powered by Microsoft® PowerBI® provide comprehensive, actionable reports
- Filter by criteria such as monitoring type, date ranges, and locations to visualize performance across all caseloads
- Generate and view a variety of reports including client monitoring and compliance, inventory, alert analysis, and more

Customer Support

Providing Help 24/7



- Customer support via phone, email, or online chat available around the clock
- Personalized support built on collaborative relationships
- Comprehensive court support including proper documentation and court reports
- Automated visibility into inventory with built-in tools to manage devices
- Dynamic web-based and in-person training courses

Exhibit F SCRAM CAM Information

SCRAM CAM Overview



The SCRAM Continuous Alcohol Monitoring® (SCRAM CAM®) device provides 24/7 alcohol monitoring for higher-risk/higher-need alcohol clients. It is the most widely used and the *only* scientifically proven and court-validated device of its kind.

SCRAM CAM provides a fact-based, comprehensive profile of alcohol consumption and curfew compliance. The result is a much more reliable and cost-effective alternative to random breath testing or incarceration, making it an intensive accountability tool. SCRAM CAM:

- Encourages compliance because it eliminates testing gaps—meaning that there is no way to miss a test or drink around testing schedules.
- Uses a controlled, quantifiable sample, resulting in true continuous monitoring that can reliably distinguish between environmental and consumed alcohol.
- Battery life of 90+ days significantly reduces the need for constant communication and supervision.
- Never requires a secondary test, such as a breath, urine, or blood test, to confirm a drinking event.
- Is independently tested and has peer-reviewed, published studies confirming its reliability.
- Is court-validated—meaning it has been upheld as valid and reliable by the Daubert, Frye, and FRE 702 and 703 standards of admissibility in every state where it's been challenged.

As the pioneer of CAM technology, SCRAM Systems launched the original Secure Continuous Remote Alcohol Monitor (SCRAM) system to the criminal justice market in 2003. In 2010, optional, built-in RF house arrest capabilities were added to the bracelet to provide dual functionality. Known today as SCRAM CAM, it is part of the SCRAM Systems line of electronic monitoring and corrections software solutions.

***SCRAM CAM has monitored 1.1 million clients—
that's more clients worldwide than all other transdermal devices combined.***

The patented SCRAM CAM bracelet is attached to the client's ankle and worn 24/7. It monitors alcohol consumption by sampling the insensible (gaseous) perspiration constantly being emitted from the body. The bracelet transmits data by RF signal to the SCRAM Base Station. When data is received by the base station, it is transmitted to the monitoring software platform by telephone landline, Ethernet, Wi-Fi, or cellular communication. The software notifies the supervising authority of any alcohol alerts, tamper alerts, or equipment malfunctions so they can respond quickly to problem clients.



The system meets all applicable for FCC regulations (SCRAM CAM Bracelet: FCC ID P8M-SM 0; SCRAM Base Station: FCC ID P8M-SM03) and is ISO certified.

Exhibit F SCRAM CAM Information

The CAM Device



Continuous Alcohol Monitoring. Because people excrete approximately one percent (1%) of the alcohol they drink through their sweat, if an individual has been drinking it will show up in the level of alcohol vapor present in the insensible perspiration that is constantly produced and emitted by the skin. The SCRAM CAM ankle bracelet continually collects a sample of a client's insensible perspiration and automatically tests the sample every 30 minutes, 24 hours a day. SCRAM CAM provides the industry's only true 24/7 sobriety monitoring, ensuring that authorities

know conclusively if a client has been drinking or if they are compliant with the conditions of their supervision.

The SCRAM CAM device continuously collects a sample, making it easy to use with no required intervention from the client. There are no reminder calls necessary, no prompts required to initiate monitoring, and no action needed by the client to preface testing.

Single Source Admissibility. SCRAM CAM is single source admissible, which means it never requires a secondary test, such as a breath, urine, or blood test, to confirm a drinking event. It can conclusively distinguish between ingested and environmental alcohol to ensure accurate monitoring. This is possible due to the following reasons:

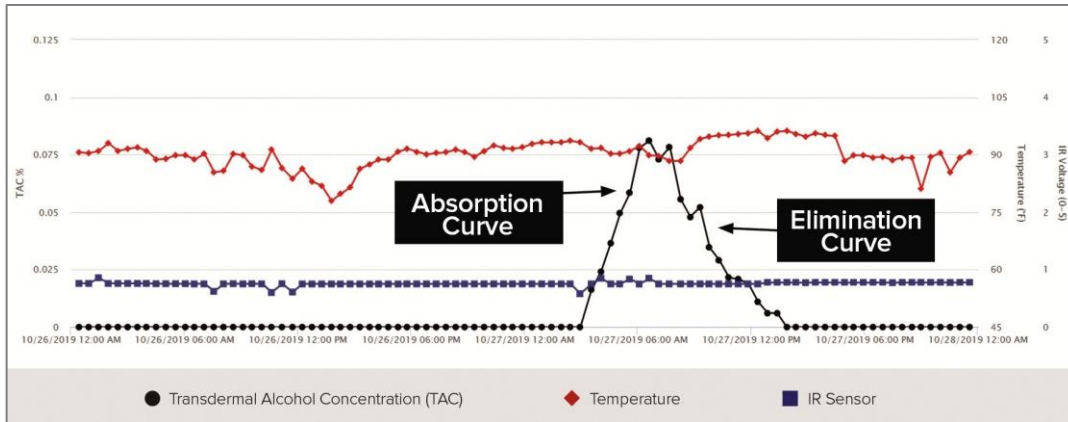
- **Controlled, Quantifiable Sample Delivery System.** SCRAM CAM is the only CAM device on the market that uses a controlled, quantifiable sampling method—collecting every second—to create a measured sample every 30 minutes. This is the same proven type of sample delivery system used in evidential breath testing equipment that has been the standard in law enforcement for decades. Without this sampling method, a device is susceptible to environmental factors causing false positives and/or may require a secondary test. By combining this system with SCRAM Systems' patented method of "contaminant isolation" SCRAM CAM can distinguish between environmental and ingested alcohol.

The sample delivery method results in a quantifiable Transdermal Alcohol Concentration (TAC) curve, with specific alcohol absorption and elimination rates. The contaminant isolation method allows SCRAM CAM to measure the level of environmental or ambient alcohol prior to each transdermal alcohol measurement, indicating if a test has been contaminated. When combined, these approaches ensure results of the highest confidence with the lowest false positive rate possible.

- **Proven Electrochemical Fuel Cell Technology.** The electrochemical fuel cell, which is the heart of the SCRAM CAM bracelet, has been validated through decades of research and experience and is considered the gold standard in alcohol testing applications. The fuel cell is comprised of extremely sensitive and ethanol-specific alcohol sensors and is the same type of fuel cell used in evidential breath testing equipment and interlock devices.
- **Thorough Data Analysis and Review Process.** All data received from the SCRAM CAM bracelet is subjected to a rigorous, scientific alcohol detection analysis. This review process, supervised by SCRAM Systems' specially trained team of analysts, looks at key data (such as alcohol absorption and elimination rates) of the TAC curve. This peer-reviewed, scientifically proven, and court-validated confirmation process ensures that only true alcohol consumption events are confirmed.

Exhibit F SCRAM CAM Information

- **Confirmed Alcohol Consumption.** SCRAM CAM readings and analysis are based on the well-documented and scientifically proven metabolism rate for consumed alcohol. Data from a drinking event shows a gradual increase in alcohol levels over time, achieves a maximum TAC, and then slowly burns off to create a well-defined alcohol curve. In the following graph, TAC is represented by the black line. Tamper detections, in the form of an infrared (IR) sensor (represented by the blue line) and temperature reading (represented by the red line) appear on the graph along with the TAC readings.



- **Environmental Alcohol Detection.** The graph below depicts a client coming into contact with an environmental alcohol source (like lotion, perfume, etc.). It shows a distinct and dramatic jump in the absorption side of the alcohol curve, followed by a rapid dissipation of the alcohol, unlike the graph of an actual drinking event. It shows absorption and burn-off rates outside of the tested, proven rates that the body can absorb and metabolize for consumed alcohol. In addition, before every 30-minute measurement, SCRAM CAM tests the ambient air around the device to determine if environmental alcohol is present.

Anti-Tamper Technology. The SCRAM CAM bracelet is equipped with industry-leading anti-tamper technology that incorporates multiple sensors and accurately detects any tamper attempts. These sensors monitor changes in temperature and any attempt to cut, obstruct, remove, or otherwise defeat the technology. The bracelet’s intelligent self-diagnostic capabilities constantly monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM CAM system.

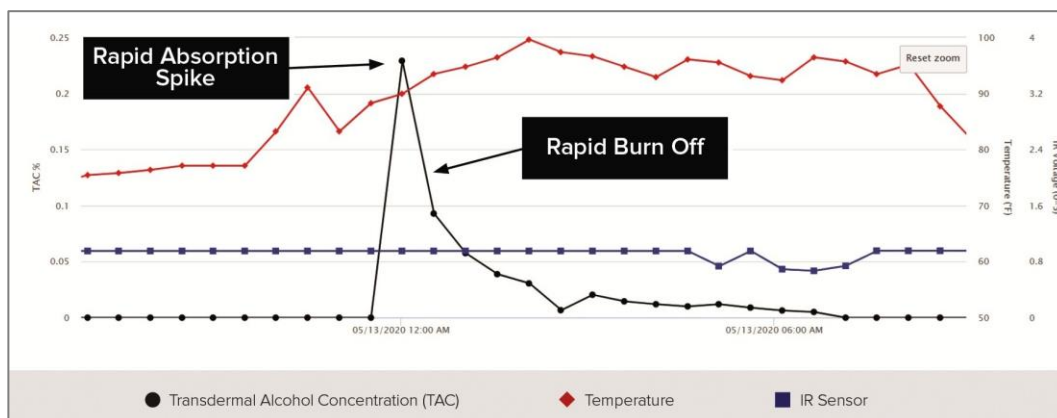


Exhibit F SCRAM CAM Information

Bracelet Design. The bracelet straps are made of latex-free, flexible material that eliminates a break-in period. The small, lightweight transmitter does not restrict activities, and poses no health hazard. SCRAM Systems offers two different strap sizes to accommodate both smaller and larger ankles.

Durable and Water Resistant. The SCRAM CAM bracelet is water and shock resistant, durable, and hypoallergenic. SCRAM CAM is completely water resistant, and all participants are encouraged to shower as frequently and thoroughly as they want. Additionally, it does not have any exposed water chambers or external features that could freeze in colder temperatures or cause it to stop functioning if it was subject to adverse wearing conditions.

Maintenance and Calibration. SCRAM Systems performs all equipment maintenance, including recalibration, to ensure proper working order. The standard policy is to bring devices back after 365 days of use for recalibration. This is done by issuing a “Scheduled Maintenance” RMA at the time the device is due. There is no charge to the County.

Battery Life. Unlike other devices that rely on frequent charging and are prone to battery failures, SCRAM CAM boasts an impressive battery life of 90+ days.

The bracelet uses a Lithium CR2, disposable battery with a 90-day life in use. No charging by the client is required. The bracelet will post a low battery message seven days prior to battery failure, allowing enough time for the battery to be replaced.

Memory. The SCRAM CAM bracelet can store up to 160 days of events in its onboard memory. In addition, the base station has its own memory capacity and can store up to a month’s worth of data (about 7,500 messages).

Data can also be retrieved using the SCRAM CAM Direct Connect device. This provides the ability to connect the SCRAM CAM bracelet directly to an Internet-enabled computer without the need for the SCRAM Base Station and phone line.

Base Station and RF/Curfew Monitoring



The bracelet can be used as CAM-only or combined with integrated radio frequency (RF) house arrest for location monitoring. Officers can easily enable the house arrest feature through in the software at any point during a client’s monitoring without the need to change equipment.

Benefits of a 90-Day Battery Life

No Battery Lapses: Minimizes the need for frequent battery-related interventions, allowing caseload managers to focus on their primary responsibilities.

Reliability: The technology is always operational, providing peace of mind knowing that clients are adhering to their sobriety mandates.

Prevention of Manipulation: Serves as a powerful deterrent against tampering or non-compliance by removing the temptation to let the battery die to engage in prohibited behavior.

Exhibit F SCRAM CAM Information

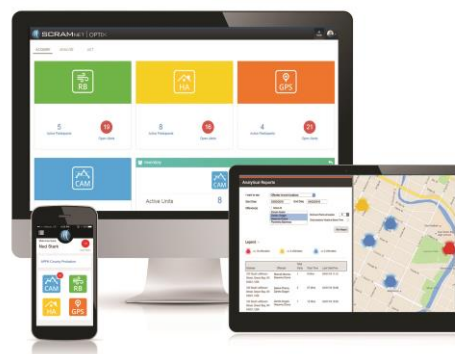
The Monitoring Software: SCRAM Optix™

SCRAM Optix is the web-based application developed and managed by SCRAM Systems where client data is collected, analyzed, and maintained in a secure, central location. The software provides a wide range of reports and graphs—from a snapshot of a single event to a comprehensive view of a client’s behavior over time.

Secure 24/7 Access. SCRAM Optix is accessible 24/7 via any web-enabled device. Officers can enroll clients, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory, and quickly assess detailed caseload information at-a-glance via device and status indicators.

Mobile Adaptive. SCRAM Systems software is built to be mobile-adaptive, providing users with full access to all desktop features directly from a smartphone or tablet—without the need for additional apps.

Optimized for seamless viewing on any mobile device, it eliminates the need for frequent updates required by traditional mobile apps and eliminates issues with limited functionality. Users can instantly access client profiles, receive priority alerts for confirmed drinking events and tampers, view client addresses, and call clients—all in real time, ensuring efficient monitoring and response.



Alert Notification. Notification methods for all alerts include email, text, and/or a Daily Activity Plan (DAP). The DAP can be automatically delivered up to twice daily. All alerts and monitoring activity are also accessible through the software and are automatically date- and time-stamped.

Prior to notification, SCRAM-certified analysts confirm all CAM-specific violations (drinking events, tampers, obstructions, communication alerts, and environmental contaminants/alcohol). This ensures that alerts are valid, so that follow-up testing —such as blood, breath, or urine—are not needed to confirm drinking events.

Court Admissibility

SCRAM CAM results have been accepted in thousands of probation violation and revocation hearings, as well as hundreds of evidentiary hearings across the U.S. and Australia. SCRAM CAM has been upheld as valid and reliable by Daubert, Frye, and FRE 702 and 703 standards of admissibility in every state where it has been challenged, including state appellate and supreme court-level hearings.

SCRAM Systems originated the science of continuous alcohol monitoring and has successfully developed and defended SCRAM CAM technology for over 20 years.

Court Support Program

SCRAM of California and SCRAM Systems provides the most comprehensive Court Support Program in the industry. Since 2003, SCRAM Systems has worked with courts and ancillary agencies to provide

Exhibit F SCRAM CAM Information

comprehensive SCRAM CAM testimony, which has included the creation of more than 3,600 formal court reports used to detail the monitoring results of clients who denied a SCRAM CAM violation (either alcohol consumption, equipment tampering, or a combination). In most cases, clients confronted by the court armed with a comprehensive SCRAM CAM reporting package admitted to the violation prior to the scheduled hearing. SCRAM Systems supports our technology in courts at every level and provides everything from a written report confirming a violation to in-person expert testimony for evidentiary hearings.



Client Non-Compliance Report

11/28/2017 - 11/29/2017

Client: Lou, Lightswitch
Case Number: Test
Date of Birth: 5/22/1985
CAM Bracelet Number: 83587

Agency: Test Agency
Agent: Johnson, Steve
Court: Test Court

Alert Status

Not Confirmed.

Data Interpretation

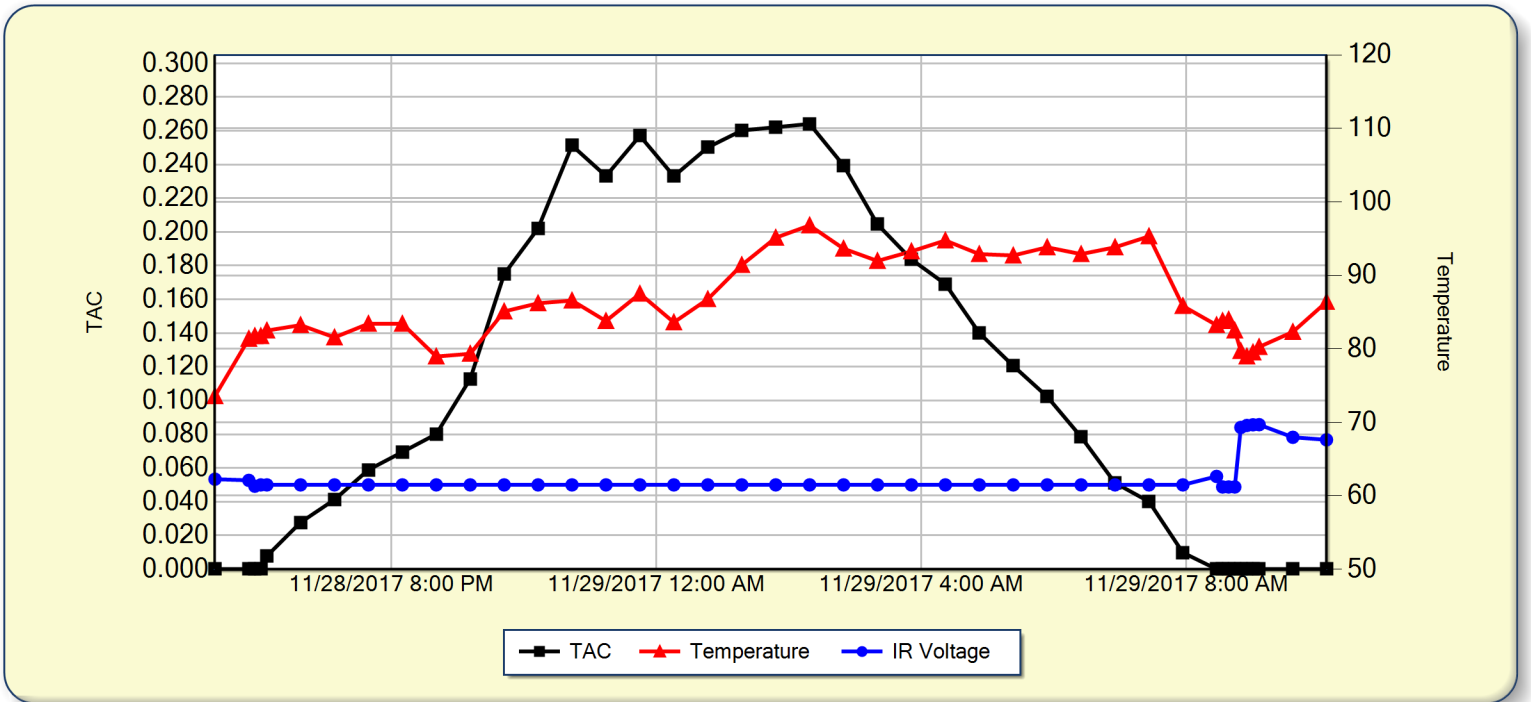
The Trans-dermal Alcohol Concentration (TAC) readings are the black line and are represented on the scale to the left of the graph. The Infrared (IR) readings are identified on the light blue line and the temperature readings are displayed on the red line and represented by the scale on the right of the graph.

Confirmed Consumption

Alcohol detections confirmed as consumption identify the Transdermal Curve and include both the presence of absorption to the peak with an absorption rate less than 0.10% per hour, and the presence of elimination with an elimination rate less than or equal to 0.035%

The graph below isolates the confirmed alcohol consumption event.

Overlay Graph





CLIENT COMPLIANCE REPORT

355
Clients Monitored

99%
Daily Compliance %

296
Completed Clients

17,304
Days Monitored



SCRAM Continuous Alcohol Monitoring

The world's most trusted and widely used alcohol monitoring solution

SCRAM CAM® provides 24/7 continuous, transdermal testing for your mid- to high-risk alcohol clients. By automatically sampling the wearer's perspiration every 30 minutes, SCRAM CAM eliminates testing gaps and supports true accountability.

Reliability

- No testing windows, no missed tests, no missed drinking.
- Single-source admissible—no secondary tests required.
- Alerts are subject to rigorous data analysis before confirmation.
- The **only** transdermal system where the technology and confirmation criteria are independently tested, peer-reviewed, published, and court-validated.
- Continuous, automated, 24/7 sample collection.
- Automatically samples Insensible Perspiration every 30 minutes.
- Industry-leading anti-tamper technology.
- Optional RF/House Arrest monitoring in the same bracelet.
- Automatic data uploads.
- No in-person, supervised testing.

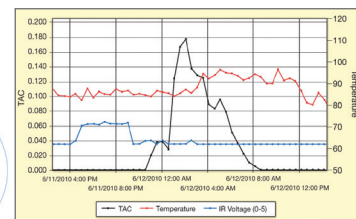


Automated testing
48 times a day



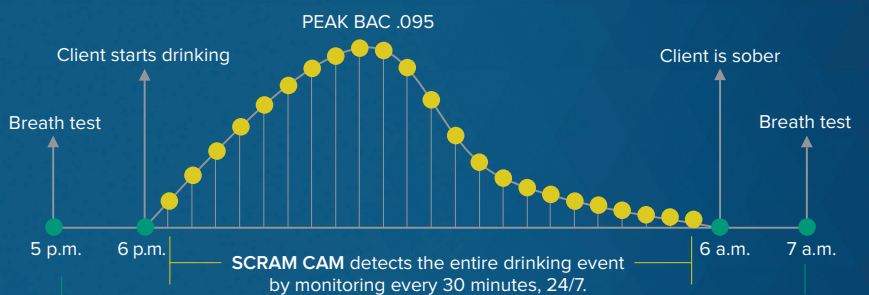
Automatic
downloads

CELLULAR
WIRELESS
ETHERNET
LANDLINE



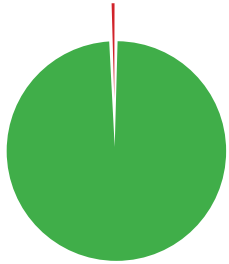
Continuous Testing Ensures True Compliance

Alcohol metabolizes quickly, which means clients can drink around EtG and breath tests.



