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STATE OF NEW HAMPSHIRE  
DEPARTMENT OF CORRECTIONS  
DIVISION OF ADMINISTRATION

William L. Wrenn  
Commissioner

Bob Mullen  
Director

P.O. BOX 1806  
CONCORD, NH 03302-1806

603-271-5610 FAX: 603-271-5639  
TDD Access: 1-800-735-2964

July 18, 2014

Her Excellency, Governor Margaret Wood Hassan  
and the Honorable Executive Council  
State House  
Concord, New Hampshire 03301

*Retroactive*

**REQUESTED ACTION**

Authorize the New Hampshire Department of Corrections to enter into a **retroactive** contract with Sentinel Offender Services, LLC (VC # 226892), 201 Technology Drive, Irvine, CA 92618, in the amount of \$26,000.00 to provide Offender Electronic Monitoring Services upon Governor and Executive Council approval, effective for the period of July 1, 2014 through June 30, 2016, with an option to renew for one (1) additional period of up to two (2) year(s). 90% Other Funds, 10% General Funds

Funds for this contract are available in account, District Offices, as follows: 02-46-46-464010-8302-102-500731, with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office, if needed and justified. Funds for SFY 2016 are contingent upon the availability and continued appropriation of funds.

Sentinel Offender Services, LLC			
Account	Description	SFY 2015	SFY 2016
02-46-46-464010-8302-102-500731	District Offices	\$ 13,000.00	\$ 13,000.00
Total Contract Amount:			\$ 26,000.00

**EXPLANATION**

This contract is **retroactive** due to administrative delays due to year-end work load and delays by the contractor to obtain contract documents.

Electronic monitoring is an offender supervision tool that incorporates risk and need assessment, case-specific supervision planning, service delivery and compliance with the mandated conditions of release. To meet the varied offender supervision and monitoring needs of the Department, Sentinel Offender Services, LLC can provide a variety of monitoring options: Basic Radio Frequency (RF), Basic Radio Frequency Cellular, Basic Radio Frequency and Breath Alcohol, Global Positioning Satellite (GPS) and Stand Alone Breath Alcohol Monitoring services.

Basic Radio Frequency (RF) electronic monitoring consists of a transmitter in the form of an ankle bracelet and a receiver which is placed in the offender's home. The transmitter communicates two-way continuous signaling with the receiver during the predetermined times the offender is scheduled to be at home. The receiver communicates via the home telephone line to the monitoring center any and all violations. The transmitters are

tamper-proof and water resistant. If an offender does not have a residential/landline telephone, the offender can be offered an optional Basic Radio Frequency Cellular (RFC) electronic monitoring for an additional cost which utilizes the same technology as the Basic RF. To track the whereabouts of an offender any time or anywhere, a GPS monitoring system can be used with passive, intermediate or active monitoring. This unit utilizes a unique hybrid of GPS and cellular technology, which allows it to use cellular triangulation to track the offender even in impaired environments where traditional GPS units lose signal. Stand Alone Breath Alcohol Monitoring provides scheduled, random and/or on-demand breath alcohol tests and is available in a landline or cellular-enabled model with an integrated camera to confirm identity of tester. All devices are designed specifically for continuous, real-time electronic monitoring supported by the Contractor's central computer system located at its secure monitoring center and can report whether a device has been tampered with, an offender's unauthorized departure or low battery detection.

The daily cost to offenders for Basic Radio Frequency (RF) Electronic monitoring will be \$5.50, Radio Frequency Cellular monitoring will be \$5.75, Breath Alcohol monitoring will be \$8.75, Global Positioning System (GPS) offender monitoring will range from \$5.75 to \$7.75 based upon the required level of monitoring (Passive, Intermediate or Active), which will be assessed on a case by case basis, and Stand Alone Breath Alcohol Monitoring services will be \$5.50.

Historically, the New Hampshire Department of Corrections offender's participating in the Administrative Home Confinement program pay the cost of the electronic monitoring services directly to the Contractor. This request would allow the New Hampshire Department of Corrections the ability to provide payment, throughout each State fiscal year, for Administrative Home Confinement services for approximately ten (10) indigent offenders, allow suitable offenders who would otherwise remain incarcerated to be released to Administrative Home Confinement, and help minimize the State's cost of incarceration.

It is estimated that Sentinel Offender Services, LLC will invoice offenders approximately \$130,031.00 per State fiscal year. In addition to the cost to offenders, the NH Department of Corrections is requesting general funds appropriation of \$13,000.00 in SFY 2015 and SFY 2016 to pay for the monitoring costs of indigent inmates who are otherwise eligible to be released on electronic monitoring. The annual total electronic monitoring estimate of \$143,031.00 is based on an average of fifty (50) offender participants, calculated at approximately twenty-five (25) requiring Basic RF monitoring at \$5.50 a day and twenty-five (25) requiring the Breath Alcohol monitoring at a daily rate of \$8.75.

The RFP was posted on the New Hampshire Department of Corrections website: <http://www.nh.gov.nhdoc/business/rfp.html> for seven (7) consecutive weeks and notified seven (7) potential vendors of the RFP posting. As a result of the issuance of the RFP, one (1) potential vendor, responded by submitting their proposal. After the review of the proposals, in accordance with the RFP Terms and Conditions, the New Hampshire Department of Corrections awarded the contract, in the amount of \$26,000.00, to incumbent, Sentinel Offender Services, LLC.

This RFP was scored utilizing a consensus methodology by a three (3) person evaluation committee for the purposes of preserving the privacy of the evaluators. The evaluation committee consisted of New Hampshire Department of Corrections employees: Michael McAlister, Division Director, Division of Field Services; Joyce Leeka, Medical Operations Administrator, Division of Medical/Forensic Services and Jennifer Lind, Contract/Grant Administrator, Division of Administration.

Respectfully Submitted,



William L. Wrenn  
Commissioner



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**Offender Electronic Monitoring Services  
RFP Bid Evaluation and Summary  
NHDOC 14-09-GFDFS**

Proposal Receipt and Review:

- Proposals will be reviewed to initially determine if minimum submission requirements have been met. The review will verify that the proposal was received before the date and time specified, with the correct number of copies, the presence of all required signatures, and that the proposal is sufficiently responsive to the needs outlined in the RFP to permit a complete evaluation. Failure to meet minimum submission requirements will result in the proposal being rejected and not included in the evaluation process.
- The Department will select a group of personnel to act as an evaluation team. Upon receipt, the proposal information will be disclosed to the evaluation committee members only. The proposal will not be publicly opened.
- The Department reserves the right to waive any irregularities, minor deficiencies and informalities that it considers not material to the proposal.
- The Department may cancel the procurement and make no award, if that is determined to be in the State's best interest.

Proposal Evaluation Criteria:

- Proposals will be evaluated based upon the proven ability of the respondent to satisfy the requirements of this request in the most cost-effective manner. Specific criteria are:
  - a. Total Estimated Cost – 50 points
  - b. Organizational Capability – 25 points
  - c. Organizational Approach to Performance – 15 points
  - d. Financial Stability – 5 points
  - e. Qualitative References – 5 points
- Awards will be made to the responsive Vendor(s) whose proposals are deemed to be the most advantageous to the State, taking into consideration all evaluation factors in section 34 of NHDOC 14-09-GFDFS RFP.
  - a. The contract will be awarded to the Bidder submitting the lowest total cost to the State and the Vendor's Organizational Capability, Organizational Approach to Performance, Financial Stability and Qualitative References are acceptable to the Department.