SCRAM CAM is proven to increase compliance and modify long-term behavior.

SCRAM CAM programs have been shown to actually change behavior, both during monitoring and subsequent to the period of supervision.



Daily Compliance*:

99.4% ● Compliant
0.6% ● Noncompliant

* Rate of violations on any given monitoring day

- **True compliance**—99.4% of SCRAM CAM clients are completely sober and compliant each and every day. No drinking, no tampering.
- **Behavior modification**—Studies show as much as a 45% decrease in DUI recidivism for repeat, high-risk offenders who wear SCRAM CAM more than 90 days vs DUI offenders who were not monitored with CAM.
- **Deterrence**—88% of participants report that SCRAM CAM deterred them from drinking.



SCRAM Optix™

- **Manage all SCRAM clients**, on all technologies, from a single platform with a single login.
- **Robust dashboards and customizable reporting and analytics**—by agent, department, or for an entire program.
- **Accessible 24/7 from any location** via any computer, smartphone, or tablet with Internet access.

What Sets Us Apart: The SCRAM Difference

Not all service providers are alike. Our company is a Public Safety-First organization, and we function as a true community partner for our court and agency customers. We are the largest SCRAM Systems service provider in the Western U.S., with office locations and mobile support teams throughout California, Nevada, Arizona, Hawaii, and Idaho. We also hold the distinction of being a **SCRAM Systems Preferred Partner**, a designation earned for our breadth and depth of experience, the quality of our operational services, and our ability to provide a full spectrum of monitoring and supervision solutions. Our team and our solutions maximize efficiencies while minimizing the time and resources our customers spend on program administration.

- ✓ Comprehensive offender case management
- ✓ 24/7 monitoring center operations **and** 24/7 customer and client support
- ✓ Full-service, customizable client-pay programs
- ✓ The most experienced court support team in the U.S.
- ✓ Unsurpassed product and program training—online, in-person, ongoing
- ✓ A dedicated court liaison for every program
- ✓ Inventory management
- ✓ Our Quality Assurance and Compliance Program

Making a Difference



California HQ
 Central San Diego
 (619) 237-0300
 scamca.com

Arizona HQ
 Downtown Phoenix
 (602) 753-2161
 scamaz.com

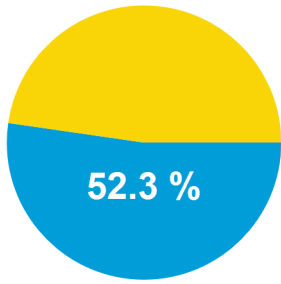
Nevada HQ
 Downtown Las Vegas
 (702) 949-7292
 scamnv.com

Idaho HQ
 Downtown Boise
 (208) 871-9060
 scamid.com

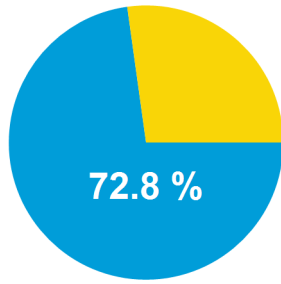
Hawaii HQ
 Downtown Honolulu
 (808) 213-6560
 scamhi.com

Continuous Alcohol Monitoring	384 CAM Clients	12 CAM + HA Clients	2 Both CAM & CAM + HA	241 Completed Clients	47,183 CAM Days Monitored	619 CAM + HA Days	98.7% Sober Days Total
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Overall Program Compliance

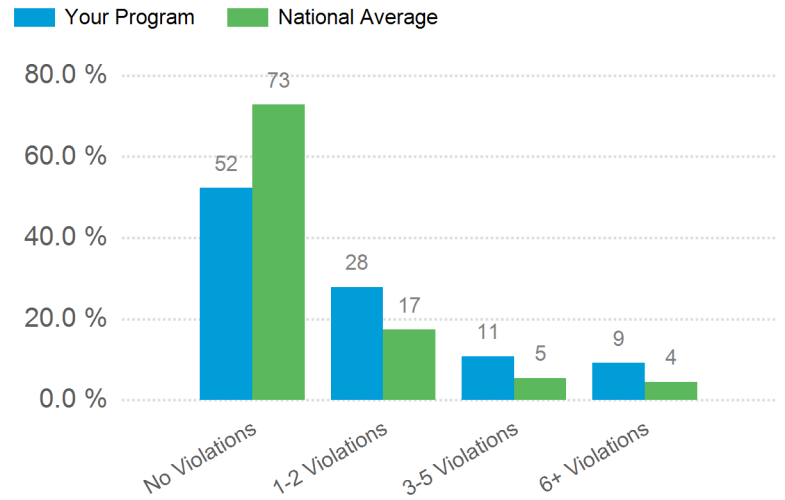


Your Program



National Average

Percentage of Participants by Confirmed Violations



Average Number of Days on SCRAM CAM



Your Program

VS



National Average

Average Number of Days to First Violation



Your Program

VS

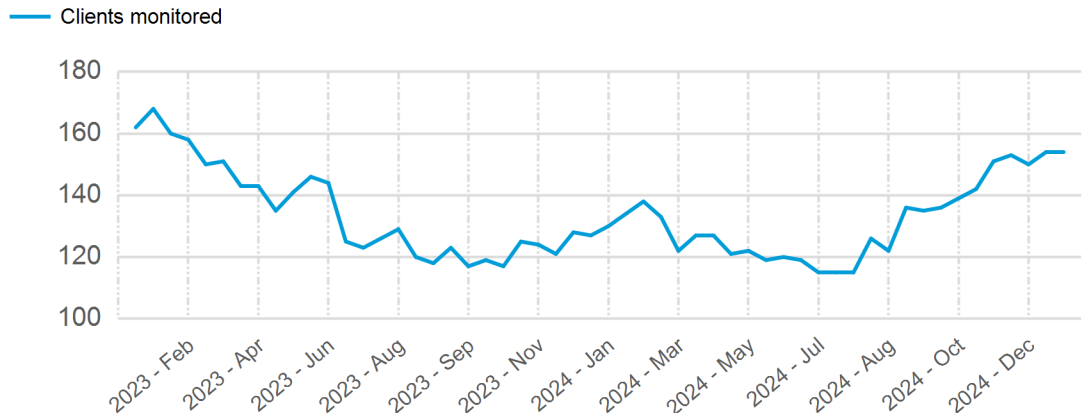


National Average

Daily Clients Monitored

39
Client Net Loss/Gain Last 6 Months

27
Client Net Loss/Gain Last 12 Months



Substance Abuse Testing Solutions

24/7 transdermal drug testing, from PharmChem, Inc.



The PharmChek[®] Drugs of Abuse Sweat Patch—continuous, transdermal drug testing, 24/7. The most economical and reliable testing for cocaine, opiates, amphetamine, methamphetamine, PCP, fentanyl, oxycodone, oxymorphone, hydrocodone, hydromorphone, benzodiazepines, methadone, and buprenorphine.

Features:

- Continuous, 24/7 sample collection and storage—no missed testing windows, no missed drug use
- Tamper-evident—cannot be diluted or adulterated
- Fast installation
- Allows for normal activities such as bathing, swimming, and exercise
- FDA-approved
- Independently tested and court-validated
- Noninvasive, no supervised testing
- Continuous sample collection functions as a deterrent to drug use

24/7 Transdermal Drug Patch VS Urine Testing

- Detects the drug metabolite **and** the parent drug
- Can't dilute, substitute, or adulterate without detection



- Continuous testing eliminates “windows” of detection, which vary with each drug
- Testing is automated and continuous—that means no missed or delayed tests, no supervision
- Each patch lasts up to 14 days

- Invasive
- Requires same gender supervision
- Every drug has a different window of detection—must test every 2 to 3 days for reliability
- Supervised visits every 2 to 3 days vs. every 2 weeks
- Detects only the metabolites—you can't distinguish between drugs such as heroine and codeine because they have the same metabolites



Continuous testing and storage, for your drug-involved clients.

How It Works

- The PharmChek Sweat Patch captures Insensible Perspiration, which is the uncontrolled excretion of sweat through the skin.
- The patch includes a polyurethane film, which is a semi-permeable membrane that allows small molecules such as oxygen, carbon dioxide, and water vapor to pass through the patch, leaving the skin healthy and sterile.
- Large molecule substances, such as drugs, are trapped in the absorption pad portion of the patch.
- Removal is easy. The patch is packaged with PharmChem-provided bags, and each patch is stamped with a unique number to ensure chain-of-custody.



Tamper Detection

- Because of the semi-permeable covering, any attempt to adulterate or remove the patch is clearly visible when the client reports for removal. Once removed it cannot be reapplied.

What Sets Us Apart

We are a **Public-Safety-First organization** dedicated to delivering swift and certain monitoring programs using the best products and technologies. With 23 office locations and mobile support teams throughout Arizona, California, Nevada, Idaho, and Hawaii, we are the largest provider of location and substance use testing and monitoring solutions in the Western U.S. We specialize in partnering with courts and agencies to deliver evidence-based programs that maximize efficiencies and results while minimizing the time and resources spent on the administration of your program.

Reliability

- **No environmental contaminants.** In comprehensive studies of the semi-permeable membrane, which allows for the transfer of water vapor and gases to the skin, drugs were applied to the exterior of the patch and subsequently collected and analyzed. **No drugs were found in any of the testing.**
- **No windows of detection.** The PharmChek Drug Patch is **continuously sampling and retaining all evidence of drug use**, meaning no testing windows and no missed drug use.
- **No false positives.** PharmChem's contract laboratory employs procedures substantially equivalent to those required by SAMHSA for urine testing. As an additional safeguard, the laboratory utilizes blind quality assurance samples in the testing process.
- **Court-validated.** PharmChek sweat patch has been upheld and validated as reliable in all 50 state and federal courts.

	Standard Panel	Expanded Panel
Methamphetamine	X	X
Cocaine	X	X
Opiates	X	X
Phencyclidine	X	X
Marijuana	X	X
Hydrocodone (Vicodin)	X	X
Hydromorphone (Dilaudid)	X	X
Oxycodone (OxyContin®)		X
Oxymorphone (Opana)		X
Benzodiazepines		X
Buprenorphine		X
Methadone		X
Fentanyl Add On	OPTIONAL*	X

*additional cost

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scramid.com

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(808) 213-6560
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Exhibit H Additional Monitoring Options

SCRAM Remote Breath® Pro Overview

SCRAM Remote Breath® Pro is a portable, wireless breath alcohol monitoring device that provides a GPS location with both taken and missed tests. It uses automated facial matching technology to confirm the identity of the person taking the test. The device communicates via cellular networks and notifies supervising authorities of any alcohol readings (BrAC), tamper alerts, or equipment malfunctions so they can respond quickly to problem clients,



Remote Breath Pro is compact, discreet, and portable.

SCRAM Remote Breath Pro offers the following features and benefits:

- Sleek, lightweight, and compact. The device measures 2.9"x6.5" with a 1.2" depth.
- Facial authentication software decreases officer photo manual matching by up to 95%, allowing officers more time to spend on their caseloads and clients.
- Enhanced facial guidance provides visual cues ensuring face is aligned during client testing.
- Device-initiated testing—automatically turns on and prompts clients for scheduled and on-demand tests.
- Wi-Fi capabilities—so that downloads can be performed when a cellular connection is not available.
- Store & Forward—never lose test results.
- GPS location with both taken and missed tests.

Device Features

User-Friendly Design. The handheld device is sleek, lightweight, and compact, weighing only 9.95 ounces. The device measures 2.9" x 6.5" with a 1.2" depth. The small and durable device comes with a fitted carrying case and adapts to the client's everyday life, enabling clients to take a test anytime, anywhere.

The device is easy and simple to use, with clear instructions on the display screen and side-buttons to scroll up or down and select menu options. Clients can also adjust the volume and screen brightness as preferred.

Rugged—Built for Corrections. SCRAM Remote Breath Pro is a rugged device built for corrections and not the general public. It has been subjected to rigorous drop testing and meets military drop test standards ML-STD810G, which means that it is able to operate after 26 drops on all edges, surfaces, and corners from four feet in height onto a two-inch plywood board over a concrete surface. The device is FCC certified (FCC ID P8M-RB200 AT&T and FCC ID P8M-RB210 Verizon) and meets industry level ISO certification.



The small, sleek, lightweight device comes with a fitted carrying case as well as both a USB and standard wall charger.

Exhibit H Additional Monitoring Options



Enhanced Facial Guidance. The device provides visual clues ensuring that the client’s face is aligned during testing. The device will prompt the client to first align their face, showing a red border, and then when ready, the screen changes to indicate that the client should blow, showing a green border. This helps the client take successful tests, increases client compliance, and reduces the need for multiple tests.

Clear visual cues help clients take successful tests and reduce unnecessary retests.

Client Feedback. The device also gives feedback to the client during the enrollment and testing process to help ensure quality enrollment and testing photos. This feedback reminds clients to avoid sitting/not standing straight, direct sunlight, obstructions to the face, or holding the unit at an extreme angle (the breath tube must be level). This functionality allows the user to correct these factors with an immediate retest, resulting in an increased likelihood of a match. Poor tests are corrected in real-time with onboard processing.



Clients are encouraged throughout the practice and monitoring testing. Practice tests can be performed as needed, with feedback indicating when to start, blow, wait, stop and more. During monitoring, clients get reminders to help them successfully complete compliance with indicators guiding them throughout the process.

Contaminant Detection. The device’s automated VOC (Volatile Organic Compound) detection and mitigation provides feedback to clients if a contaminant is detected. Once a breath test has been requested, the device completes a VOC flow path check. If a VOC is detected, the screen will display “Remove Straw and Place Unit In Well Ventilated Area.”

The screen displays step-by-step instructions for the client to remove the tube from the device, relocate to an area with fresh air, and to place the device on its side on a clean surface facing away from contaminants. After a brief wait, the client is instructed to blow again. If VOCs are still detected, the process will be repeated. After three to four attempts to clear without success, the screen will update to “Monitoring” and the software will generate an “Ambient VOC Detected” event.



Exhibit H Additional Monitoring Options

Remote Breath Results 433

Alert Type: All Alert Types | Caseload: All Caseloads | Client: All Clients | Status: All Statuses | Agent: All Agents

[Clear Filters](#)

Resolve Selected Alerts | Quick Alert View

Result	Client	BrAC	Image Review	Status	Event Date/Time	Received JF	Caseload	Agent
Ambient VOC Detected	Smith, John	--		New	1/3/2024 @ 3:47 PM	1/3/2024 @ 3:47 PM	Parole	Jane Doe

Automated Facial Intelligence (AFI). The device captures client images with a 5-megapixel, high-resolution camera, and the AFI system uses facial matching to automatically examine and compare the images. AFI is the same facial authentication technology used internationally by government security forces. The system automatically scans and confirms the client’s identity with each breath test. Facial matching technology substantially increases accuracy and efficiency and reduces risk. It enables real-time notifications when the client does not match.

Client: Johnson, Jason | Monitoring Type:

Alert Management Console

Passed

BrAC 0.000

Facial Comparison

AFI Match

Client-Initiated: 8/19/2022 @ 4:38 PM

Received From Device: 8/19/2022 @ 4:39 PM

Serial Number: RB210FY

Notes

Add a Note...

Comparison Photo

Enrollment Photo

8/19/2022 @ 1:00 PM

Initial Test

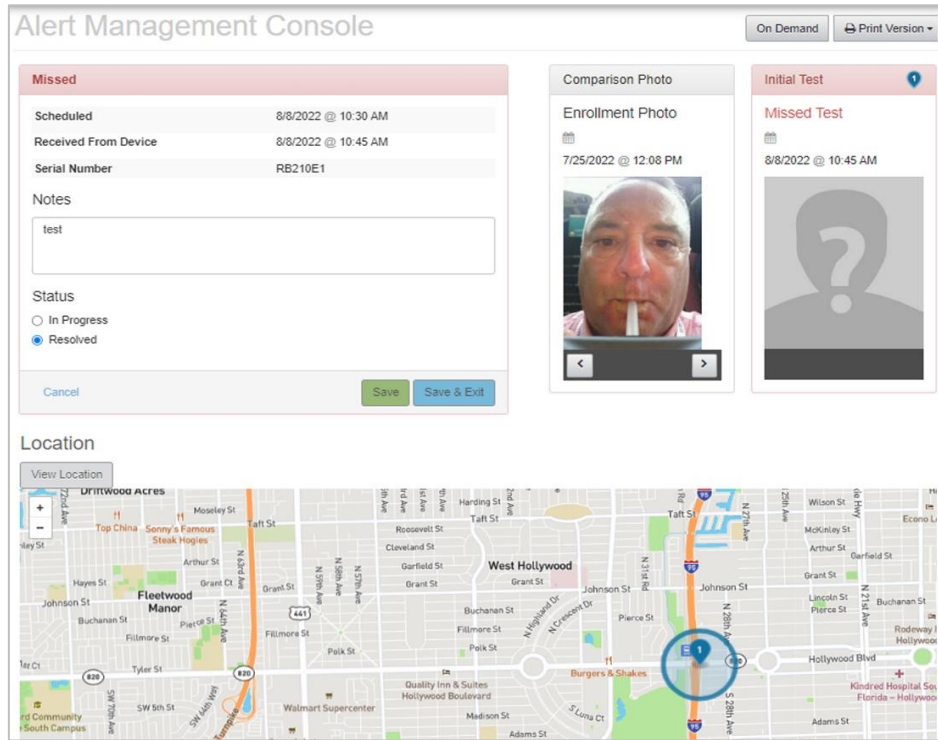
BrAC: 0.000

8/19/2022 @ 4:38 PM

The system automatically scans and confirms each participant’s identity with each breath test to largely eliminate manual photo matching.

Exhibit H Additional Monitoring Options

GPS Location With Taken and Missed Tests. The device automatically powers itself up during test windows and tracks its location at the time of the scheduled test. It provides a GPS location with every test—both taken and missed. A GPS location with a missed test is especially useful as it can help an officer make a more informed decision as to why a client missed a test. For example, clients often state they missed a test because they left their device at another location. Officers can verify or refute the client’s claim by comparing the GPS point on a missed test (verified via GPS ping) with the client’s location.



SCRAM Remote Breath provides a GPS location with every test—both taken and missed.

Proven Electrochemical Fuel Cell Technology. The electrochemical fuel cell used in SCRAM Remote Breath Pro has been validated through decades of research and court validation. It is considered the most reliable in alcohol testing applications. This is the same fuel cell used in evidential breath testing and interlock devices and consists of extremely sensitive ethanol-specific alcohol sensors.

Cellular Communication. SCRAM Remote Breath Pro uses the LTE AT&T network. The device uses a cellular modem that is supported by both 4G and 5G networks.

Wi-Fi Capabilities. SCRAM Remote Breath Pro has been enhanced to have Wi-Fi capabilities, so that clients without cell coverage can use home or public Wi-Fi to transmit test results.

Device-Initiated Testing. Because SCRAM Remote Breath Pro stores the client’s test schedule on the device. It automatically turns on and prompts clients for scheduled and on-demand tests—even when out of cell coverage. Notification for both BrAC and positive client ID is immediate.


Courtesy Reminders. Officers have the option to schedule reminders to be sent via text message to the client’s cell phone shortly before or at the test time. Text messages can also be sent for “Battery Low” and “Battery Critically Low” alerts to help the client avoid a power fail situation and prevent unnecessary alerts to the officer. The automated courtesy reminders can be sent in English or Spanish.

Exhibit H Additional Monitoring Options

Store & Forward. Competing breath devices rely on cell phone text messages to remind participants to test, but these devices cannot store test results when in an area without cell coverage. As a result, participants using these devices may miss tests simply because they are in an area with poor coverage. In contrast, SCRAM Remote Breath Pro incorporates a “Store & Forward” feature, which ensures a test is never missed. Its memory can store up to 48,000 test results when participants are out of cell service. The time-stamped results are forwarded as soon as coverage is regained.

Rechargeable Battery. SCRAM Remote Breath Pro is powered by a rechargeable Lithium Ion battery. The device typically lasts two days in between charges. The client is alerted by light indicators, text messages, and/or an audible alarm when the battery is low.

Easy-to-Charge. The device is easily charged using modern and simple charging methods. It has a USB-C charging port and comes with a USB cable and adapter. Clients can connect the device to the included adapter and plug it into any standard wall outlet or simply charge it with a USB port using the supplied USB cable. A log is created in the software showing a date- and time-stamped list of every time the device is charged. Officers can see the client’s specific charging patterns and tell how long a device was plugged in to determine if the client is charging the device on a regular basis.

 Remote Breath Battery Charge Summary 8/29/2022 thru 9/15/2022					
Client:	Smith, Jillian	Caseload:	Adams County		
Case Number:	CA-2022-13-7-RB	Agent:	Miller, Phil		
Date of Birth:	1/17/1970	Court:	Douglas County Court		
		Judge:	Anderson, Judge		
Event	Plug In Time	Un Plug Time	Charge Time (dd:hh:mi:ss)	Reached Full Charge	
Plugin	8/31/2022 8:51 AM	8/31/2022 1:00 PM	0:04:09:14	Yes	
Plugin	9/2/2022 8:44 PM	9/6/2022 8:02 AM	3:11:18:16	Yes	
Plugin	9/8/2022 7:45 AM	9/8/2022 7:56 AM	0:00:10:47		
Plugin	9/8/2022 7:59 AM	9/8/2022 10:49 AM	0:02:49:47	Yes	
Plugin	9/8/2022 2:32 PM	9/9/2022 8:28 AM	0:17:55:20	Yes	
Plugin	9/12/2022 11:15 AM	9/13/2022 7:54 AM	0:20:38:37	Yes	
Plugin	9/15/2022 5:36 AM	9/15/2022 10:54 AM	0:05:18:16	Yes	

Officers can view client charging patterns and see if the device is being charged as instructed. Clients can be held accountable, and agencies can reduce the number of alerts caused by poor charging habits.

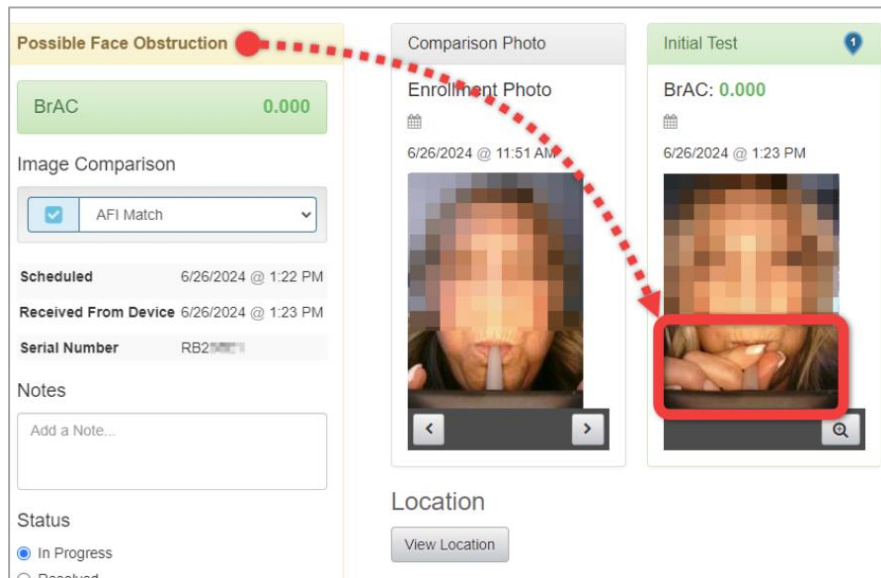
Exhibit H Additional Monitoring Options

Calibration. Calibration for all alcohol devices is recommended once every 12 months. SCRAM Optix flags the device and generates an alert for officers when units are due for calibration.

Tamper Detection. SCRAM Remote Breath Pro ensures accuracy by using security-grade facial authentication software to detect attempts to circumvent the system. The system automatically scans and confirms each participant's identity with each breath test. In addition, if the battery case is opened, a Device Housing Breach alert will be generated. Attempts to tamper with or circumvent the system will be reported per predefined agency procedures.

The device also has **automatic obstruction scanning** and will trigger a Possible Face Obstruction alert if irregularities are detected with the breath tube during the breath test photo. These include, but are not limited to:

- Any part of the straw being obstructed from the camera's view, such as by hands, fingers, clothing, or the Remote Breath Pro case itself.
- Not using the provided straw, leading to irregularities in the color, size, or shape of the breath tube.
- Modifications to the straw, including any attachments connected to it.
- The straw not being in the client's mouth or being entirely missing.



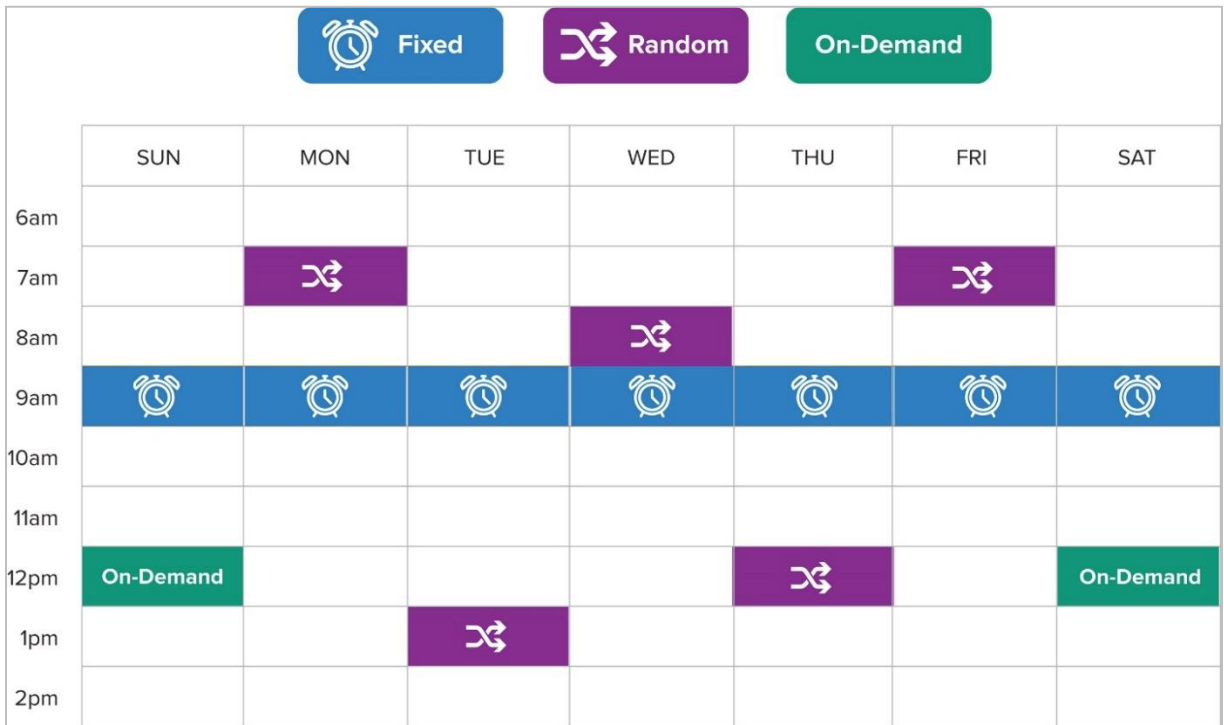
If an alert indicating possible obstruction is received, the officer can review the test photo and determine appropriate action.

Exhibit H Additional Monitoring Options

Monitoring Software

Convenient 24/7 Access. All SCRAM Systems devices are monitored by SCRAM Optix, the web-based software application managed by SCRAM Systems. SCRAM Optix is accessible 24/7 via any web-enabled device. SCRAM Optix provides a wide range of instant reports—from a snapshot of a single event to a comprehensive view of a client’s behavior over time.

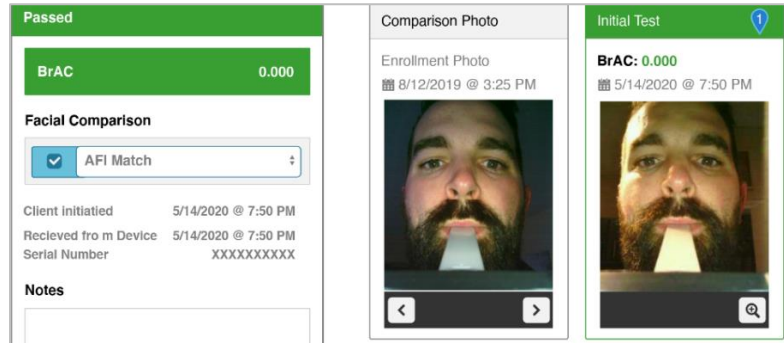
Flexible Testing Schedules. SCRAM Remote Breath Pro offers unlimited flexible testing schedules, including random, scheduled, and on-demand options. The device also offers flexible notification to clients to alert them when it is time to take a test. These alerts can be sent audibly or via vibrations through the device. Breath test reminders can be sent automatically to the client’s cell phone via text message at customizable time frames, such as 15 minutes prior to a test time. For positive tests, SCRAM Remote Breath Pro will prompt the client to complete a secondary confirmation test, which the agency can set to take place between 10 and 30 minutes after the initial positive test.



Unlimited flexible test schedules include fixed, random, and on-demand options. Officers can easily add or edit schedules to accommodate permanent, temporary, last minute, and/or automatic arbitrary testing during an officer-selected time period.

Exhibit H Additional Monitoring Options

Notifications. Results are reported immediately after each test according to agency procedures; generally, via email or text. SCRAM Remote Breath Pro provides the real-time BrAC level, GPS data, and verification of client's identity at the time of the test. The facial authentication software sends an alert if someone besides the client is taking the test.



SCRAM Systems software is mobile adaptive, making it accessible and easy-to-view on any smartphone or tablet. Unlike mobile apps which have limited functionality and require regular updates, the software capabilities are fully accessible from any device.



SCRAM Remote Breath® Pro

Portable and durable alcohol testing built for community corrections.

SCRAM Remote Breath® Pro provides portable breath alcohol monitoring to ensure clients comply with court orders. The easy-to-use device is ideal for low-risk clients or those who have earned less intensive testing and monitoring.

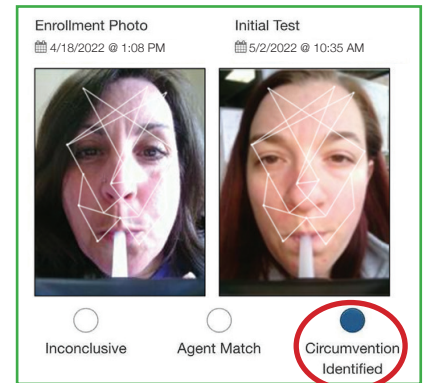
Remote Breath Pro is ideal for:

- Lower-risk clients
- Pretrial and probation
- Community corrections
- Domestic violence and family court cases



Enhanced Facial Guidance and Authentication Software

- Provides visual cues ensuring face is aligned during client testing
- Increases client compliance by reducing the need for multiple tests
- Decreases officer photo manual matching by 90-95%



Portable and Discreet

This small and durable device adapts to clients' everyday life—enabling them to take tests anytime, anywhere. Includes a fitted carrying case and both standard wall outlet and USB charging ability.



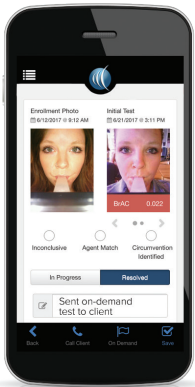
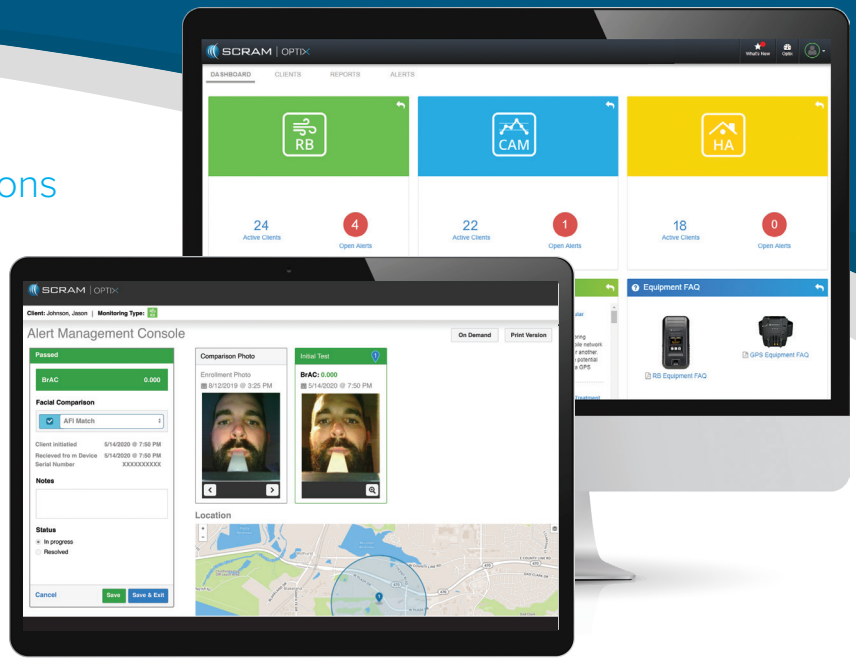
Additional key features:

- GPS location with taken **and** missed tests
- Immediate notification of BrAC and client verification results
- Configurable scheduled and random testing schedules and testing grace periods
- Stores up to 40,000 test results when not in cell service and forwards upon return
- Optional testing reminders via text message

Simplify client management with integrated software and mobile solutions

SCRAM Optix™

- Manage all SCRAM Systems clients, on all technologies, from one platform with one login
- Integrated reporting illustrates key program metrics, turning data into insights
- SCRAM Interactive Program Analytics provide in-depth, configurable analysis of your program's health



Mobile Client Management

- Manage Remote Breath clients anytime, anywhere
- Receive instant notification of alcohol events, missed tests, and attempted circumventions
- Resolve alerts, add notes, and send on-demand breath tests on-the-go, 24/7
- Call clients with a single tap and view a client's address or testing location in Google Maps

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- ✓ Inventory management
- ✓ Our Quality Assurance and Compliance Program

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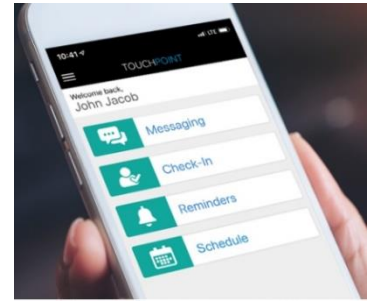
Exhibit H Additional Monitoring Options

SCRAM TouchPoint Overview

SCRAM TouchPoint is a client-facing mobile app that supports the effective management of pretrial, probation, and parole clients. With secure and stored messaging, configurable mobile phone check-ins, GPS tracking, automated reminders, and document management, SCRAM TouchPoint streamlines the most common interactions with clients.

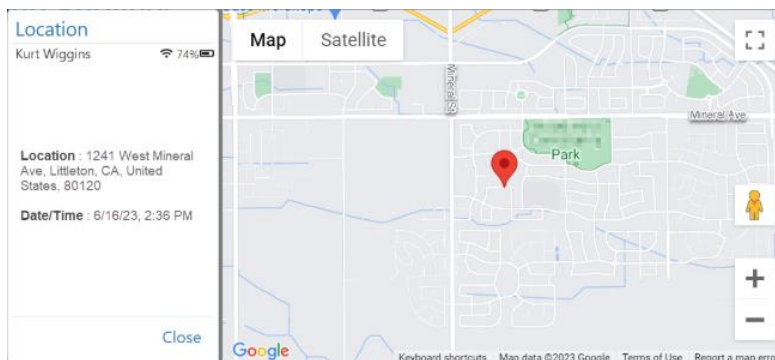
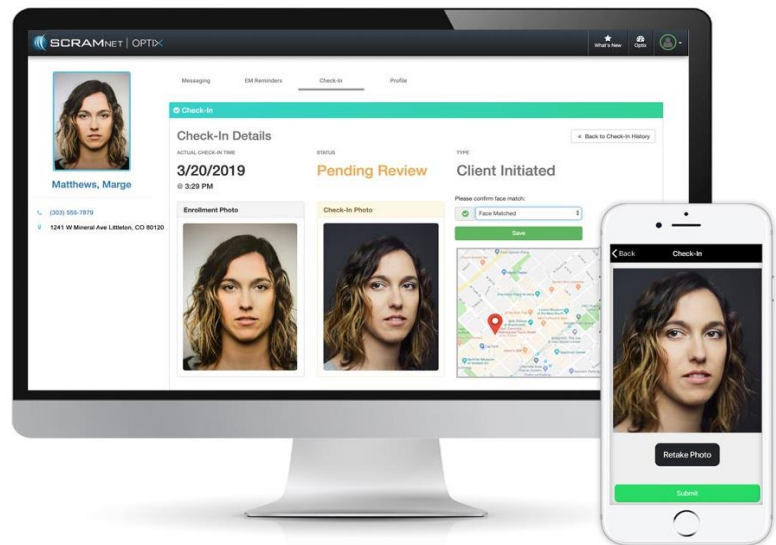
SCRAM TouchPoint integrates seamlessly with existing SCRAM electronic monitoring caseloads or can be used as a standalone tool for community supervision. Clients can download the app through both iOS and Android stores.

Remote Client Check-In. Supervising staff can schedule check-in/self-report times or trigger an on-demand location check to ensure clients are where they are supposed to be. Clients must answer a series of questions selected by staff and must verify or submit updates on key information such as current residence, employment, and contact with law enforcement. A photo is taken and recorded.



Officers can manage clients more efficiently with remote check-in, automated reminders, and secure two-way messaging.

Used as standalone monitoring or to supplement current electronic monitoring, SCRAM TouchPoint enables clients to complete scheduled or on-demand check-ins right from their smartphone.



The Locate Now feature is an on-demand single location point that will display the current location of the client's smartphone.

GPS Monitoring. Staff will receive a GPS point with every check-in to verify the client's location, providing additional insight into the client's response. Officers can then immediately act if the client is not compliant.

Locate Now. This functionality provides an on-demand single location point. It can be used at any time and displays the current approximate

Exhibit H Additional Monitoring Options

location of the client’s smartphone. It’s a valuable tool when staff need to verify a location or for a client that has cut off their GPS device in an attempt to abscond.

Two-Layer Client Verification Process. TouchPoint provides two layers of client verification to help ensure accuracy and to reduce circumvention attempts. Prior to completing a mobile check-in, the client is required to provide a passed fingerprint or face identification (biometric verification) as supported by their mobile phone. Then, built-in facial authentication software automatically reviews and compares the client’s check-in photo to a library of matched photos to verify their identity with 98-99% confidence.

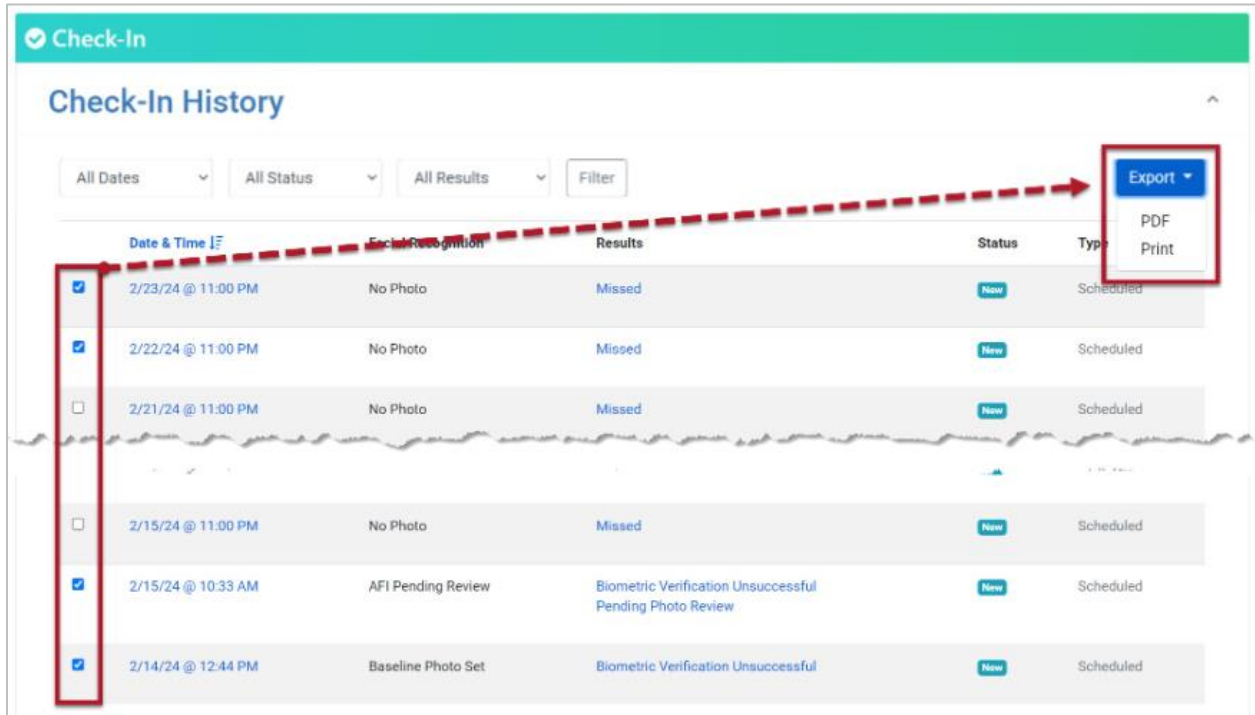
Officer Dashboard. The software displays the officer dashboard providing 24/7 access to client detail and check-in results, such as:

- Recorded date and timestamp of client check-ins and confirmation of facial verification or failure.
- Confirmation of biometric recognition or failure.
- Client updates of key information and clear identification of missing responses.
- New documents flagged for officer review.
- Missing GPS location or biometric verification.

Check-In				
Check-In History				
All Dates ▾	Filter Check-Ins			
Date & Time ↕	Facial Recognition	Results	Status	Type
2/5/2020 @ 2:31 PM	Face Matched	No GPS Location Pending Photo Review	Resolved	Client Initiated
2/5/2020 @ 2:19 PM	Inconclusive Image	No GPS Location Pending Photo Review	New	Client Initiated
1/5/2020 @ 1:03 PM	Inconclusive Image	Responses to Questions Pending Photo Review	New	Client Initiated
12/13/2019 @ 9:54 AM	Inconclusive Image	Pending Photo Review	New	Client Initiated
11/27/2019 @ 1:24 PM	Inconclusive Image	Pending Photo Review	New	Client Initiated
10/14/2019 @ 10:30 AM	Inconclusive Image	Responses to Questions Pending Photo Review	New	Client Initiated
9/23/2019 @ 3:51 PM	Face Match in Progress	Pending Photo Review	New	Client Initiated
8/2/2019 @ 3:23 PM	Cannot Determine	Pending Photo Review Responses to Questions	In Progress	Client Initiated

Exhibit H Additional Monitoring Options

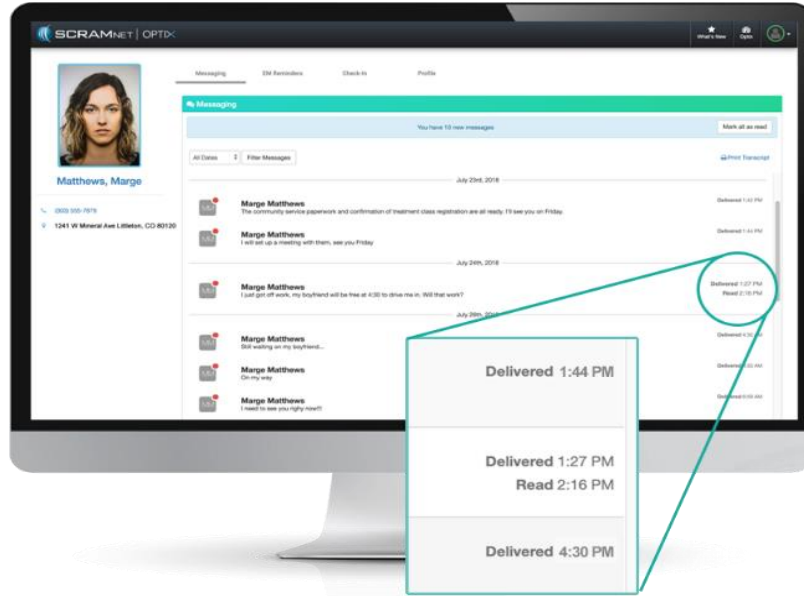
Officers select up to 25 check-in results to export as a PDF or to print. This can be helpful when presenting the client's check-in history. Alternatively, users can print or create a PDF for each page individually.