Evaluation Team Members:

- a. Michael McAlister, Director, Division of Field Services, NH Department of Corrections
- b. Joyce Leeka, Medical Operations Administrator, Division of Medical/Forensic Services, NH Department of Corrections
- c. Jennifer Lind, Contract/Grant Administrator, Division of Administration, NH Department of Corrections

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Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability



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**Offender Electronic Monitoring Services  
RFP Scoring Matrix  
NHDOC 14-09-GFDFS**

Respondents:

- Sentinel Offender Services, LLC  
201 Technology Drive, Irvine, CA 92618

Scoring Matrix Criteria:

- Proposals were evaluated based on the proven ability of the respondents to satisfy the provisions set forth in the Scope of Services in the most cost-effective manner.
  1. Total Estimated Cost – 50 points
  2. Organizational Capability – 25 points
  3. Organizational Approach to Performance – 15 points
  4. Financial Stability – 5 points
  5. Qualitative References – 5 points

<b>NHDOC 14-09-GFDFS RFP Scoring Matrix</b>		
<i>Evaluation Criteria</i>	<i>RFP Weight Point Value</i>	Sentinel Offender Services, LLC
Total Estimated Cost	50	50
Organizational Capability	25	25
Organizational Approach to Performance	15	15
Financial Stability	5	5
Qualitative References	5	5
<b>Total</b>	<b>100</b>	<b>100</b>

Contract Award:

- Sentinel Offender Services, LLC
- 201 Technology Drive, Irvine, CA 92618

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**Offender Electronic Monitoring Services  
RFP Evaluation Committee Member Qualifications  
NHDOC 14-09-GFDFS**

**Michael McAlister, Division Director, Division of Field Services:**

Mr. McAlister has serviced in the Division of Field Services in various capacities for many years. He was appointed to the position of Director of Field Services in 2007. As Director of Field Services, Mr. McAlister is responsible for the community supervision of probationers, parolees and inmates placed on Administrative Home Confinement (AHC), collection and disbursement of fees, fines and restitution and the supervision of Court and Parole Board investigations. Mr. McAlister has direct oversight of the eleven NH Department of Corrections District Offices and four sub-offices, which are directly aligned with the Superior Courts.

**Joyce Leeka, RHIA, Medical Operations Administrator, Division of Medical/Forensic Services:**

Ms. Leeka has served as the HIM Administrator since 1989. Ms. Leeka currently researches and drafts RFP's for the division with guidance from her supervisors. She has broad and specific knowledge of the correctional mental health system, Laaman and Holliday consent decrees, and the special needs of seriously mentally ill patients and inmates confined in the SPU, RTU and prison environments.

**Jennifer Lind, MBA, CMA, Contract/Grant Administrator, Division of Administration:**

Ms. Lind has served as the Contract/Grant Administrator since 2010. Ms. Lind is responsible for the development of the Department's request for proposals (RFPs), contracts and grants management. Ms. Lind's current responsibilities include all aspects of the RFP delivery from project management, data collection, drafting and cross function collaboration; procurement functions and management of the Department's medical, programmatic and maintenance contracts and provides managerial oversight to the Grant Division for the Department. Prior to Ms. Lind's promotion to the Contract/Grant Administrator, she held the Program Specialist IV, Contract Specialist position and the Grant Program Coordinator position of the Department. Prior to her employment with the Department, Ms. Lind held the position of Assistant Grants Administrator at the Community College System of New Hampshire for ten years. Ms. Lind received her Bachelor's of Science in Accounting from Franklin Pierce College and a Master's of Management with a Healthcare Administration concentration from New England College. Ms. Lind has supplemented her education from prior experience in the pre-hospital care setting and has maintained her Certified Medical Assistant license since 1998.

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Offender Electronic Monitoring Services  
Bidders List  
NHDOC RFP 14-09-GFDFS

**Alcohol Monitoring Systems, Inc.**

Zach Kenyon  
Marketing Specialist  
1241 West Mineral Ave  
Suite 200  
Littleton, CO. 80120  
(o) 303-785-7877  
(m) 970-231-7946  
(f) 303-791-4262  
[zkenyon@alcoholmonitoring.com](mailto:zkenyon@alcoholmonitoring.com)