Secure, Real-Time Messaging. TouchPoint's secure messaging enables seamless two-way communication between staff and clients. This also ensure that both staff and officers can communicate with clients in real-time without revealing their own mobile phone number. Additional features include:

- **Read Receipts.** Know when clients open and view messages.
- **Mass Messaging.** Staff can simultaneously send a message to all or a portion of their caseload. This functionality is beneficial for mass communications such as monthly billing/invoice distribution, weather-related alerts, office closures, surveys, staff illness, etc.
- **Multi-Layer Notifications.** This consists of internal alerts (within the app) and external push notifications. The client is constantly being apprised of when a new message has been received from their supervising authority.
- **Communication Management.** With saved transcripts, shared messaging permissions, and printing capabilities, it's easy to manage client communications across caseloads.

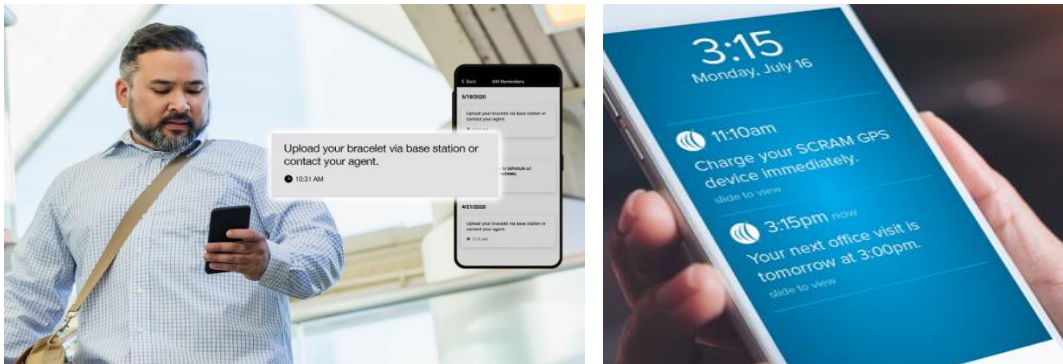
Exhibit H Additional Monitoring Options



Officers receive confirmation when messages are read.

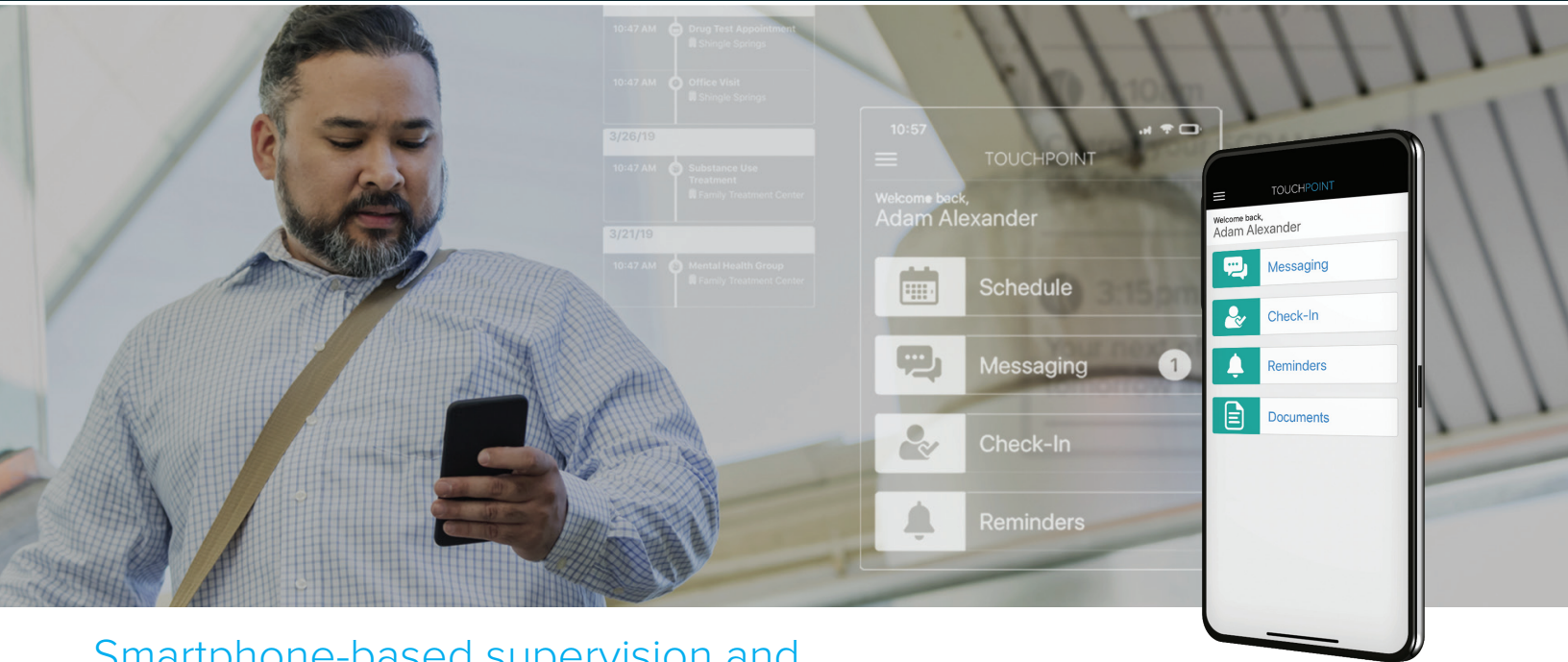
Automated Electronic Monitoring Reminders. For those using SCRAM CAM, SCRAM Remote Breath Pro, and SCRAM GPS electronic monitoring devices, SCRAM TouchPoint automatically notifies clients about routine maintenance activities for their electronic monitoring device, such as reminders to charge their device or to contact their officer. Read receipts are provided to confirm the reminder was received.

With automated reminders, clients will be more apt to comply with routine electronic monitoring requirements and successfully complete their activities. This allows officers to focus on more important tasks instead of spending time on unnecessary follow-up.



Automated reminders to clients allow officers to spend time on priority tasks.

Document Management. Clients can upload photos of documents, such as a driver's license, paystubs, proof of housing, and more. Officers can share documents such as scans of paperwork detailing changes in the client's terms of supervision, invoices, court orders, and drug test results. Officers can share a document and request an electronic signature from the client.



Smartphone-based supervision and engagement tool for probation, parole, pretrial, and treatment court clients

The **SCRAM TouchPoint™ mobile app** enhances communication between officers and clients while saving time and resources for supervising authorities. Officers can manage their entire TouchPoint caseload with a single login, backed by 24/7 customer support. TouchPoint improves compliance and outcomes by helping clients complete the terms of their supervision.

TouchPoint is ideal for

- Standalone supervision for low-risk clients
- Enhanced supervision for SCRAM Systems electronic monitoring clients
- Integration with SCRAM Nexus® for Evidence-Based Practice (EBP) implementation



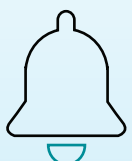
Mobile Check-In

- Two-layer verification using biometrics and facial authentication
- GPS points with every check-in
- Configurable questions



Document Management

- Send and receive supervision paperwork
- Access and store digital documents



Electronic Monitoring Notifications

- Automated notices on common EM tasks
- Promotes client compliance



Messaging

- Secure, text-like messaging
- Read receipts and printable transcripts
- Text-to-All for mass messaging



Appointment Reminders

- Automated notifications for upcoming appointments
- Decreases no-shows and reduces technical violations

Secure, Real-Time Messaging



Facilitate Effective Communication

- Text-like messaging gives clients an intuitive and modern method to communicate with their supervising authority
- Read receipts ensure officers know when clients open and view messages, and all transcripts are saved and printable
- Send important messages or invoice payment links to all or a portion of clients with the Text-to-All feature

Mobile Check-In



Keep Clients Accountable

- Enables clients to complete scheduled or on-demand self-reports, right from their smartphone
- Records a GPS point and client photo with each check-in, providing additional insight into a client's response
- Verify key client information with configurable questions

Appointment Reminders



Reduce Technical Violations

- Automated appointment reminders alert clients on scheduled and upcoming appointments, helping them meet their supervision requirements
- Clients are sent reminders 24 hours and 2 hours before their scheduled appointment, supporting EBP best practices

Electronic Monitoring Notifications



Promote Client Compliance

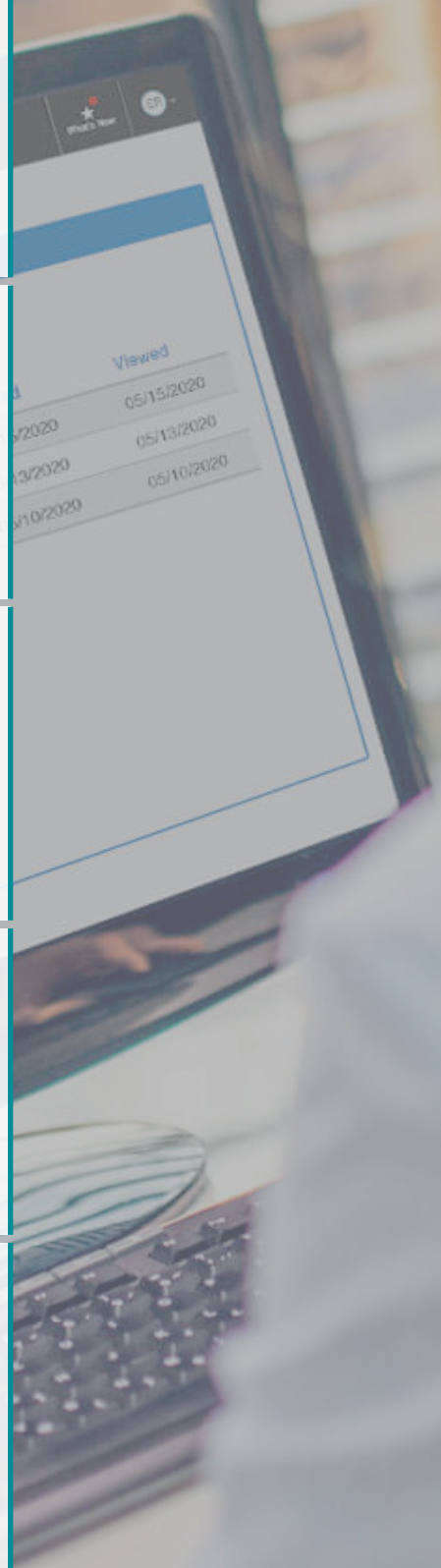
- When integrated with SCRAM Systems EM devices, clients receive notifications on routine EM tasks, creating an audit trail with delivered and read time stamps
- Automated reminders can save supervising officers an average of 42 minutes per client per month

Document Management



Eliminate Paper Pushing and Increase Efficiency

- Securely and electronically send, receive, access, and store supervision paperwork and other important documents
- Troubleshoot common electronic monitoring device problems via image sharing
- Remove the need for manual paper handling, scanning, and uploading documents



Making a Difference



California HQ
Central San Diego
(619) 237-0300
scramca.com

Arizona HQ
Downtown Phoenix
(602) 753-2161
scramaz.com

Nevada HQ
Downtown Las Vegas
(702) 949-7292
scramnv.com

Idaho HQ
Downtown Boise
(208) 871-9060
scramid.com

Hawaii HQ
Downtown Honolulu
(808) 213-6560
scramhi.com



County of San Mateo

Probation

John T. Keene, Chief Probation Officer
400 County Center, Redwood City, CA 94063

[TRAC SOLUTIONS] RESPONSE DOCUMENT REPORT

RFP No. 2025-RFP-00344

Electronic Monitoring 2025-2028

RESPONSE DEADLINE: March 4, 2025 at 5:00 pm

Report Generated: Wednesday, March 5, 2025

TRAC Solutions Response

CONTACT INFORMATION

Company:

TRAC Solutions

Email:

bk@tracmonitor.com

Contact:

Brian Kramer

Address:

300 S. Wacker Dr., Suite 2100
Chicago, IL 60606

Phone:

(480) 662-9301

Website:

tracmonitor.com

Submission Date:

Mar 3, 2025 2:00 PM (Pacific Time)

ADDENDA CONFIRMATION

No addenda issued

QUESTIONNAIRE

1. Minimum Qualifications (MQs)

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

Proposer is defined as the prime firm or joint venture that is proposing on this RFP.

In order for a firm to pass the minimum qualifications and to be considered for contract award the firm shall be in good standing with Federal Government agencies and the State of California. Firms that have been debarred, suspended, proposed for debarment, declared ineligible by Federal or State agencies will not qualify for contract award.

Proposers must meet the following Minimum Qualifications:

PROPOSER SHALL HAVE AT LEAST FOUR (4) YEARS OF EXPERIENCE WITHIN THE LAST SIX (6) YEARS IMMEDIATELY PRECEDING THE ISSUANCE OF THIS RFP IN PROVIDING ELECTRONIC MONITORING SERVICES. *

Yes

PROGRAM MANAGER SHALL HAVE AT LEAST TWO (2) YEARS OF EXPERIENCE WITHIN THE LAST FIVE (5) YEARS IN MANAGING ACCOUNTS OF THIS SIZE. *

Yes

PLEASE CONFIRM YOUR FIRM IS REGISTERED AND IN GOOD STANDING WITH SYSTEM FOR AWARD MANAGEMENT (SAM)*

[SAM.gov](https://sam.gov)

Confirmed

WHAT IS THE REGISTERED BUSINESS NAME AND UNIQUE ENTITY ID (UEI) NO.?*

- UEI number can be obtained by registering your business through SAM.GOV
- Should you be in the process of obtaining your UEI number, please enter the digits '123' temporarily for your response below in order to proceed with proposal. This temporary number should be replaced with the correct registration number for submission of the proposal.

JJT5BLHJTV45

TECHNICAL PROPOSAL (MAXIMUM OF 17 PAGES)*

NOTE: One (1) page of content is measured as 1-sided letter sized page.

Pages that exceed the maximum page limit will not be reviewed or scored.

Firms interested in responding to this RFP must submit the following information, in the order specified below:

A. Introduction and Executive Summary (1 page maximum)

1. Submit a letter of introduction and executive summary of the proposal. The letter must contain:
 - a. Name, title, and contact information (email, phone, and address) for representative of proposing firm who is responsible for communication related to this RFP.
 - b. Signature of person authorized to obligate firm to perform the commitment contained in the proposal.
2. Submission of the letter will constitute a representation by firm that you are willing and able to perform the commitments contained in the proposal and have not violated the terms of this RFP.

B. Qualifications and Experience (2 pages maximum)

1. Provide a statement of qualifications for your organization, a statement of the size of firm, a description of services provided by your organization, and a statement of the extent of experience/history providing the services requested by this RFP.
2. Describe how the firm meets the minimum qualifications set forth in Section 4.1 of this RFP.

C. **Project Approach** (7 pages maximum)

1. Describe how you will fulfill the needs of the County described in this RFP. Attach a project plan, if appropriate.
2. List your needs for physical space and/or equipment from the County during this engagement, if any, aside from space or equipment that would be provided by the County as an aspect of the requested services.
3. Identify how you will meet all aspects of the scope of work. List any items that you cannot provide.
4. Describe the measurements/metrics/deliverables/assessments that you will provide on at least an annual basis to allow the County to assess the services you will provide.
5. Provide information on other pertinent services, if any, that you will offer to reduce costs or enhance revenue for the County.

D. **Cost Analysis and Budget for Primary Services** (2 pages maximum)

1. Provide a detailed explanation for all costs associated with your providing the requested services if you are selected. Include daily rates (with installation and without installation) for the requested equipment rentals and monitoring rates. List costs for damaged and lost equipment.
2. Is travel time to the County expected to be billable? If so, how will travel time invoices be calculated?
3. Include start-up costs, if any.

E. **Quality/Program Evaluation** (1 page maximum)

1. Describe your organization's capacity to meet the goals identified in the Vendor Performance Management table outlined below.

Theme	Measure	Weight	Description
Performance	On-time Delivery of Services	40%	Staff are available for installation during necessary hours. Inactive equipment is picked-up in a timely manner.
Relationship	Responsiveness	30%	Issues are addressed in a timely manner and addressed with appropriate urgency.
	Communication		Professional and clear communication is utilized.
Financial	Invoicing	20%	Invoices are timely, accurate, and easy to understand.
Leadership	Alignment	10%	Knowledgeable of trends related to electronic monitoring; follow best practices as related to electronic monitoring
	Innovation		Provide services with up-to-date technology

F. References (1 page maximum)

1. List two business references for which you have recently provided similar services (not part of San Mateo County Probation). Include contact names, titles, phone numbers, and e-mail addresses for all references provided.

G. Protocols for Addressing Concerns (1 page maximum)

1. In the event of a routine problem, who is to be contacted within your organization?
2. In the event of the identification of a problem by the County, stakeholders, the public, and/or other applicable constituents, describe how you will address such problems and the timeframe for addressing them.

H. Claims, Licensure, Non-Discrimination, and Health Insurance Portability and Accountability Act (HIPAA) Violations Against Your Organization (1 page maximum)

1. List any current licensure, HIPAA, non-discrimination claims against you/your organization and those having occurred in the past five years, especially resulting in claims or legal judgments against you.

I. **Statement of Compliance with County Contractual Requirements** (1 page maximum)

1. A sample copy of the County's standard template contract for Board of Supervisors approval (contracts over \$200,000) is attached to this RFP in Appendix B. Each proposal must include a statement of the proposer's commitment and ability to comply with each of the terms of the County's standard template contract.
2. In addition, the proposer should include a statement that it will agree to have any disputes regarding the contract venued in San Mateo County or Northern District of California.
3. The proposal must state any objections to any terms in the County's standard contract template and provide an explanation for the inability to comply with the required term(s). If no objections are stated, the County will assume the proposer is prepared to sign the County standard template as is.

Note: The sample of the standard contract template enclosed with this RFP is a template and does not constitute the final agreement to be prepared for the selected service provider. Do not insert any information or attempt to complete the enclosed sample contract template. Once a provider is selected, the County will work with the selected provider to draft a provider-specific contract using the required template. However, each proposal should address the general terms of the standard contract as requested within this RFP.

San_Mateo_RFP.pdf

Electronic Monitoring

RFP No.2025-FRP-00344

SUBMITTED BY TRAC SOLUTIONS

MONDAY, MARCH 3, 2025

March 3, 2025

Ms. Vivien Huynh, Associate Management Analyst
San Mateo County Probation Department
222 Paul Scannell Drive
San Mateo, CA 94402

Reference: Request for Proposals (RFP) for Electronic Monitoring (RFP No. 2025-RFP-00344)

Dear Ms. Huynh:

TRAC Solutions is pleased to submit our response to RFP No. 2025-RFP-00344 for Electronic Monitoring services in San Mateo County, supporting the MDUI Court, Veterans Treatment Court, Military Diversion, Pretrial Services, Sex Offender Unit, and Juvenile Court. As a leading provider of stigma-free alcohol and GPS monitoring solutions, TRAC Solutions brings over 18 years of experience in electronic monitoring, offering innovative and reliable technology tailored to enhance accountability and compliance. We are confident that San Mateo County will find our proposed solutions to be the optimal choice for serving its participants. Our approach combines advanced technology with compassion, equipping probation, pretrial, and treatment courts with tools that foster accountability without imposing stigma on Participants and their families:

- **TRAC Watch:** A wrist-worn, transdermal alcohol monitoring device that provides real-time data within 24 hours. It captures readings every 10 minutes (compared to the industry standard of every 30 minutes) and features a 90-day rechargeable battery.
- **TRAC GPS:** Our innovative, wrist-worn GPS device operates on nine cellular networks, features an integrated strap to prevent false strap alerts, offers voice prompts for user guidance, and includes a survivor app to enhance the safety of those at risk.
- **SmarTest Patch:** Manufactured by SmarTox, this advanced drug testing patch provides a standard panel test that detects a broader range of substances than competitors'

This letter serves as TRAC Solutions' formal representation of our commitment to fulfilling the requirements outlined in the RFP. For any communication throughout the RFP process, please contact Jacquie Sheehy, Vice President of Business Development, at 919.604.2513 or via email at js@tracmonitor.com. Our corporate office is located at 300 S. Wacker Dr., Suite 2100, Chicago, IL 60606.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert F. Nienhouse".

Robert F. Nienhouse, CEO

2. Qualifications and Experience (2 pages maximum)

1. Provide a statement of qualifications for your organization, a statement of the size of firm, a description of services provided by your organization, and a statement of the extent of experience/history providing the services requested by this RFP.

TRAC Solutions, formerly known as CAM Systems, was founded in 2006 in Illinois as an electronic monitoring service provider working closely with the courts to implement successful electronic monitoring programs. As a service provider, the implementation included the selection of the best device and solution for the agency, training, enrollment/removal, device maintenance, testimony, and support to Judges, Probation Officers, and prosecutors, all to achieve the best results. TRAC Solutions has 22 full-time employees and 15 part-time employees.