**SecureAlert**

Jay Scott  
Territory Account Executive – East  
150 West Civic Center Drive  
Suite 400  
Sandy, UT 84070  
(tf) 1-866-451-6141  
(o) 856-655-7424  
(e) [jscott@securealert.com](mailto:jscott@securealert.com)  
(w) [www.SECUREALERT.com](http://www.SECUREALERT.com)

**BI Inc., Geo Group Company**

Stephanie Goggin  
Proposal Writer II  
600 Lookout Road  
Boulder, CO 80301  
(o) 303-218-1087  
(tf) 1-800-241-2911  
(f) 303-218-1413  
(e) [Stephanie.Goggin@bi.com](mailto:Stephanie.Goggin@bi.com)  
(w) [www.bi.com](http://www.bi.com)

**Satellite Tracking of People LLC**

Thomas Kinney  
Proposal Writer  
1212 N Post Oak Rd  
Suite 100  
Houston, Texas 77055  
(o) 832-553-9512  
(f) 832-553-9530  
(e) [TKinney@stopllc.com](mailto:TKinney@stopllc.com)  
(w) [www.stopllc.com](http://www.stopllc.com)

**Buddi Limited**

Sarah March  
Business Development Assistant  
Alexandra Vogel  
GPS Tracker IOM Support Manager  
Kingfisher House, Walton Street  
Aylesbury (Buck) HP21 7AY  
(e) [alie@buddi.co.uk](mailto:alie@buddi.co.uk)  
(e) [sarahm@buddi.co.uk](mailto:sarahm@buddi.co.uk)  
(w) [www.buddi.co.uk](http://www.buddi.co.uk)

**Sentinel Offender Services, LLC**

Robert Contestabile  
President  
220 Technology Drive  
Suite 200  
Irvine, CA 92618  
(tf) 1-800-938-0463  
(o) 949-453-1550  
(e) [bcontestabile@sentrak.com](mailto:bcontestabile@sentrak.com)  
(w) [www.sentrak.com](http://www.sentrak.com)

**Quest Guard, Inc.**

P.O. Box 910472  
St. George, UT 84791  
(e) [rnelson.questguard1@gmail.com](mailto:rnelson.questguard1@gmail.com)  
(w) [www.questguard.com](http://www.questguard.com)

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Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

Subject:

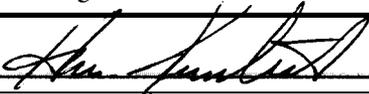
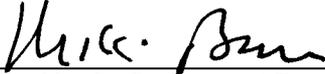
Offender Electronic Monitoring Services

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name NH Department of Corrections		1.2 State Agency Address 105 Pleasant Street, Concord, NH 03301	
1.3 Contractor Name Sentinel Offender Services, LLC		1.4 Contractor Address 201 Technology Drive, Irvine, CA 92618	
1.5 Contractor Phone Number 800.589.6003	1.6 Account Number 02-46-46-464010-8302 102-500731	1.7 Completion Date June 30, 2016	1.8 Price Limitation \$ 26,000.00
1.9 Contracting Officer for State Agency William L. Wrenn, Commissioner		1.10 State Agency Telephone Number 603-271-5603	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Hans Kintsch, Chief Financial Officer	
1.13 Acknowledgement: State of California, County of Orange On 04/16/2014, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace [Seal] Acknowledgment attached 			
1.13.2 Name and Title of Notary or Justice of the Peace Sarah Verduzco, Notary Public			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory William L. Wrenn, Commissioner	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) By:  On: 2/12/14			
1.18 Approval by the Governor and Executive Council By: _____ On: _____			

**2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED.** The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

**3. EFFECTIVE DATE/COMPLETION OF SERVICES.**

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

**4. CONDITIONAL NATURE OF AGREEMENT.**

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

**5. CONTRACT PRICE/PRICE LIMITATION/PAYMENT.**

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

**6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.**

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**7. PERSONNEL.**

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

**8. EVENT OF DEFAULT/REMEDIES.**

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

- 8.1.1 failure to perform the Services satisfactorily or on schedule;
  - 8.1.2 failure to submit any report required hereunder; and/or
  - 8.1.3 failure to perform any other covenant, term or condition of this Agreement.
- 8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:
- 8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;
  - 8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;
  - 8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or
  - 8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

**9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.**

- 9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.
- 9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.
- 9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

**10. TERMINATION.** In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination

Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

**11. CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.** The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

**13. INDEMNIFICATION.** The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

**14. INSURANCE.**

- 14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:
  - 14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and
  - 14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.
- 14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.
- 14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be

Contractor Initials       
Date 4/16/14

attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

**15. WORKERS' COMPENSATION.**

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

**16. WAIVER OF BREACH.** No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

**17. NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

**18. AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

**19. CONSTRUCTION OF AGREEMENT AND TERMS.** This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual

intent, and no rule of construction shall be applied against or in favor of any party.

**20. THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

**21. HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

**22. SPECIAL PROVISIONS.** Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

**23. SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

**24. ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

# ALL PURPOSE ACKNOWLEDGMENT

STATE OF CALIFORNIA }  
COUNTY OF ORANGE }ss  
}

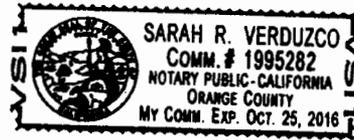
On Apr 16, 2014 before me Sarah R. Verduzco, Notary Public, personally appeared Hans Kintson

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature S.R. Verduzco



(NOTARY SEAL)

**ATTENTION NOTARY: Although the information requested below is OPTIONAL, it could prevent fraudulent attachment of this certificate to another document.**

THIS CERTIFICATE **MUST** BE ATTACHED TO THE DOCUMENT DESCRIBED BELOW.

Title of Document Type Agreement - State of NH

Number of Pages 4 Date of Document 4/16/14

Signer(s) Other Than Named Above \_\_\_\_\_

**SECTION B: Scope of Services, Exhibit A**

**1. Purpose:**

The purpose of this request for proposal is to seek services for a statewide offender electronic monitoring system for the NH Department of Corrections offender population to include inmates, probationers and parolees, by providing twenty-four/seven (24/7), 365 days a year, supervision and continuous monitoring of offenders. The Contractor shall monitor and verify a person's presence or absence at a specified location during specific time periods. The Contractor shall report unauthorized absences, late returns, equipment malfunctions and tampering to a central computer system with occurrences reported to the NH Department of Corrections in accordance with the level of monitoring service, as mutually agreed upon between the Contractor and the Department.

Requested services shall include rental equipment to offenders, reporting, ancillary training, program management and support to enforce curfews, scheduling, established prohibited and/or restricted areas, and assess and monitor offender movement within the community.

The goals of the NH Department of Corrections are to acquire reliable and cost effective electronic monitoring services with options for alcohol testing and global positioning system (GPS) capabilities: passive, intermediate and active. The NH Department of Corrections requires the use of a continuous monitoring system with transmitter device (bracelet, cell phone, etc) and home monitoring units with the following options: basic Radio Frequency (RF) service, alco-sensor testing and global positioning system. Available technologies will be considered including but not limited to radio frequency monitoring, voice verification systems, in-home alcohol monitoring devices, field location devices, page alert systems, global positioning systems or any alternative equipment as proposed by a Bidder that provides a range of monitoring functions with equipment.

This program is offender funded. Offenders shall be responsible for maintaining telephone service at their monitored location. Offenders are expected to pay up to two (2) weeks of services in advance.

**2. Terms of Contract:**

A Contract awarded by the NH Department of Corrections as a result of this RFP is expected to be effective for the period beginning July 1, 2014 upon approval of Governor and Executive Council (G&C) whichever is later through June 30, 2016, with an option to renew for one (1) additional period of up to two (2) years, only after the approval of the Commissioner of the NH Department of Corrections and the Governor and Executive Council.

**3. Administrative Home Confinement Population:** Daily population of electronic monitoring cases averages at approximately 45-50.

- 3.1. Case averages shall not commit the NH Department of Corrections to either a maximum or minimum amount of projected usage that is based on past usage and anticipated future usage.
- 3.2. The specific number for each device may be increased or decreased at any given time depending upon need of specific equipment.