Our close work with our customers made us aware that there was room for today's technological advances to be applied to electronic monitoring. In 2016, TRAC Solutions became a manufacturer of leading-edge electronic monitoring technology offering stigma-free devices to reduce the shame and embarrassment participants experience with ankle monitors. While TRAC Solutions focuses on high-quality and innovative products, we continue to deliver and implement full-service programs providing world-class service with our own manufactured technology, no longer being a distributor of others' products. Our knowledge over the years, in working with other manufacturers' products, influenced the research and development of our technology to produce best-in-class stigma-free electronic monitoring tools. We learned what was needed for the success of our customers' programs and the success of their participants' recovery.

Description of Services

With nearly 20 years in this field working with treatment courts, probation, and pretrial, we've expanded our footprint nationwide with our own manufactured products that we will provide to San Mateo County. These include:

- **TRAC Watch**, a stigma-free, transdermal alcohol monitoring, wrist-worn device that provides real-time data (results in 24 hours) vs. waiting to get results; takes readings every 10 minutes vs. every 30 minutes; has a 90-day rechargeable battery vs. battery swap appointments every 90 days;

- **TRAC GPS**, our stigma-free, wrist-worn device offers nine cellular networks, an integrated strap to prevent false strap alerts, voice prompts for violation alerts and tampers, and a survivor app to ensure the safety of the survivor.
- In addition, to satisfy the requirements of this RFP, TRAC Solutions will provide an alternative monitoring option which is SmartTest, a drug patch manufactured by SmarTox that is a continuous drug monitor to help ensure your client's success. The patented collection device is designed with features to allow it to go the distance without the use of any additional material.

2. Describe how the firm meets the minimum qualifications outlined in Section 4.1 of this RFP.

TRAC Solutions meets the minimum qualifications outlined in Section 4.1 of this RFP.

- TRAC Solutions has at least four (4) years of experience within the last six (6) years immediately preceding the issuance of this RFP in providing electronic monitoring services. ***TRAC Solutions has been in business since 2006 providing electronic monitoring services.***
- The TRAC Solutions proposed Program Manager has at least two (2) years of experience within the last five (5) years in managing accounts of this size. ***TRAC Solutions proposed Program Manager, Jacquie Sheehey, has managed accounts of this size for the past 26 years.***
- TRAC Solutions is registered and in good standing with the System for Award Management (SAM).
- TRAC Solutions registered Business Name and Unique Entity ID (UEI) No. is as follows: ***Nienhouse Group Inc.; Unique Entity ID JJT5BLHJTV45.***

3. Project Approach (7 pages maximum)

1. *Describe how you will fulfill the needs of the County described in this RFP. Attach a project plan, if appropriate.*

TRAC Solutions will offer TRAC Watch as the Continuous Alcohol Monitor (CAM) for San Mateo County. It is a stigma-free, wrist-worn device that looks like a Smartwatch. This transdermal alcohol monitoring device reduces the shame and embarrassment a participant experiences with an ankle monitor. Stigma-free monitoring also reduces the stigma felt by family members including children and spouses, and allows the participant to pursue employment unencumbered.

TRAC Watch

- Stigma-free wrist-worn device vs. ankle monitor
- Readings are taken every 10 minutes vs. every 30 minutes.
- Real-time data vs. waiting days to get results.
- Confirmed alcohol consumption within 24 hours.
- Non-communication alert within 24 hours with push notifications
- Battery life of 90 days - no battery swaps
- Magnetic charging cord - no damaged cords
- Integrated strap - no false strap alerts
- Vibration alerts when the battery is at 20% and 10%.



By design, the TRAC Watch helps the wearer camouflage their monitoring as an Apple Watch to eliminate stigma, public judgment, and embarrassment. TRAC Watch provides the participant with every charging option available: hardwired, portable, car, etc, reducing the most common nuisance alert. The one-size-fits-all strap is fully integrated into the watch and **eliminates** false strap alerts. This means you will not receive strap alerts from participants tugging on the strap, dust, dirty strap optical sensors, etc. You will only receive strap tamper alerts in the event of cuts, tampers, and true time-sensitive events. In addition to these unique features, the TRAC Watch uses vibration and the device screen to provide real-time prompts to the defendant. These alerts focus on increasing compliance, and eliminating nuisance alerts to case managers and officers.

The true continuous transdermal alcohol monitoring device gathers alcohol data continuously, and readings can be produced at any interval: We gather readings every 10 minutes without any required action from the participant. The device also eliminates participant maintenance appointments with a rechargeable 90+ day battery life.

TRAC GPS

- Stigma-free, wrist-worn device is designed to provide discreet and secure tracking, resembling a standard consumer smartwatch.
- Camouflaged as a watch.
- An integrated strap that eliminates false strap alerts.
- Onboard inclusion and exclusion zones.
- Dual frequency can penetrate obstacles such as trees, clouds, and buildings.
- Nine cellular networks including Verizon & AT&T.
- Magnetic charging port that prevents damaged charging cords.
- Rechargeable battery that lasts 48 hours + on a single charge.
- Voice prompts for critically low battery, exclusion, and inclusion zone violation and tampering detection.
- Maintains a ping rate every minute.



SmarTest - Drug Patch



- The SmarTest® Patch adheres comfortably to the skin to collect perspiration for testing.
- The patch is discreet, flexible, and resistant to water, allowing individuals to carry out their daily activities normally.
- Collected samples are sent for analysis to SMARTOX-verified labs ensuring accurate and dependable results.
- The tamper-resistant patch effectively prevents any attempts to manipulate the sample collection, while its versatile wearability allows for discreet placement.

TRAC Solutions will offer San Mateo County the SmarTest® Patch which is an effective and minimally invasive drug testing device (drug patch) designed for long-term and continuous substance use testing. It is a wearable patch that is adhered to the skin and

provides reliable detection of prevalent drugs of abuse that are easy to administer. The SmarTest Patch tests for the following drugs which exceed what other competitors offer:

Cocaine (Benzoylecgonine); Expanded Opiates (6-AM; Codeine; Morphine; Hydrocodone; Hydromorphone; Oxycodone; Oxymorphone); Methamphetamine; Amphetamine; Marijuana; Phencyclidine; Fentanyl; Benzodiazepine; Buprenorphine; Norbuprenorphine; Methadone; Barbiturates.

2. List your needs for physical space and/or equipment from the County during this engagement, if any, aside from space or equipment that would be provided by the County as an aspect of the requested services.

TRAC Solutions does not require any physical space and/or equipment from San Mateo County during this engagement, if any, aside from space or equipment that would be provided by the County as an aspect of the requested services.

3. Identify how you will meet all aspects of the scope of work. List any items you cannot provide.

TRAC Solutions will meet all aspects of the Scope of Work for 2.1 Electronic Monitoring with one exception under #2 Client Monitoring for alternative monitoring options.

1. **Equipment Installation and Maintenance (A-E):** TRAC Solutions complies with the requirements outlined in A-E. Our physical location has been identified and upon award, we will secure an office at: 3 East Third Ave., San Mateo, CA 94401. TRAC Solutions will provide our own manufactured stigma-free, wrist-worn devices: 1) **TRAC Watch** for Continuous Alcohol Monitoring (CAM), a stigma-free, wrist-worn transdermal alcohol monitoring device and the only real-time transdermal device on the market; 2) **TRAC GPS**, a stigma-free, wrist-worn device for GPS monitoring that has an integrated strap preventing any false strap alerts, has nine cellular networks and provides the survivor with an app, TRAC Status, to be notified if the participant is outside of a zone.
2. **Client Monitoring: (1-3): TRAC Solutions will not provide a mobile breath alcohol monitoring device as an alternative monitoring option.** However, we will provide SmarTest, a drug patch manufactured by SmarTox that has a standard expanded panel of drugs compared to the competition.
3. **File Management:** TRAC Solutions complies with the requirements outlined under File Management (1-5).
4. **Invoices & Reports:** TRAC Solutions complies with the requirements outlined in (1-3) under Invoices and Reports.
5. **Meetings & Trainings:** TRAC Solutions complies with the requirements outlined in (1-3) under Meetings & Trainings. TRAC Solutions prides itself in communications with the program staff to ensure that regularly scheduled trainings are held to update the team on any new features, updates, and to answer questions about our devices. We have agency guides and tip sheets that correspond with all training that are provide to the staff.

As mentioned above in #2 (Client Monitoring), TRAC Solutions will not provide an alternative monitoring device for **mobile breath alcohol monitoring**. **Please see our rationale for why CAM far surpasses breath for alcohol monitoring.**

Why CAM vs. Breath

TRAC Solutions is not proposing a mobile breath alcohol monitoring device to San Mateo because we believe that CAM technology is the best solution for alcohol monitoring. With a breath test and scheduled tests throughout the day, the participant can drink around the tests. It becomes an IQ test for the participant as they know when each test is scheduled, so they can start drinking as soon as they complete a test, how much alcohol they can consume, and when they need to stop before the next scheduled test. Data shows that the more tests an individual is scheduled to receive, the more tests they skip. As tests are increased, compliance decreases.

When a program uses CAM technology, it is truly “continuous alcohol monitoring.” With our TRAC Watch, readings are taken every 10 minutes so there are 144 readings in a 24-hour window, which prevents drinking around test schedules as with breath. CAM is a single-source admissibility - no confirmation tests are required. By monitoring participants throughout the day rather than just points in time, CAM not only eliminates the stigmatization and the need for inconvenient breath tests but also removes the opportunity for participants to miss and manipulate their supervision.

4. Describe the measurements/metrics/deliverables/assessments that you will provide on at least an annual basis to allow the County to assess the services you will provide.

TRAC Solutions proposes a quarterly report to San Mateo County broken down by each of the six programs it will serve. The report for TRAC Watch (transdermal alcohol) will include: a list of all participants on our devices, date of installation and removal; violations for alcohol consumption; tampers (obstructions and strap alerts); and compliance rate. For TRAC GPS, we will provide a list of participants, installation and removal dates, zone violations (inclusion and exclusion), and tampers. We will document the SmarTest sweat patch with a list of participants, date of application and removal, tampers, and any positives for specific drugs. At any time, we can provide the Courts with a participant’s compliance report.

5. Provide information on other pertinent services, if any, that you will offer to reduce costs or enhance revenue for the County.

TRAC Solutions reduced pricing offer is designed to help the county improve its bottom line by lowering upfront costs and freeing up budget resources for other revenue-generating initiatives. With reduced pricing, the county minimizes its initial investment, which immediately improves cash flow. These savings can be reallocated to projects that directly enhance revenue.

TRAC Solutions proposes that the County has the other four programs in addition to the sex offender unit and juvenile court, do their installations and removals of the TRAC Watch and the TRAC GPS as well as the application and removal of the sweat patch instead of having the vendor do these. The streamlined installation process of the TRAC Watch and the TRAC GPS takes minutes to install compared to competitors' ankle monitors. This strategic shift not only cuts costs but also the ease of installation of the TRAC Watch and GPS as well as the application of the sweat patch would streamline operations while maintaining quality control.

In the event San Mateo County would consider having any of the additional four programs complete the installation and removal process, TRAC Solutions would train all officers on how to enroll their participants in our web portal, and the proper fit of the watch for both devices, while TRAC Solutions would have oversight of the monitoring process. TRAC Solutions would notify the supervising officer if there is a violation or tampering. In addition, TRAC Solutions would train the staff on the application and removal of the sweat patch.

The combination of reduced pricing and in-house installation significantly boosts ROI. Savings from lower installation and operational costs can be reinvested into critical community services or infrastructure projects that drive long-term revenue growth. In summary, our reduced pricing model not only lowers your current expenses but also creates a financial environment that supports sustainable growth and improved revenue for the county. This approach maximizes internal resources while ensuring that every dollar saved can be redirected toward strategic investments within your department and your community's future.

4. Cost Analysis and Budget for Primary Services (2 pages maximum)

1. *Provide a detailed explanation for all costs associated with your providing the requested services if you are selected. Include daily rates (with installation and without installation) for the requested equipment rentals and monitoring rates. List costs for damaged and lost equipment.*

TRAC Solutions has listed the daily rates with installation and without installation for TRAC Watch, our transdermal alcohol monitoring device, TRAC GPS, and SmarTest, the drug patch. These daily rates reflect per participant. The installation and removal fee is a one-time fee of \$50.00 for each device.

For TRAC Watch, the participant does not require a base station so there is no additional cost. The participant pairs the TRAC Watch with their smartphone for real-time data with readings being taken every 10 minutes. There is no waiting until the participant gets home to upload data via a base station.

Vendor Installation	Without Vendor Installation
TRAC Watch (CAM): \$9.00/day/participant	TRAC Watch: \$6.00/day/participant
TRAC GPS: \$6.25/day/participant	TRAC GPS: \$3.25/day/participant
SmarTest (drug patch): \$7.65/day/participant	SmarTest (drug patch): \$4.65/day/participant

Installation/Removal Fee: \$50.00 (vendor installation only)

Replacement Costs:

- TRAC GPS - \$895.00
- TRAC Watch - \$895.00
- TRAC Charging Cord - \$30.00
- TRAC Charging Dock (optional) - \$10.00
- Repair fees for devices deemed repairable are at most \$250.

2. Is travel time to the County expected to be billable? If so, how will travel time invoices be calculated?

TRAC Solutions does not require the County to pay for any travel time to the County.

3. Include start-up costs, if any.

TRAC Solutions does not have any start-up costs it will charge to the County.

5. Quality/Program Evaluation (1 page maximum)

1. *Describe your organization's capacity to meet the goals identified in the Vendor Performance Management table outlined below.*

Performance: TRAC Solutions is committed to delivering high-quality service with efficiency and reliability. We recognize that we are to maintain hours of operation M-F from 8-5 pm, and as needed on weekends. Our responsiveness to scheduling installations, removals, and replacements is met within the guidelines of the specific programs' requirements. We pride ourselves in offering flexibility for installation locations as requested by the County. And, we will be timely in picking up any inactive equipment that may be at the jail, court, or any County office location. Operational punctuality allows TRAC Solutions to meet San Mateo's expectations consistently for a seamless partnership.

Relationship: TRAC Solutions has always been recognized by its customers for outstanding communication and responsiveness. We are proactive in collaborating with the programs we serve while maintaining a high level of professionalism from our Program Team to our Customer Service Team. When issues occur, TRAC Solutions immediately addresses the issue and identifies a resolution to foster service continuity. If an issue goes beyond 24 hours, we send ongoing updates as to the progress of the solution (i.e., engineering-related issues).

Financial: TRAC Solutions' accounting team submits timely invoices monthly that reflect the specific requirements of what the County requires in each invoice. For San Mateo County, we will separate the invoices by each of the six programs and include: the client name, court case number, device type, dates monitored, daily rate, and total cost. Our invoices are easy to read and understand and are accurate.

Leadership: The TRAC Solutions Team goes beyond innovation with the manufacturing of its TRAC Watch and TRAC GPS, both stigma-free, wrist-worn devices. For many years, the criminal justice field has only had ankle monitors for alcohol monitoring and GPS, which creates a stigmatization for not only the wearer but also family members, co-workers, and the public. We are current with market trends for electronic monitoring and are a Corporate Member of APPA, a sponsor of All Rise, and we are a member of the Chief Probation Officers of CA.

6. References (1 page maximum)

1. *List two business references for which you have recently provided similar services (not part of San Mateo County Probation). Include contact names, titles, phone numbers, and email addresses for all references provided.*

Jason Dudish-Poulsen, M.P.S., Ph.D.
Executive Assistant to the Director
Cook County Social Service Dept./Chicago, Illinois
(773) 674-6041
jason.dudish-poulsen@cookcountyil.gov

Laura Balo
Veterans Treatment Court Coordinator
Comal County, Texas
Office: (830) 221-1122
Cell: (830) 481-6169
balola@co.comal.tx.us

7. Protocols for Addressing Concerns (1 page maximum)

1. In the event of a routine problem, who is to be contacted within your organization?

David Torres, Customer Service & Operations Manager

dt@tracmonitor.com

773.321.0258

2. In the event of the identification of a problem by the County, stakeholders, the public, and/or other applicable constituents, describe how you will address such problems and the timeframe for addressing them.

Depending on the severity of the situation, TRAC Solutions will respond immediately to any identified problem and will provide a solution after obtaining all relevant information while addressing the issue promptly. Based on the severity of the problem, it will be escalated to the appropriate decision-maker and/or department within the company to address and will provide a timely resolution with ongoing communication to the County. We would be available to the County, any stakeholders, or the public should an incident arise that affects public safety, and we would implement a crisis communications plan to mitigate the severity of the problem, working in collaboration with San Mateo County.

8. Claims, Licensure, Non-Discrimination, and Health Insurance Portability and Accountability Act (HIPAA) violations Against Your Organization (1 page maximum)

1. List any current licensure, HIPAA, or non-discrimination claims against you/your organization and those having occurred in the past five years, especially resulting in claims or legal judgments against you.

TRAC Solutions has not had any current licensure, HIPAA, or non-discrimination claims against any employees or the company in the past five years, especially resulting in claims or legal judgments against us.

9. Statement of Compliance with County Contractual Requirements (1 page maximum)

- 1. A sample copy of the County's standard template contract for Board of Supervisors approval (contracts over \$200,000) is attached to this RFP in Appendix B. Each proposal must include a statement of the proposer's commitment and ability to comply with each of the terms of the County's standard template contract.*

TRAC Solutions is committed and will comply with each of the terms in the County's standard template contract.

- 2. In addition, the proposer should include a statement that it will agree to have any disputes regarding the contract venued in San Mateo County or the Northern District of California.*

TRAC Solutions will agree to have any disputes regarding the contract venued in San Mateo County or the Northern District of California.

- 3. The proposal must state any objections to any terms in the County's standard contract template and provide an explanation for the inability to comply with the required term(s). If no objections are stated, the County will assume the proposer is prepared to sign the County standard template as is.*

TRAC Solutions does not have any objections to any terms of the County's standard contract template.

RFP No. 2025-RFP-00344

Round 1: Aggregate Scores Summary

Vendor	Project Approach (Max 45 Points)	Qualifications and Experience (Max 15 Points)	Cost Analysis and Budget (Max 30 Points)	Quality/Program Evaluation (Max 10 Points)	Total Score
Buddi US, LLC	37.75	14.5	29.25	8.75	90.25
SCRAM of California	44.25	14.5	25.25	9.75	93.75
TRAC Solutions	31.25	13	25.25	6	75.5

Round 2: Interviews Scores Summary

Vendor	Product Demonstration (Max 35 Points)	Panelist Questions (Max 10 Points)	Closing Statement (Max 5 Points)	Total Score
Buddi US, LLC	34	10	4.75	48.75
SCRAM of California	31.75	10	5	46.75



County of San Mateo
Probation
John T. Keene, Chief Probation Officer
222 Paul Scannell Drive, San Mateo, CA 94402
(650) 312-8816

NOTICE OF INTENT TO AWARD
RFP No. 2025-RFP-00344
Electronic Monitoring 2025-2028
RESPONSE DEADLINE: March 4, 2025 at 5:00 pm

Friday, May 16, 2025

TO: All Proposers

RE: Intent to Award for RFP No. 2025-RFP-00344 - Electronic Monitoring 2025-2028

This is a Letter of Intent to Award regarding Request for Proposals (RFP) No. 2025-RFP-00344 - Electronic Monitoring 2025-2028, issued by the San Mateo County (the "County") on February 4, 2025. The County has evaluated the proposals received using the evaluation criteria identified in the RFP, and is hereby recommending that the County enter into an agreement with:

- Buddi US, LLC

The Proposer listed above had the required qualifications and received the evaluation team's highest ranking. The award decision is conditioned upon final approval by the Departmental Director or the Board of Supervisors.

Thank you for your interest in doing business with the County of San Mateo.

Sincerely,

Vivien Huynh, Associate Management Analyst
222 Paul Scannell Drive,
San Mateo, CA, 94402
(650) 312-8821
vhuyh@smcgov.org



County of San Mateo

Inter-Departmental Correspondence

Department: PROBATION

File #: 25-566

Board Meeting Date: 6/10/2025

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: John T. Keene, Chief Probation Officer

Subject: Agreement with Buddi US, LLC to provide electronic monitoring services for clients of the San Mateo County Probation Department

RECOMMENDATION:

Adopt a resolution authorizing:

- A) The President of the Board of Supervisors to execute an agreement with Buddi US, LLC to provide electronic monitoring services for clients of the San Mateo County Probation Department, using advanced technologies, including global positioning systems (GPS), radio frequency (RF) monitoring, continuous alcohol monitoring (CAM), remote breath testing, and drug patch options, for the term of July 1, 2025 through June 30, 2028, in an amount not to exceed \$1,800,000; and
- B) An option to extend the agreement with Buddi US, LLC for up to two additional years, in an amount not to exceed an additional \$600,000 for the first option, if exercised, and an amount not to exceed an additional \$600,000 for the second option, if exercised, at the sole discretion of the Chief Probation Officer or his designee.

BACKGROUND:

In February 2025, the Probation Department issued Request for Proposals (RFP No. 2025-RFP-00344) seeking qualified vendors to provide electronic monitoring services. Following a competitive procurement process, the Department entered into contract negotiations with Buddi US, LLC (Buddi) to deliver a full range of electronic monitoring services, including global positioning systems (GPS), radio frequency (RF) monitoring, continuous alcohol monitoring (CAM) technologies.

The Probation Department enhances public safety through safe, humane, and cost-effective services of adult and juvenile offenders. Buddi offers these electronic monitoring services as alternatives to detention for juveniles and targeted supervision strategies for adults. Juvenile clients will be monitored in lieu of secure confinement, while adult clients will include individuals participating in Specialty Court programs-such as Multiple Driving Under the Influence (MDUI) Court, Veterans

Treatment Court, and Military Diversion-as well as those under supervision by the Sex Offender Unit and pretrial defendants who lack the ability to pay.

Electronic monitoring is a nationally recognized evidence-based practice that offers structured supervision while allowing clients to remain in the community. The Probation Department currently supervises approximately 20 juveniles and 180 adults on electronic monitoring daily. The Department estimates an average of 20 juveniles and 180 adults will need monitoring per month.

The implementation of AB 1869 on July 1, 2021, prohibited California counties from charging administrative fees, which includes to adult clients for participation in electronic monitoring programs. This includes supervision fees previously assessed for post-conviction monitoring. In addition, fees for pretrial electronic monitoring are not automatically imposed; they are only required if the court determines that the individual has the ability to pay. As a result, the County generally bears the full financial responsibility for these services. Similarly, SB 190 (2017) eliminated electronic monitoring and other administrative fees for juvenile clients, and SB 1290 (2020) vacated any outstanding juvenile fee debt assessed prior to 2018.

DISCUSSION:

Through this agreement, Buddi will provide comprehensive electronic monitoring services to adult and juvenile clients under the supervision of the Probation Department. These services will be supported by Buddi’s proprietary web-based software platform, Buddi Eagle, which facilitates real-time monitoring, data management, and reporting. Buddi will also offer training for staff on the use of the platform, along with ongoing technical assistance.

The County Attorney’s Office has reviewed and approved the resolution and agreement as to form and content.

PERFORMANCE MEASURE:

Measure	Description	FY 2025-26 Target	FY 2026-27 Target	FY 2027-28 Target
On-time Delivery of Services	Staff are available for installation during necessary hours. Inactive equipment is picked-up in a timely manner.	90%	90%	90%
Responsiveness	Issues are addressed in a timely manner and addressed with appropriate urgency.	90%	90%	90%
Communication	Professional and clear communication is utilized.	90%	90%	90%
Invoicing	Invoices are timely, accurate, and easy to understand.	95%	95%	95%

COMMUNITY IMPACT:

This electronic monitoring agreement supports rehabilitation by enabling individuals involved in the criminal justice system to pursue employment, education, and treatment while maintaining compliance with court-ordered conditions. By offering a community-based alternative to detention, the County’s electronic monitoring program promotes equity by helping individuals-particularly those

from marginalized and underserved communities-remain connected to their families, jobs, and support systems. This approach reduces the disruptive impacts of incarceration and supports more equitable outcomes in the justice system.

FISCAL IMPACT:

The initial term of this agreement is from July 1, 2025, through June 30, 2028, in an amount not-to-exceed \$1,800,000 with County-held options to extend the agreement for up to two additional years, in an amount not-to-exceed \$600,000 for the first option, if exercised, and an amount not-to-exceed \$600,000 for the second option, if exercised. The agreement will be funded through a combination of sources, including the State Office of Traffic Safety Grant Program, State Pretrial Release Program funding, the Substance Abuse Focus Grant, and net county costs. Funding for this agreement has been included in the FY 2025-26 budget and will be included in the FY 2026-27 and FY 2027-2028 budgets.

RESOLUTION NO. 081274

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

* * * * *

RESOLUTION AUTHORIZING: A) THE PRESIDENT OF THE BOARD OF SUPERVISORS TO EXECUTE AN AGREEMENT WITH BUDDI US, LLC TO PROVIDE ELECTRONIC MONITORING SERVICES FOR CLIENTS OF THE SAN MATEO COUNTY PROBATION DEPARTMENT, USING ADVANCED TECHNOLOGIES, INCLUDING GLOBAL POSITIONING SYSTEM (GPS), RADIO FREQUENCY (RF) MONITORING, CONTINUOUS ALCOHOL MONITORING (CAM), REMOTE BREATH TESTING, AND DRUG PATCH OPTIONS, FOR THE TERM OF JULY 1, 2025 THROUGH JUNE 30, 2028, IN AN AMOUNT NOT TO EXCEED \$1,800,000; AND B) AN OPTION TO EXTEND THE AGREEMENT WITH BUDDI US, LLC FOR UP TO TWO ADDITIONAL YEARS, IN AN AMOUNT NOT TO EXCEED AN ADDITIONAL \$600,000 FOR THE FIRST OPTION, IF EXERCISED, AND AN AMOUNT NOT TO EXCEED AN ADDITIONAL \$600,000 FOR THE SECOND OPTION, IF EXERCISED, AT THE SOLE DISCRETION OF THE CHIEF PROBATION OFFICER OR HIS DESIGNEE

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that:

WHEREAS, the Probation Department seeks to enter into an agreement with Buddi US, LLC (Buddi) to provide electronic monitoring services for clients of the San Mateo County Probation Department using advanced technologies, including global positioning systems (GPS), radio frequency (RF) monitoring, continuous alcohol monitoring (CAM), remote breath testing, and drug patch options to support compliance with supervision requirements; and

WHEREAS, in February 2025, the Probation Department issued Request for Proposals (RFP No. 2025-RFP-00344), for the provision of electronic monitoring

services, and subsequently entered into negotiations with Buddi as the selected vendor;
and

WHEREAS, Buddi will deliver electronic monitoring services to both adult and juvenile clients under the Department's supervision and pretrial monitoring, and provide equipment, installation, maintenance, data reporting, and staff training for its web-based monitoring platform, Buddi Eagle; and

WHEREAS, the Board has been presented with the proposed agreement and has examined and approved it as to both form and content and desires to enter into said agreement;

NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of the Board is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of the Board shall attest the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief Probation Officer or his designee is authorized to execute contract amendments that modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

* * * * *

Regularly passed and adopted this 10th day of June, 2025

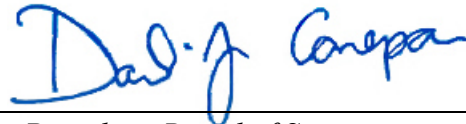
AYES and in favor of said resolution:

Supervisors: _____ *JACKIE SPEIER*
_____ *RAY MUELLER*
_____ *LISA GAUTHIER*
_____ *DAVID J. CANEPA*

NOES and against said resolution:

Supervisors: _____ *NONE*

ABSENT Supervisor: _____ *NOELIA CORZO*



*President, Board of Supervisors
County of San Mateo
State of California*

Certificate of Delivery

I certify that a copy of the original resolution filed in the Office of the Clerk of the Board of Supervisors of San Mateo County has been delivered to the President of the Board of Supervisors.



Assistant Clerk of the Board of Supervisors

AGREEMENT BETWEEN THE COUNTY OF SAN MATEO AND BUDDI US, LLC

This Agreement is entered into this 10 day of June, 2025, by and between the County of San Mateo, a political subdivision of the state of California, hereinafter called "County," and Buddi US, LLC, hereinafter called "Contractor."

* * *

Whereas, pursuant to Section 31000 of the California Government Code, County may contract with independent contractors for the furnishing of such services to or for County or any Department thereof; and

Whereas, it is necessary and desirable that Contractor be retained for the purpose of providing electronic monitoring services for clients of the San Mateo County Probation Department using advanced technologies, including global positioning systems (GPS), radio frequency (RF) monitoring, continuous alcohol monitoring (CAM), remote breath testing, and drug patch options.

Now, therefore, it is agreed by the parties to this Agreement as follows:

1. Exhibits and Attachments

The following exhibits and attachments are attached to this Agreement and incorporated into this Agreement by this reference:

- Exhibit A—Services
- Exhibit B—Payments and Rates
- Attachment I—§ 504 Compliance

2. Services to be performed by Contractor

In consideration of the payments set forth in this Agreement and in Exhibit B, Contractor shall perform services for County in accordance with the terms, conditions, and specifications set forth in this Agreement and in Exhibit A.

3. Payments

In consideration of the services provided by Contractor in accordance with all terms, conditions, and specifications set forth in this Agreement and in Exhibit A, County shall make payment to Contractor based on the rates and in the manner specified in Exhibit B. County reserves the right to withhold payment if County determines that the quantity or quality of the work performed is unacceptable. **In no event shall County's total fiscal obligation under this Agreement exceed ONE MILLION EIGHT HUNDRED THOUSAND DOLLARS (\$1,800,000)**, unless the County exercises its option provided in Section 4 of this Agreement, in which case the County's total fiscal obligation under this Agreement shall not exceed **TWO MILLION FOUR HUNDRED THOUSAND DOLLARS (\$2,400,000)** if extended from July 1, 2028 through June 30, 2029, and **THREE MILLION DOLLARS (\$3,000,000)** if extended from July 1, 2029 through June 30, 2030.

4. Term

Subject to compliance with all terms and conditions, the initial term of this Agreement shall be from **July 1, 2025 through June 30, 2028**. The County may, in its sole discretion, exercise an option to extend the term for up to two (2) additional one-year terms: (i) from July 1, 2028 through June 30, 2029; and (ii) from July 1, 2029 through June 30, 2030 under the same terms and conditions set forth in this Agreement. The

Chief Probation Officer or his/her designee may exercise the County's option by providing written notice to Contractor at least thirty (30) calendar days prior to the expiration of the initial term of the Agreement, or thirty (30) calendar days prior to the expiration of the first option, if applicable.

5. Termination

This Agreement may be terminated by Contractor or by the Chief Probation Officer or his/her designee at any time without a requirement of good cause upon thirty (30) days' advance written notice to the other party. Subject to availability of funding, Contractor shall be entitled to receive payment for work/services provided prior to termination of the Agreement. Such payment shall be that prorated portion of the full payment determined by comparing the work/services actually completed to the work/services required by the Agreement.

County may terminate this Agreement or a portion of the services referenced in the Attachments and Exhibits based upon the unavailability of Federal, State, or County funds by providing written notice to Contractor as soon as is reasonably possible after County learns of said unavailability of outside funding.

County may terminate this Agreement for cause. In order to terminate for cause, County must first give Contractor notice of the alleged breach. Contractor shall have five business days after receipt of such notice to respond and a total of ten calendar days after receipt of such notice to cure the alleged breach. If Contractor fails to cure the breach within this period, County may immediately terminate this Agreement without further action. The option available in this paragraph is separate from the ability to terminate without cause with appropriate notice described above. In the event that County provides notice of an alleged breach pursuant to this section, County may, in extreme circumstances, immediately suspend performance of services and payment under this Agreement pending the resolution of the process described in this paragraph. County has sole discretion to determine what constitutes an extreme circumstance for purposes of this paragraph, and County shall use reasonable judgment in making that determination.

6. Contract Materials

At the end of this Agreement, or in the event of termination, all finished or unfinished documents, data, studies, maps, photographs, reports, and other written materials (collectively referred to as "contract materials") prepared by Contractor under this Agreement shall become the property of County and shall be promptly delivered to County. Upon termination, Contractor may make and retain a copy of such contract materials if permitted by law.

7. Relationship to Parties

Contractor agrees and understands that the work/services performed under this Agreement are performed as an independent contractor and not as an employee of County and that neither Contractor nor its employees acquire any of the rights, privileges, powers, or advantages of County employees.

8. Hold Harmless

a. General Hold Harmless

Contractor shall indemnify and save harmless County and its officers, agents, employees, and servants from all claims, suits, or actions of every name, kind, and description resulting from this Agreement, the performance of any work or services required of Contractor under this Agreement, or payments made pursuant to this Agreement brought for, or on account of, any of the following:

- (A) injuries to or death of any person, including Contractor or its employees/officers/agents;
- (B) damage to any property of any kind whatsoever and to whomsoever belonging;

(C) any sanctions, penalties, or claims of damages resulting from Contractor's failure to comply, if applicable, with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and all Federal regulations promulgated thereunder, as amended; or

(D) any other loss or cost, including but not limited to that caused by the concurrent active or passive negligence of County and/or its officers, agents, employees, or servants. However, Contractor's duty to indemnify and save harmless under this Section shall not apply to injuries or damage for which County has been found in a court of competent jurisdiction to be solely liable by reason of its own negligence or willful misconduct.

The duty of Contractor to indemnify and save harmless as set forth by this Section shall include the duty to defend as set forth in Section 2778 of the California Civil Code.

9. Assignability and Subcontracting

Contractor shall not assign this Agreement or any portion of it to a third party or subcontract with a third party to provide services required by Contractor under this Agreement without the prior written consent of County. Any such assignment or subcontract without County's prior written consent shall give County the right to automatically and immediately terminate this Agreement without penalty or advance notice.

10. Insurance

10.1. General Requirements

Contractor shall not commence work or be required to commence work under this Agreement unless and until all insurance required under this Section has been obtained and such insurance has been approved by County's Risk Management, and Contractor shall use diligence to obtain such insurance and to obtain such approval. Contractor shall furnish County with certificates of insurance evidencing the required coverage, and there shall be a specific contractual liability endorsement extending Contractor's coverage to include the contractual liability assumed by Contractor pursuant to this Agreement. These certificates shall specify or be endorsed to provide that thirty (30) days' notice must be given, in writing, to County of any pending change in the limits of liability or of any cancellation or modification of the policy.

10.2. Workers' Compensation and Employer's Liability Insurance

Contractor shall have in effect during the entire term of this Agreement workers' compensation and employer's liability insurance providing full statutory coverage. In signing this Agreement, Contractor certifies, as required by Section 1861 of the California Labor Code, that (a) it is aware of the provisions of Section 3700 of the California Labor Code, which require every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code, and (b) it will comply with such provisions before commencing the performance of work under this Agreement.

10.3. Liability Insurance

Contractor shall take out and maintain during the term of this Agreement such bodily injury liability and property damage liability insurance as shall protect Contractor and all of its employees/officers/agents while performing work covered by this Agreement from any and all claims for damages for bodily injury, including accidental death, as well as any and all claims for property damage which may arise from Contractor's operations under this Agreement, whether such operations be by Contractor, any subcontractor, anyone directly or indirectly employed by either of them, or an agent of either of them. Such insurance shall be combined single limit bodily injury and property damage for each occurrence and shall not be less than the amounts specified below:

- (a) Comprehensive General Liability..... \$1,000,000

- (b) Motor Vehicle Liability Insurance..... \$1,000,000
- (c) Professional Liability..... \$1,000,000

County and its officers, agents, employees, and servants shall be named as additional insured on any such policies of insurance, which shall also contain a provision that (a) the insurance afforded thereby to County and its officers, agents, employees, and servants shall be primary insurance to the full limits of liability of the policy and (b) if the County or its officers, agents, employees, and servants have other insurance against the loss covered by such a policy, such other insurance shall be excess insurance only.

In the event of the breach of any provision of this Section, or in the event any notice is received which indicates any required insurance coverage will be diminished or canceled, County, at its option, may, notwithstanding any other provision of this Agreement to the contrary, immediately declare a material breach of this Agreement and suspend all further work and payment pursuant to this Agreement.

10.4. Special Insurance Requirements - Cyber Liability

Cyber Liability	<p>\$5,000,000 per occurrence for Privacy and Network Security,</p> <p>\$1,000,000 per occurrence for Technology Errors and Omissions</p> <p>To be carried at all times during the term of the Contract and for three years thereafter.</p>
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If the work involves services or goods related to computers, networks, systems, storage, or access to County data or to any data that may, alone or in combination with other data, become Confidential Information or Personally Identifiable Information, the following insurance is required.

(1) Privacy and Network Security

During the term of the Contract and for three years thereafter, maintain coverage for liability and remediation arising out of unauthorized use of or access to County data or software within Contractor's network or control. Provide coverage for liability claims, computer theft, extortion, network breach, service denial, introduction of malicious code, loss of Confidential Information, or any unintentional act, error, or omission made by users of Contractor's electronic data or systems while providing services to the County. The insurance policy must include coverage for regulatory and PCI fines and penalties, crisis management expenses, and business interruption. No exclusion/restriction for unencrypted portable devices/media may be on the policy.

(2) Technology Errors and Omissions

During the term of the Contract and for three years thereafter, maintain coverage for liabilities arising from errors, omissions, or negligent acts in rendering or failing to render computer or information technology services and technology products, including at a minimum, coverage for systems analysis, design, development, integration, modification, maintenance, repair, management, or outsourcing any of the foregoing.

11. Compliance With Laws

All services to be performed by Contractor pursuant to this Agreement shall be performed in accordance with all applicable Federal, State, County, and municipal laws, ordinances, regulations, and executive orders, including but not limited to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Federal Regulations promulgated thereunder, as amended (if applicable), the Business

Associate requirements set forth in Attachment H (if attached), the Americans with Disabilities Act of 1990, as amended, and Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in programs and activities receiving any Federal or County financial assistance, as well as any required economic or other sanctions imposed by the United States government or under state law in effect during the term of the Agreement. Such services shall also be performed in accordance with all applicable ordinances and regulations, including but not limited to appropriate licensure, certification regulations, provisions pertaining to confidentiality of records, and applicable quality assurance regulations. In the event of a conflict between the terms of this Agreement and any applicable State, Federal, County, or municipal law, regulation, or executive order, the requirements of the applicable law, regulation, or executive order will take precedence over the requirements set forth in this Agreement.

Contractor will timely and accurately complete, sign, and submit all necessary documentation of compliance.

12. Non-Discrimination and Other Requirements

12.1. General Non-discrimination

No person shall be denied any services provided pursuant to this Agreement (except as limited by the scope of services) on the grounds of race, color, national origin, ancestry, age, disability (physical or mental), sex, sexual orientation, gender identity, marital or domestic partner status, religion, political beliefs or affiliation, familial or parental status (including pregnancy), medical condition (cancer-related), military service, or genetic information.

12.2. Equal Employment Opportunity

Contractor shall ensure equal employment opportunity based on objective standards of recruitment, classification, selection, promotion, compensation, performance evaluation, and management relations for all employees under this Agreement. Contractor's equal employment policies shall be made available to County upon request.

12.3. Section 504 of the Rehabilitation Act of 1973

Contractor shall comply with Section 504 of the Rehabilitation Act of 1973, as amended, which provides that no otherwise qualified individual with a disability shall, solely by reason of a disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination in the performance of any services this Agreement. This Section applies only to contractors who are providing services to members of the public under this Agreement.

12.4. Compliance with County's Equal Benefits Ordinance

Contractor shall comply with all laws relating to the provision of benefits to its employees and their spouses or domestic partners, including, but not limited to, such laws prohibiting discrimination in the provision of such benefits on the basis that the spouse or domestic partner of the Contractor's employee is of the same or opposite sex as the employee.

12.5. Discrimination Against Individuals with Disabilities

The nondiscrimination requirements of 41 C.F.R. 60-741.5(a) are incorporated into this Agreement as if fully set forth here, and Contractor and any subcontractor shall abide by the requirements of 41 C.F.R. 60-741.5(a). This regulation prohibits discrimination against qualified individuals on the basis of disability and requires affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.

12.6. History of Discrimination

Contractor certifies that no finding of discrimination has been issued in the past 365 days against Contractor by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other investigative entity. If any finding(s) of discrimination have been issued against Contractor within the past 365 days by the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or other investigative entity, Contractor shall provide County with a written explanation of the outcome(s) or remedy for the discrimination prior to execution of this Agreement. Failure to comply with this Section shall constitute a material breach of this Agreement and subjects the Agreement to immediate termination at the sole option of the County.

12.7. Reporting; Violation of Non-discrimination Provisions

Contractor shall report to the County Executive Officer the filing in any court or with any administrative agency of any complaint or allegation of discrimination on any of the bases prohibited by this Section of the Agreement or the Section titled "Compliance with Laws". Such duty shall include reporting of the filing of any and all charges with the Equal Employment Opportunity Commission, the California Department of Fair Employment and Housing, or any other entity charged with the investigation or adjudication of allegations covered by this subsection within 30 days of such filing, provided that within such 30 days such entity has not notified Contractor that such charges are dismissed or otherwise unfounded. Such notification shall include a general description of the circumstances involved and a general description of the kind of discrimination alleged (for example, gender-, sexual orientation-, religion-, or race-based discrimination).

Violation of the non-discrimination provisions of this Agreement shall be considered a breach of this Agreement and subject the Contractor to penalties, to be determined by the County Executive Officer, including but not limited to the following:

- i. termination of this Agreement;
- ii. disqualification of the Contractor from being considered for or being awarded a County contract for a period of up to 3 years;
- iii. liquidated damages of \$2,500 per violation; and/or
- iv. imposition of other appropriate contractual and civil remedies and sanctions, as determined by the County Executive Officer.

To effectuate the provisions of this Section, the County Executive Officer shall have the authority to offset all or any portion of the amount described in this Section against amounts due to Contractor under this Agreement or any other agreement between Contractor and County.

12.8. Compliance with Living Wage Ordinance

As required by Chapter 2.88 of the San Mateo County Ordinance Code, Contractor certifies all contractor(s) and subcontractor(s) obligated under this contract shall fully comply with the provisions of the County of San Mateo Living Wage Ordinance, including, but not limited to, paying all Covered Employees the current Living Wage and providing notice to all Covered Employees and Subcontractors as required under the Ordinance.

13. Compliance with County Employee Jury Service Ordinance

Contractor shall comply with Chapter 2.85 of the County's Ordinance Code, which states that Contractor shall have and adhere to a written policy providing that its employees, to the extent they are full-time employees and live in San Mateo County, shall receive from the Contractor, on an annual basis, no fewer than five days of regular pay for jury service in San Mateo County, with jury pay being provided only for

each day of actual jury service. The policy may provide that such employees deposit any fees received for such jury service with Contractor or that the Contractor may deduct from an employee's regular pay the fees received for jury service in San Mateo County. By signing this Agreement, Contractor certifies that it has and adheres to a policy consistent with Chapter 2.85. For purposes of this Section, if Contractor has no employees in San Mateo County, it is sufficient for Contractor to provide the following written statement to County: "For purposes of San Mateo County's jury service ordinance, Contractor certifies that it has no full-time employees who live in San Mateo County. To the extent that it hires any such employees during the term of its Agreement with San Mateo County, Contractor shall adopt a policy that complies with Chapter 2.85 of the County's Ordinance Code." The requirements of Chapter 2.85 do not apply unless this Agreement's total value listed in the Section titled "Payments", exceeds two-hundred thousand dollars (\$200,000); Contractor acknowledges that Chapter 2.85's requirements will apply if this Agreement is amended such that its total value exceeds that threshold amount.

14. Retention of Records; Right to Monitor and Audit

(a) Contractor shall maintain all required records relating to services provided under this Agreement for three (3) years after County makes final payment and all other pending matters are closed, and Contractor shall be subject to the examination and/or audit by County, a Federal grantor agency, and the State of California.

(b) Contractor shall comply with all program and fiscal reporting requirements set forth by applicable Federal, State, and local agencies and as required by County.

(c) Contractor agrees upon reasonable notice to provide to County, to any Federal or State department having monitoring or review authority, to County's authorized representative, and/or to any of their respective audit agencies access to and the right to examine all records and documents necessary to determine compliance with relevant Federal, State, and local statutes, rules, and regulations, to determine compliance with this Agreement, and to evaluate the quality, appropriateness, and timeliness of services performed.

15. Merger Clause; Amendments

This Agreement, including the Exhibits and Attachments attached to this Agreement and incorporated by reference, constitutes the sole Agreement of the parties to this Agreement and correctly states the rights, duties, and obligations of each party as of this document's date. In the event that any term, condition, provision, requirement, or specification set forth in the body of this Agreement conflicts with or is inconsistent with any term, condition, provision, requirement, or specification in any Exhibit and/or Attachment to this Agreement, the provisions of the body of the Agreement shall prevail. Any prior agreement, promises, negotiations, or representations between the parties not expressly stated in this document are not binding. All subsequent modifications or amendments shall be in writing and signed by the parties.

16. Controlling Law; Venue

The validity of this Agreement and of its terms, the rights and duties of the parties under this Agreement, the interpretation of this Agreement, the performance of this Agreement, and any other dispute of any nature arising out of this Agreement shall be governed by the laws of the State of California without regard to its choice of law or conflict of law rules. Any dispute arising out of this Agreement shall be venued either in the San Mateo County Superior Court or in the United States District Court for the Northern District of California.

17. Notices

Any notice, request, demand, or other communication required or permitted under this Agreement shall be deemed to be properly given when both: (1) transmitted via email to the email address listed below; and (2) sent to the physical address listed below by either being deposited in the United States mail, postage prepaid, or deposited for overnight delivery, charges prepaid, with an established overnight courier that provides a tracking number showing confirmation of receipt.

In the case of County, to:

Name/Title: John T. Keene, Chief Probation Officer
Address: 222 Paul Scannell Drive, San Mateo, CA, 94402
Telephone: (650) 312-8821
Email: jkeene@smcgov.org

In the case of Contractor, to:

Name/Title: Kyle Chapin, President - Buddi US, LLC
Address: 2536 Countryside Blvd. Suite 400, Clearwater, FL 33763
Telephone: 727-510-8022
Email: kyle@buddi.us

18. Electronic Signature

Both County and Contractor wish to permit this Agreement and future documents relating to this Agreement to be digitally signed in accordance with California law and County's Electronic Signature Administrative Memo. Any party to this Agreement may revoke such agreement to permit electronic signatures at any time in relation to all future documents by providing notice pursuant to this Agreement.

19. Cloud Computing Policy 2020

19.1. Overview

Cloud computing is defined as on-demand delivery of information technology (IT) resources through the Internet. Such services use a pool of shared resources to achieve economies of scale, provide greater flexibility, and support communication, collaboration, scheduling, sharing, and storage. In most cases, these services are provided on a contractual basis by a third-party vendor and essentially becomes an extension of the County's network. Security concerns in cloud computing include, but are not limited to:

- Loss of control over the maintenance and protection of the data
- Potential loss of privacy due to aggregation of data from other cloud consumers
- Reliance on vendor's services for the security of County data

19.2. Policy Purpose

The purpose of the Cloud Computing Policy is to safeguard the County's data and to mitigate any risks associated with utilizing cloud solutions. This policy outlines best practices to ensure that data will be properly stored and shared when using cloud computing services.

19.3. Scope

The scope of this policy includes all users of the County of San Mateo's network who uses cloud computing services, including vendors, contractors, volunteers, temporary staff, consultants, collectively known as Workforce Members, and any other party who provides services or works on the computer and/or network systems.

19.4. Policy

All cloud computing services shall undergo a security assessment, performed at the time of contract, including but not limited to: security controls, identity and authentication management, password management, auditing, and encryption capabilities. As part of the review process, all cloud services that are currently listed in the Federal Risk Authorization Management Program (FedRAMP) will undergo an abbreviated security review process. Cloud services that are not "FedRAMPed" will undergo a more in-depth security review process. Any cloud service's security level and trustworthiness must match the sensitivity of the data stored on that service. If there are circumstances that fall outside the ability to comply with and/or conform to County policies, an exception waiver may be required.

All cloud computing services must be reviewed and approved by the Chief Information Officer (CIO) or designee before purchase or deployment, including renewals. The CIO or designee has the right to deny the request and shall provide the reason(s) for doing so as well as alternatives so that a mutually agreeable solution can be developed.

The use of cloud computing services shall comply with all current laws and regulations as well as all County policies. All software stored in the cloud must comply with licensing agreements and copyright laws. Additionally, all internet domains (URLs) associated with County business shall be managed and registered through ISD.

19.5. Software as a Service

Software as a Service (SaaS) solutions must utilize latest version of Security Assertion Markup Language (SAML) authentication (WS-Federation and Okta's Secure Web Authentication (SWA) may be used in lieu of SAML) and integrate with the County's identity provider (currently Okta). Multi-factor authentication is required when the application is accessed from outside of the County's network. If solutions do not utilize SAML authentication or multi-factor authentication, a request for exception, signed by the Department Head, must be submitted to the CIO or designee, for approval. Note: The security assessment may result in a request for exception based on the results of the review and is not limited to the above-mentioned authentication processes.

The cloud environment shall also include a County-approved warning banner upon logon, if capable.

All software must be configured to have a lock-out session after fifteen (15) minutes of idle time. Full auditing, in coordination with ISD, must be enabled to allow for successful and unsuccessful account logon events, account management events, and system events. Audit logs, if performed by another organization, shall be shared with the County upon request or as stated in the underlying agreement. All audit logs must be stored for a minimum of one year.

Contingency plans for disaster recovery must be provided by the vendor in all SaaS solutions including a strategy to restore the data within a specified time frame.

Both vendor and County roles and responsibilities shall be clearly stated including enforcement mechanisms to meet the required service levels. All parties must also comply with Administrative Memorandum B-1.

The terms and conditions of termination shall be clearly defined along with the disposal and/or transfer of data.

19.6. Self-Provisioning Cloud Services

Self-provisioning cloud services, used to share, store, and/or manage data, present significant data management risks including compromised data, sudden loss of data or service, and changes to the terms of service without notice. Users of self-provisioning cloud services sign up for services through an end-user license at no monetary cost. These cloud computing services, including but not limited to Google Docs and DropBox may not be used for the storage, manipulation, or exchange of County-related data.

Furthermore, cloud services shall not be used to store, process, share, or manage any data deemed to be sensitive or confidential, such as data related to the Health Insurance Portability and Accountability Act (HIPAA) or Personally Identifiable Information (PII) at any time.

19.7. Confidential Data

Cloud systems are subject to the same internal standards as those located on-premises. Confidential data may only be stored and managed through a secure vendor that has been approved by ISD as appropriate for confidential data.

All vendors shall comply with all County specified standards and requirements in addition to federal and state mandated standards, such as HIPAA. Compliance shall be detailed within the business case for each application. Vendors must provide information regarding the controls they employ to maintain security on all HIPAA and PII data. The following list includes security concerns that will be evaluated in the security review process. Note that an exception waiver may be required in the event that the listed County requirements are not met.

- How and where vendor encrypts data, both at rest and in motion
- How vendor employees who will have physical access to the network and infrastructure that hosts the application, are vetted
- What third-party audits will be/have been performed to validate vendor controls • What security features are and are not included as part of their SLA
- What constitutes a security event and what their notification policies and procedures are after a security event occurs
- If the backups of the County's data are moved offsite, how are they encrypted • How will data be securely deleted or destroyed as requested
- The vendor's ability to provide patches and update products, including the patch schedules and timeline for end-of-device support
- Assurance that the sharing of the County provided account password will be strictly prohibited

Client data from the cloud may not be transmitted to a personal computing device (such as a flash/thumb drive).

19.8. Other County Policies

The County has other policies that address specific areas of information security including policies on IT security, Internet use, email, mobile technology use, vendor/contractor access, and portable computing. These policies are also applicable and extend to cloud services including the use and storage of information. Departments may have internal policies that also address these issues. These policies are cumulative and in the event of conflict, the policies providing the County with the greatest level of security shall apply.

19.9. Responsibility

Departments shall be responsible for providing security awareness and training to all users of devices or electronic media containing Personal Health Information (PHI) or PII as it relates to the HIPAA requirements for all data under their control. ISD will be responsible for providing Countywide security awareness and training

19.10. Policy Enforcement

The CIO or designee is the policy administrator for information technology resources and will ensure that this process is followed. Additionally, Division Directors, managers, and Department Heads are responsible for compliance with County policies within their respective administrative areas.

Any violations of this policy shall be reported to the CIO or designee. Violations will be investigated and may result in disciplinary action up to and including dismissal from County employment. For violations of patient confidentiality, the procedures of the Patient Confidentiality Sanctions Policy as regulated by HIPAA will apply. Vendors who violate this policy may be subject to contract termination, denial of service, and/or legal penalties, both criminal and civil.

19.11. Revision History

Effective Date	Changes Made
7/31/2018	Policy established
6/22/2020	Policy revised

20. Additional Technology Terms and Conditions

20.1. Disentanglement

Contractor shall cooperate with County and County's other contractors to ensure a smooth transition at the time of termination of this Agreement, regardless of the nature or timing of the termination. Contractor shall cooperate with County's efforts to effectuate such transition with the goal of minimizing or eliminating any interruption of work required under the Agreement and any adverse impact on the provision of services or the County's activities; provided, however, that County shall pay Contractor on a time and materials basis, at the then-applicable rates, for all additional services performed in connection with such cooperation. Contractor shall deliver to County or its designee, at County's request, all documentation and data related to County, including, but not limited to, patient files, held by Contractor, and after return of same, Contractor shall destroy all copies thereof still in Contractor's possession, at no charge to County. Such data delivery shall be in an electronic format to facilitate archiving or loading into a replacement application. County and Contractor shall mutually agree to the specific electronic format. Upon any termination of the Agreement, regardless of the nature or timing of the termination, County shall have the right, for up to twelve (12) months (the "Transition Period"), at County's option and request, to continue to receive from Contractor all maintenance and support services, at the then-applicable rates provided, however, that the annual support and maintenance fee shall be prorated and paid in advance on a monthly basis during such time, and the amount of such support and maintenance fee shall remain subject to the limitations set forth in the Agreement regarding any increase in such fee.

20.2. Warranty

This Software is subject to a warranty. Licensor warrants to Licensee that the Software will perform according to the Software's documentation at the time of the implementation and that, to the best of Licensor's knowledge, Licensee's use of this Software according to the documentation is not an infringement of any third party's intellectual property rights. If the Software is subsequently upgraded, repaired or otherwise changed by Licensor, Licensor warrants to Licensee that the Software will continue to perform according to its original documentation as well as according to updated documentation to the extent new features are added. To the extent permitted by law, the above-stated warranty replaces all other warranties, express or implied, and Licensor disclaims all implied warranties including any implied warranty of title, merchantability, or of fitness for a particular purpose. No agent of Licensor is authorized to make any other warranties or to modify this warranty. Licensee is required to inform Licensor of any

potential breach of this warranty within one year of identifying any performance defect in the Software that contradicts the expected performance as outlined in the original and/or updated documentation. Licensee will document any such potential breach of warranty by utilizing the Support Procedure outlined in the Exhibit <X> of this agreement. In the event of a breach of this warranty, Licensee's remedies include the following, to be selected at Licensee's sole discretion: if Licensee agrees that the Software's functionality is still partially acceptable despite the area related to the breach of warranty, Licensor shall provide a refund for the full amount Licensee reasonably attributes to the partial breach of warranty; if Licensee determines that the Software is materially in breach of warranty, Licensor shall issue a full refund, including for amounts already paid and in relation to which the Software was non-functional; and/or any other remedy available at law.

21. Personally Identifiable Information

Requirements for County Contractors, Subcontractors, Vendors and Agents

21.1. Definitions

Personally Identifiable Information (PII), or Sensitive Personal Information (SPI), as used in Federal information security and privacy laws, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. PII may only be used to assist in the administration of programs in accordance with 45 C.F.R. § 205.40, *et seq.* and California Welfare & Institutions Code section 10850.

a. **"Assist in the Administration of the Program"** means performing administrative functions on behalf of County programs, such as determining eligibility for, or enrollment in, and collecting context PII for such purposes, to the extent such activities are authorized by law.

b. **"Breach"** refers to actual loss, loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users and for other than authorized purposes have access or potential access to context PII, whether electronic, paper, verbal, or recorded.

c. **"Contractor"** means those contractors, subcontractors, vendors and agents of the County performing any functions for the County that require access to and/or use of PII and that are authorized by the County to access and use PII.

d. **"Personally Identifiable Information" or "PII"** is personally identifiable information that can be used alone, or in conjunction with any other reasonably available information, to identify a specific individual. PII includes, but is not limited to, an individual's name, social security number, driver's license number, identification number, biometric records, date of birth, place of birth, or mother's maiden name. PII may be electronic, paper, verbal, or recorded.

e. **"Security Incident"** means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of PII, or interference with system operations in an information system which processes PII that is under the control of the County or County's Statewide Automated Welfare System (SAWS) Consortium, or under the control of a contractor, subcontractor or vendor of the County, on behalf of the County.

f. **"Secure Areas"** means any area where:

i. Contractors administer or assist in the administration of County programs; ii. PII is used or disclosed; or

iii. PII is stored in paper or electronic format.

21.2. Restrictions on Contractor re Use and Disclosure of PII

a. Contractor agrees to use or disclose PII only as permitted in this Agreement and only to assist in the administration of programs in accordance with 45 CFR § 205.50, *et seq.* and California Welfare & Institutions Code section 10850 or as otherwise authorized or required by law. Disclosures, when authorized or required by law, such as in response to a court order, or when made upon the explicit written authorization of the individual, who is the subject of the PII, are allowable. Any other use or disclosure of PII requires the express approval in writing by the County. No Contractor shall duplicate, disseminate or disclose PII except as allowed in this Agreement.

b. Contractor agrees to only use PII to perform administrative functions related to the administration of County programs to the extent applicable.

c. Contractor agrees that access to PII shall be restricted to Contractor's staff who need to perform specific services in the administration of County programs as described in this Agreement.

d. Contractor understands and agrees that any of its staff who accesses, discloses or uses PII in a manner or for a purpose not authorized by this Agreement may be subject to civil and criminal sanctions available under applicable Federal and State laws and regulations.

21.3. Use of Safeguards by Contractor to Protect PII

a. Contractor agrees to ensure that any agent, including a subcontractor, to whom it provides PII received from, or created or received by Contractor on behalf of County, agrees to adhere to the same restrictions and conditions contained in this Attachment PII.

b. Contractor agrees to advise its staff who have access to PII, of the confidentiality of the information, the safeguards required to protect the information, and the civil and criminal sanctions for non-compliance contained in applicable Federal and State laws and regulations.

c. Contractor agrees to train and use reasonable measures to ensure compliance by Contractor's staff, including, but not limited to (1) providing initial privacy and security awareness training to each new staff within thirty (30) days of employment; (2) thereafter, providing annual refresher training or reminders of the PII privacy and security safeguards to all Contractor's staff; (3) maintaining records indicating each Contractor's staff name and the date on which the privacy and security awareness training was completed; and (4) retaining training records for a period of three (3) years after completion of the training.

d. Contractor agrees to provide documented sanction policies and procedures for Contractor's staff who fail to comply with privacy policies and procedures or any provisions of these requirements, including termination of employment when appropriate.

e. Contractor agrees that all Contractor's staff performing services under this Agreement sign a confidentiality statement prior to accessing PII and annually thereafter. The signed statement shall be retained for a period of three (3) years, and the statement include at a minimum: (1) general use; (2) security and privacy safeguards; (3) unacceptable use; and (4) enforcement policies.

f. Contractor agrees to conduct a background check of Contractor's staff before they may access PII with more thorough screening done for those employees who are authorized to bypass significant technical and operational security controls. Contractor further agrees that screening documentation shall be retained for a period of three (3) years following conclusion of the employment relationship.

g. Contractor agrees to conduct periodic privacy and security reviews of work activity, including random sampling of work product by Contractor's staff by management level personnel who are knowledgeable and experienced in the areas of privacy and information security in the administration of County's

programs and the use and disclosure of PII. Examples include, but are not limited to, access to data, case files or other activities related to the handling of PII.

h. Contractor shall ensure that PII is used and stored in an area that is physically safe from access by unauthorized persons at all times and safeguard PII from loss, theft, or inadvertent disclosure by securing all areas of its facilities where Contractor's staff assist in the administration of the County's programs and use, disclose, or store PII.

i. Contractor shall ensure that each physical location, where PII is used, disclosed, or stored, has procedures and controls that ensure an individual who is terminated from access to the facility is promptly escorted from the facility by an authorized employee of Contractor and access is revoked.

j. Contractor shall ensure that there are security guards or a monitored alarm system at all times at Contractor's facilities and leased facilities where five hundred (500) or more individually identifiable records of PII is used, disclosed, or stored. Video surveillance systems are recommended.

k. Contractor shall ensure that data centers with servers, data storage devices, and/or critical network infrastructure involved in the use, storage, and/or processing of PII have perimeter security and physical access controls that limit access to only those authorized by this Agreement. Visitors to any Contractor data centers area storing PII as a result of administration of a County program must be escorted at all times by authorized Contractor's staff.

l. Contractor shall have policies that include, based on applicable risk factors, a description of the circumstances under which Contractor staff can transport PII, as well as the physical security requirements during transport.

m. Contractor shall ensure that any PII stored in a vehicle shall be in a non-visible area such as a trunk, that the vehicle is locked, and under no circumstances permit PII be left unattended in a vehicle overnight or for other extended periods of time.

n. Contractor shall ensure that PII shall not be left unattended at any time in airplanes, buses, trains, etc., including baggage areas. This should be included in training due to the nature of the risk.

o. Contractor shall ensure that all workstations and laptops, which use, store and/or process PII, must be encrypted using a FIPS 140-2 certified algorithm 128 bit or higher, such as Advanced Encryption Standard (AES). The encryption solution must be full disk. It is encouraged, when available and when feasible, that the encryption be 256 bit.

p. Contractor shall ensure that servers containing unencrypted PII must have sufficient administrative, physical, and technical controls in place to protect that data, based upon a risk assessment/system security review. It is recommended to follow the guidelines documented in the latest revision of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, Security and Privacy Controls for Federal Information Systems and Organizations.

q. Contractor agrees that only the minimum necessary amount of PII required to perform required business functions will be accessed, copied, downloaded, or exported.

r. Contractor shall ensure that all electronic files, which contain PII data is encrypted when stored on any mobile device or removable media (i.e. USB drives, CD/DVD, smartphones, tablets, backup tapes etc.). Encryption must be a FIPS 140-2 certified algorithm 128 bit or higher, such as AES. It is encouraged, when available and when feasible, that the encryption be 256 bit.

s. Contractor shall ensure that all workstations, laptops and other systems, which process and/or store PII, must install and actively use an antivirus software solution. Antivirus software should have automatic updates for definitions scheduled at least daily. In addition, Contractor shall ensure that:

- i. All workstations, laptops and other systems, which process and/or store PII, must have critical security patches applied, with system reboot if necessary.
- ii. There must be a documented patch management process that determines installation timeframe based on risk assessment and vendor recommendations.
- iii. At a maximum, all applicable patches deemed as critical must be installed within thirty (30) days of vendor release. It is recommended that critical patches which are high risk be installed within seven (7) days.
- iv. Applications and systems that cannot be patched within this time frame, due to significant operational reasons, must have compensatory controls implemented to minimize risk.
- t. Contractor shall ensure that all of its staff accessing Personally Identifiable Information on applications and systems will be issued a unique individual password that is a least eight (8) characters, a non-dictionary word, composed of characters from at least three (3) of the following four (4) groups from the standard keyboard: upper case letters (A-Z); lower case letters (a-z); Arabic numerals (0-9) and special characters (!, @, #, etc.). Passwords are not to be shared and changed if revealed or compromised. All passwords must be changed every (90) days or less and must not be stored in readable format on the computer or server.
- u. Contractor shall ensure that usernames for its staff authorized to access PII will be promptly disabled, deleted, or the password changed upon the transfer or termination of an employee within twenty- four (24) hours. Note: Twenty-four (24) hours is defined as one (1) working day.
- v. Contractor shall ensure when no longer needed, all PII must be cleared, purged, or destroyed consistent with NIST SP 800-88, Guidelines for Media Sanitization, such that the Personally Identifiable Information cannot be retrieved.
- w. Contractor shall ensure that all of its systems providing access to PII must provide an automatic timeout, requiring re-authentication of the user session after no more than twenty (20) minutes of inactivity.
- x. Contractor shall ensure that all of its systems providing access to PII must display a warning banner stating, at a minimum that data is confidential; systems are logged, systems use is for business purposes only by authorized users and users shall log off the system immediately if they do not agree with these requirements.
- y. Contractor will ensure that all of its systems providing access to PII must maintain an automated audit trail that can identify the user or system process which initiates a request for PII, or alters PII. The audit trail shall be date and time stamped; log both successful and failed accesses be read-access only; and be restricted to authorized users. If PII is stored in a database, database logging functionality shall be enabled. The audit trail data shall be archived for at least three (3) years from the occurrence.
- z. Contractor shall ensure that all of its systems providing access to PII shall use role-based access controls for all user authentications, enforcing the principle of least privilege.
- aa. Contractor shall ensure that all data transmissions of PII outside of its secure internal networks must be encrypted using a Federal Information Processing Standard (FIPS) 140-2 certified algorithm that is 128 bit or higher, such as Advanced Encryption Standard (AES) or Transport Layer Security (TLS). It is encouraged, when available and when feasible, that 256 bit encryption be used. Encryption can be end to end at the network level, or the data files containing PII can be encrypted. This requirement pertains to any type of PII in motion such as website access, file transfer, and email.

bb. Contractor shall ensure that all of its systems involved in accessing, storing, transporting, and protecting PII, which are accessible through the Internet, must be protected by an intrusion detection and prevention solution.

cc. Contractor shall ensure that audit control mechanisms are in place. All Contractor systems processing and/or storing Personally Identifiable Information must have a least an annual system risk assessment/security review that ensure administrative, physical, and technical controls are functioning effectively and provide an adequate level of protection. Review shall include vulnerability scanning tools.

dd. Contractor shall ensure that all of its systems processing and/or storing PII must have a process or automated procedure in place to review system logs for unauthorized access.

ee. Contractor shall ensure that all of its systems processing and/or storing PII must have a documented change control process that ensures separation of duties and protects the confidentiality, integrity and availability of data.

ff. Contractor shall establish a documented plan to enable continuation of critical business processes and protection of the security of PII kept in an electronic format in the event of an emergency. Emergency means any circumstance or situation that causes normal computer operations to become unavailable for use in performing the work required under this Agreement for more than twenty-four (24) hours.

gg. Contractor shall ensure its data centers with servers, data storage devices, and critical network infrastructure involved in the use, storage and/or processing of PII, must include environmental protection such as cooling, power, and fire prevention, detection, and suppression.

hh. Contractor shall establish documented procedures to backup PII to maintain retrievable exact copies of PIII. The documented backup procedures shall contain a schedule which includes incremental and full backups, storing backups offsite, inventory of backup media, recovery of PII data, an estimate of the amount of time needed to restore PII data.

ii. Contractor shall ensure that PII in paper form shall not be left unattended at any time, unless it is locked space such as a file cabinet, file room, desk or office. Unattended means that information may be observed by an individual not authorized to access the information. Locked spaces are defined as locked file cabinets, locked file rooms, locked desks, or locked offices in facilities which are multi-use, meaning that there are Contractor's staff and non-Contractor functions in one building in work areas that are not securely segregated from each other. It is recommended that all PII be locked up when unattended at any time, not just within multi-use facilities.

jj. Contractor shall ensure that any PII that must be disposed of will be through confidential means, such as cross cut shredding or pulverizing.

kk. Contractor agrees that PII must not be removed from its facilities except for identified routine business purposes or with express written permission of the County.

ll. Contractor shall ensure that faxes containing PII shall not be left unattended and fax machines shall be in secure areas. Faxes containing PII shall contain a confidentiality statement notifying persons receiving faxes in error to destroy them and notify the sender. All fax numbers shall be verified with the intended recipient before send the fax.

mm. Contractor shall ensure that mailings containing PII shall be sealed and secured from damage or inappropriate viewing of PII to the extent possible. Mailings that include five hundred (500) or more individually identifiable records containing PII in a single package shall be sent using a tracked mailing method that includes verification of delivery.

21.4. Reporting of Breaches Required by Contractor to County; Mitigation

a. Contractor shall report to County within one business day of discovery, to the County contact listed in this agreement by email or telephone as listed in the event of unsecured PII, if that PII was, or is, reasonably believed to have been accessed or acquired by an unauthorized person, any suspected security incident, intrusion or unauthorized access, use or disclosure of PII in violation of this Agreement, or potential loss of confidential data affecting this Agreement.

b. Contractor understands that State and Federal Law requires a breaching entity to notify individuals of a breach or unauthorized disclosure of their PII. Contractor shall ensure that said notifications shall comply with the requirements set forth in California Civil Code section 1798.29, and 42 U.S.C. section 17932, and its implementing regulations, including but not limited to, the requirement that the notifications be made without unreasonable delay and in no event later than sixty (60) calendar days.

c. Contractor agrees to promptly mitigate, to the extent practicable, any harmful effect that is known to Contractor stemming from a use or disclosure of PII in violation of the requirements of this Agreement, including taking any action pertaining to such use or disclosure required by applicable Federal and State laws and regulations.

21.5. Permitted Uses and Disclosures of PII by Contractor

Except as otherwise limited in this schedule, Contractor may use or disclose PII to perform functions, activities, or services for, or on behalf of, County as specified in the Agreement; provided that such use or disclosure would not violate the Privacy Rule if done by County.

21.6. Obligations of County

a. County shall provide Contractor with the notice of privacy practices that County produces in accordance with California Welfare and Institutions Code section 10850, as well as any changes to such notice.

b. County shall notify Contractor of any changes in, or revocation of, permission by Individual to use or disclose PII, if such changes affect Contractor's permitted or required uses and disclosures.

c. County shall notify Contractor of any restriction to the use or disclosure of PII that County has agreed to in accordance with California Welfare and Institutions Code section 10850.

21.7. Permissible Requests by County

County shall not request Contractor to use or disclose PII in any manner that would not be permissible under the Privacy Rule if so requested by County, unless Contractor will use or disclose PII for, and if the Agreement provides for, data aggregation or management and administrative activities of Contractor.

21.8. Duties Upon Termination of Agreement

a. Upon termination of the Agreement, for any reason, Contractor shall return or destroy all PII received from County, or created, maintained, or received by Contractor on behalf of County that Contractor still maintains in any form. This provision shall apply to PII that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of the PII.

b. In the event that Contractor determines that returning or destroying PII is infeasible, Contractor shall provide to County notification of the conditions that make return or destruction infeasible. Upon mutual Agreement of the Parties that return or destruction of PII is infeasible, Contractor shall extend the protections of the Agreement to such PII and limit further uses and disclosures of such PII to those purposes that make the return or destruction infeasible, for so long as Contractor maintains such PII.

21.9. Miscellaneous

a. **Regulatory References.** A reference in this Attachment to a section in the Personally Identifiable Information Privacy Rule means the section as in effect or as amended, and for which compliance is required.

b. **Amendment.** The Parties agree to take such action as is necessary to amend this Schedule from time to time as is necessary for County to comply with the requirements of the Privacy Rule and in accordance 45 CFR § 205.40, *et seq.* and California Welfare and Institutions Code section 10850.

c. **Survival.** The respective rights and obligations of Contractor under this Attachment shall survive the termination of the Agreement unless and until the PII is destroyed or returned to the County.

d. **Interpretation.** Any ambiguity in any provision in this Attachment shall be resolved in favor of a meaning that permits County to comply with the Privacy Rule.

e. **Reservation of Right to Monitor Activities.** County reserves the right to monitor the security policies and procedures of Contractor.

22. Rehabilitation Act of 1973

Refer to the attachment required to be completed by the Contractor.


23. Prison Rape Elimination Act (PREA) of 2003

Contractor shall comply with the Prison Rape Elimination Act (PREA) of 2003 (Federal Law 42. U.S.C. 15601 ET. Seq.), and applicable PREA Standards including but not limited to those regarding preventing, reporting, monitoring, and eradicating any form of sexual abuse within San Mateo County Sheriff's Office Facilities/Programs /Offices owned, operated or contracted. Failure to comply with PREA, including PREA Standards and related San Mateo County Sheriff's Office Policies, may result in termination of the contract.

SIGNATURE PAGE TO FOLLOW

In witness of and in agreement with this Agreement's terms, the parties, by their duly authorized representatives, affix their respective signatures:

For Contractor: Buddi US, LLC


Kyle Chapin (May 15, 2025 09:38 EDT)
Contractor Signature

05/15/2025
Date

Kyle Chapin
Contractor Name (please print)

COUNTY OF SAN MATEO

By:  Resolution No. 081274
President, Board of Supervisors, San Mateo County

Date: June 10, 2025

ATTEST:


By: 
Clerk of Said Board

Exhibit A
Buddi US, LLC

Services

In consideration of the payments set forth in Exhibit B, Contractor shall provide the following services:

Buddi US, LLC (Buddi) shall provide electronic monitoring services for clients of the San Mateo County Probation Department using advanced technologies, including global positioning systems (GPS), radio frequency (RF) monitoring, continuous alcohol monitoring (CAM), remote breath testing, and drug patch options. Under this Agreement, Buddi will deliver services to clients assigned to the following units and programs of the Department:

- Juvenile Electronic Monitoring Program (EMP) and CAM
- Adult Pretrial Services
- Multiple DUI Court
- Veterans Treatment Court
- Military Diversion
- Sex Offenders Unit
- Other adult clients on supervised probation

1. Equipment Installation and Maintenance

- A. Buddi shall provide local field technicians to perform on-site installation of monitoring devices at locations including, but not limited to, Probation Department offices, the county jail, treatment centers, and designated courthouse locations. Buddi shall also maintain the necessary local office(s) within the County of San Mateo to support installation, removal, and any other services by the commencement of this Agreement. In addition, Buddi shall provide 24/7 technical support and remote troubleshooting services to ensure timely resolution of issues. When necessary, Buddi shall accommodate service requests during evenings and weekends with reasonable notice.
- B. Buddi shall maintain a sufficient inventory of equipment and supplies to ensure immediate installation as directed by the Court. As the original equipment manufacturer, Buddi shall ensure that all repair parts are new, fully functional, and installed per manufacturer specifications, maintaining strict quality control standards to ensure optimal device performance. All transmitter units shall be maintained and warranted by the provider and will be updated at no additional cost to the County when technological enhancements are made by the vendor. The equipment shall include, but is not limited to:
- **Buddi Smart Tag®** (GPS and RF): An ankle-worn device (2.8 oz), compact and lightweight, featuring GPS, RF, and Wi-Fi for 24/7 tracking. It integrates with the Eagle software and supports house arrest by switching to RF when near a beacon. Compatible with major cellular networks.
 - **Buddi AlcoTag™** (GPS/RF with CAM): Combines GPS/RF tracking with continuous alcohol monitoring. Measures both transdermal and ambient alcohol levels, including real-time alerts, is water-resistant, and uses a cut-resistant strap. Dimensions: 3.5" x 4" x 1"; weight: 5.2 oz.

- **Buddi Sure Tag™ (RF):** A durable, ankle-worn RF-only device for home curfew monitoring. Uses the same cut-resistant strap as other Buddi products and is designed for secure, reliable use.
 - **Buddi Smart Beacon™ (RF):** An in-home unit that pairs with the SureTag™ to monitor presence via RF signals. Includes LED display, battery backup, and scans every 30 seconds for near real-time reporting.
 - **iBAC (Remote breath):** A Bluetooth breathalyzer that connects to a smartphone app with facial recognition for identity verification. Compact (3.7" x 1.2" x 0.4"), with key fob attachment, and requires annual calibration.
 - **Drug Patch (Standard or Expanded):** Provides continuous transdermal drug monitoring through a partner vendor. Standard 5-panel test (amphetamines, cocaine, opiates, PCP, THC), with optional expanded panel. Worn 10-14 days and lab-analyzed with results securely shared.
 - **The Buddi Clip:** A discreet, mobile device for victim protection. Features include geofencing, proximity alerts, and exclusion zones for high-risk safety management.
- C. Buddi shall maintain at least a 20% stock inventory at each location, along with an additional 20% stock available at the local office for exclusive use by the County. Buddi shall ensure that each office is equipped with the necessary equipment within two business days as needed. Buddi shall replace any product due to a manufacturing defect or malfunction at no cost to the Department. Stock management shall be handled by a local Buddi field technician.
- D. The Department shall not be liable for any costs incurred for inactive or unused days associated with shelved units.
- E. If special tools and/or training are required for the installation and/or removal of equipment, Buddi shall provide such tools and training at no cost to the Department.
- F. Buddi shall supply Deputy Probation Officers (DPOs) and Group Supervisors (GSs) with written materials to distribute to both juvenile and adult clients, outlining essential information regarding the use and function of the monitoring devices. Additionally, DPOs and GSs are responsible for getting the documents signed and uploaded into Buddi's Eagle software.

2. Meetings and Trainings

- A. Upon contract award, Buddi shall meet with Department staff to present a detailed project plan outlining pre-implementation activities and to facilitate a smooth transition.
- B. Buddi shall meet with Department staff on an as-needed basis post-implementation to review program status, address operational concerns, and provide troubleshooting support.
- C. Buddi shall provide training to Deputy Probation Officers (DPOs) and Group Supervisors (GSs) on the installation and removal of monitoring devices, as needed.
- D. Buddi shall also provide training on the web-based monitoring system to ensure DPOs and GSs can effectively track and manage client compliance.

3. Client Monitoring

- A. Buddi will provide 24/7 monitoring of all participants' locations, supported by a scalable alert and notification system. The system shall detect and report GPS-related events, including

equipment malfunctions, low battery, and strap tampers, with appropriate troubleshooting protocols in place.

- B. Buddi shall provide continuous alcohol monitoring through transdermal technology, operating 24 hours a day, seven days a week. A regular data downloading schedule shall be maintained for all participants to ensure timely review and response.
- C. Buddi shall offer alternative monitoring solutions, including mobile breath alcohol monitoring and continuous transdermal drug patch monitoring.
- D. Buddi's web-based platform, *Eagle*, shall be continuously available and accessible via desktop, laptop, tablet, and mobile devices. *Eagle* is designed to integrate with all Buddi monitoring products and allows for customizable user access and functionality to meet program requirements. Buddi's development team shall collaborate with the Department to implement new fields, features, and reports in *Eagle* as needed to support evolving program and client needs.

4. Data Management & Reports

- A. Buddi's web-based software platform (*Eagle*) shall comply with all applicable security requirements and be capable of capturing the following client data for reference and reporting purposes:
 - a. *Client personal data*—includes name, address, telephone numbers, and emergency contacts.
 - b. *Program details*—including referral orientation checklist, program start and end dates, and assigned inclusion/exclusion zones.
 - c. *Schedules*—including curfews, employment, education, treatment meetings, and other required appointments.
 - d. *Violations*—including the date, time, and type of each violation; and
 - e. *Assigned staff*—including the name of the DPO or GS of record.
- B. Alcohol detection reports shall be delivered within 24 hours of the drinking event.
- C. As needed, Buddi shall provide requested ad hoc reports in a timely manner. Report types may include, but are not limited to: client-by-device, client-by-program, program compliance rates, daily violation reports, charging reports, location correlation, investigative summaries, and proximity alerts.

Exhibit B
Buddi US, LLC

Payments

In consideration of the services provided by Contractor described in Exhibit A and subject to the terms of the Agreement, County shall pay Contractor based on the following fee schedule and terms:

- A. In no event shall County's total fiscal obligation under this Agreement exceed **ONE MILLION EIGHT HUNDRED THOUSAND DOLLARS (\$1,800,000)**.
- B. Buddi's All Inclusive Daily Rate:
- a. Eliminates County's obligation to pay for Lost, Damaged or Stolen Equipment
 - b. No Installation Fees
 - c. No Travel, Training, or Startup Fees
 - d. The initial set-up and activation costs of the service are provided to the County at no additional cost. This covers the following:
 - **Device Procurement and Activation** - Covers the cost of acquiring, configuring, and activating GPS, RF, and alcohol devices to ensure they are ready for immediate use.
 - **Software Integration** - Includes setting up the monitoring platform, configuring reporting and tracking systems, and aligning them with the vendor's specific requirements.
 - **Support and Testing** - Provides initial technical support, ensures system functionality, and tests devices for full operational readiness before deployment.
 - **Documentation and Setup Assistance** - Supplies user manuals, instructions, and documentation to help the vendor manage the system and devices effectively.
- C. Rate Schedule:

Product	Daily w/o Installation	Daily w/ Installation
Smart Tag® (GPS and RF)	\$3.40	\$5.60
Sure Tag™ + Smart Beacon™ (RF)	\$3.40	\$5.51
AlcoTag™ (GPS RF transdermal alcohol)	\$6.97	\$9.17
AlcoTag™ (Alcohol Only)	\$6.47	\$8.67
iBAC (Remote Breath)	\$3.97	\$6.11
Drug Patch with Standard Panel	Flat Fee \$95.00 each	
Drug Patch with Expanded Panel	Flat Fee \$125.00 each	
Additional Product Offerings		
The Buddi Clip	\$3.40	\$5.60
Self-Pay*		
Equipment Deposit**	\$250	
Smart Tag® (GPS and RF)	\$4.60	\$6.80
Sure Tag™ + Smart Beacon™ (RF)	\$4.60	\$6.71
AlcoTag™ (GPS RF transdermal alcohol)	\$8.17	\$10.37
AlcoTag™ (Alcohol Only)	\$7.67	\$9.87
iBAC (Remote Breath)	\$5.17	\$7.31
Drug Patch with Standard Panel	Flat Fee \$95.00 each	
Drug Patch with Expanded Panel	Flat Fee \$125.00 each	

- * **Self-Pay** clients are required to make payments for their monitor every 14 days. Billing begins when the device is installed on their leg. Invoice will be automatically sent via

email or SMS on the 14th day. San Mateo County will provide a working cell phone number and/or email for each Self-Pay client.

- ****Equipment Deposit** is returned to wearer upon completion of program and equipment returned in working order and good condition.
- *****All invoices** for Self-Pay clients are due upon receipt.
- ******Drug Patch installations** for Self-Pay clients shall be paid prior to installation.

D. Invoicing: Buddi shall submit itemized invoices with Net 30 Pay to the Probation Department by the 10th calendar day of each month for services provided during the preceding month. Each invoice shall include, at a minimum, the following details for each client: client name, court case number, device(s) assigned, service start date, service end date, daily rate, and total amount billed per client. Invoices shall reference the applicable service period and comply with any additional billing requirements specified by the Department.

All invoices shall be submitted electronically to PROB_Accounts_Payable@smcgov.org

Payment shall be made in accordance with the terms of this Agreement, following the Department's standard review and approval process.

E. Separate, itemized monthly invoices shall be submitted for each of the following seven client groups:

- Juvenile EMP and CAM
- Adult Pretrial Services
- MDUI Court
- Veterans Treatment Court
- Military Diversion
- Sex Offender Unit
- Other adult clients on supervised probation

F. Performance Measures:

Measure	Description	FY 2025-26 Target	FY 2026-27 Target	FY 2027-28 Target
On-time Delivery of Services	Staff are available for installation during necessary hours. Inactive equipment is picked-up in a timely manner.	90%	90%	90%
Responsiveness	Issues are addressed in a timely manner and addressed with appropriate urgency.	90%	90%	90%
Communication	Professional and clear communication is utilized.	90%	90%	90%
Invoicing	Invoices are timely, accurate, and easy to understand.	95%	95%	95%

ATTACHMENT I

Assurance of Compliance with Section 504 of the Rehabilitation Act of 1973, as Amended

The undersigned (hereinafter called "Contractor(s)") hereby agrees that it will comply with Section 504 of the Rehabilitation Act of 1973, as amended, all requirements imposed by the applicable DHHS regulation, and all guidelines and interpretations issued pursuant thereto.

The Contractor(s) gives/give this assurance in consideration of for the purpose of obtaining contracts after the date of this assurance. The Contractor(s) recognizes/recognize and agrees/agree that contracts will be extended in reliance on the representations and agreements made in this assurance. This assurance is binding on the Contractor(s), its successors, transferees, and assignees, and the person or persons whose signatures appear below are authorized to sign this assurance on behalf of the Contractor(s).

The Contractor(s): (Check a or b)

- a. Employs fewer than 15 persons.
- b. Employs 15 or more persons and, pursuant to section 84.7 (a) of the regulation (45 C.F.R. 84.7 (a), has designated the following person(s) to coordinate its efforts to comply with the DHHS regulation.

Name of 504 Person: Kyle Chapin


Name of Contractor(s): Buddi US, LLC

Street Address or P.O. Box: 2536 Countryside Blvd, Suite 400

City, State, Zip Code: Clearwater, FL 33763

I certify that the above information is complete and correct to the best of my knowledge

Signature:


Kyle Chapin (May 15, 2025 09:38 EDT)

Title of Authorized Official: President, Buddi US

Date: 05/15/2025

*Exception: DHHS regulations state that: "If a recipient with fewer than 15 employees finds that, after consultation with a disabled person seeking its services, there is no method of complying with (the facility accessibility regulations) other than making a significant alteration in its existing facilities, the recipient may, as an alternative, refer the handicapped person to other providers of those services that are accessible."










SMC Probation_Buddi US, LLC_Electronic Monitoring Contract

Final Audit Report

2025-05-15

Created:	2025-05-13
By:	Vivien Huynh (vhuynh@smcgov.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAANOKPQWJAG6xbkyHdJ66qselCm4TT48Oa

"SMC Probation_Buddi US, LLC_Electronic Monitoring Contract" History

-  Document created by Vivien Huynh (vhuynh@smcgov.org)
2025-05-13 - 0:12:24 AM GMT- IP address: 136.226.78.90
-  Document emailed to kyle@buddi.us for signature
2025-05-13 - 0:31:30 AM GMT
-  Email viewed by kyle@buddi.us
2025-05-13 - 0:31:38 AM GMT- IP address: 52.1.140.55
-  Email viewed by kyle@buddi.us
2025-05-14 - 10:29:33 AM GMT- IP address: 52.1.140.55
-  Agreement modified by Vivien Huynh (vhuynh@smcgov.org)
2025-05-14 - 7:16:23 PM GMT
-  Agreement modified acknowledged by kyle@buddi.us
2025-05-15 - 1:36:02 PM GMT
-  Signer kyle@buddi.us entered name at signing as Kyle Chapin
2025-05-15 - 1:38:57 PM GMT- IP address: 65.208.106.202
-  Document e-signed by Kyle Chapin (kyle@buddi.us)
Signature Date: 2025-05-15 - 1:38:59 PM GMT - Time Source: server- IP address: 65.208.106.202
-  Agreement completed.
2025-05-15 - 1:38:59 PM GMT