**4. General Electronic Monitoring System Requirements:**

- 4.1. The Contractor shall provide a system of continuous signaling; radio frequency based transmitter and receiver monitoring, random calling monitoring capability, e-mail and/or telephone notification capability.
- 4.2. The Contractor shall provide a system that can communicate between individual transmitters/receivers and the central computer. All monitoring equipment and accessories shall be designed specifically for electronic monitoring and shall not be an adaptation of readily and commercially available products.

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- 4.3. The monitoring equipment shall be easily attached to an offender.
- 4.4. The Contractor shall provide a central computer system to be located at a secure facility, capable of receiving, storing and disseminating the data generated by the monitoring equipment. It shall also provide a reliable and secure means of transmitting data between the central computer and the offenders' monitoring equipment.
- 4.5. Staffing shall be provided by the Contractor at its monitoring center to continuously monitor the computer system twenty-four (24) hours a day, seven (7) days a week, 365 days a year, in order to promptly detect unauthorized absences, late arrivals, equipment malfunctions, tampering and respond to inquiries from the NH Department of Corrections.
- 4.6. The Contractor shall provide the necessary on-site training, essential manuals for equipment and system operations, on-going support to the NH Department of Corrections employees and follow up training and support as needed and requested by the Department.
- 4.7. The Contractor shall detail the following logistical processes: delivery of equipment; coordination of inventory with the NH Department of Corrections; enrollment process of the offenders; changes in offender curfew schedules and maintenance of equipment, repairs, upgrades and replacement.
- 4.8. The Contractor shall be the sole responsible party for the cost of replacement for lost and damaged equipment, if the offender does not make restitution. The Contractor shall maintain equipment and inventory in proper working condition.
- 4.9. The Contractor shall repair and/or replace defective or malfunctioning parts and/or equipment immediately after the notice or knowledge of a malfunction or failure that may impede or interrupt the provision of electronic monitoring.
- 4.10. The Contractor shall maintain all appropriate licenses and certifications required for compliance by appropriate government agencies to perform the requested services.
- 4.11. Contractors may be asked to demonstrate components of their system (either monitoring units or ability to input data) prior to a Contract being awarded.
- 4.12. All types of monitoring units must operate in conjunction with each other and be compatible with each other.

**5. Central Monitoring Center Computer System:**

The Contractor shall provide a central monitoring computer system capable of automatically initiating and receiving telephone calls to/from the offenders' location to communicate with the offender and the monitoring equipment.

**5.1. Minimum requirements:**

- 5.1.1. Monitoring system shall be single use facility located at a secure office location/venue and equipped with a functional alarm system.
- 5.1.2. Monitoring system shall be staffed twenty-four (24) hours a day, seven (7) days a week, 365 days a year.
- 5.1.3. Monitoring system shall be operated by Contractor staffed employees devoted to providing electronic monitoring services.
- 5.1.4. Monitoring system shall have a secondary power, uninterruptible back up power-supply, which shall enable the computer system to continue running at full capacity of operation in the event of a power outage.
- 5.1.5. Monitoring system shall provide for an orderly back up of data at least once a day to prevent data loss due to system failure to include a description of procedures to back up of data.
- 5.1.6. Monitoring system shall be capable of continuously initiating, receiving and storing all calls and voice responses of the offender and data sent by the receiver dialer, together with the date and time of each occurrence. All voice responses shall be permanently recorded on tape for later playback and analysis for

substance abuse, unusual responses and additional identification. All data shall be continuously stored electronically with print out capability on line in real time and later shall be printable in various report formats as required and/or requested by the NH Department of Corrections.

- 5.1.7. Monitoring system shall be equipped with sufficient number of workstations and operators to accommodate the data entry, changes, report printing and other functions without disrupting the monitoring process.
- 5.1.8. Monitoring system shall have the ability to perform random calling within at least six (6) different curfew periods per day on a customized schedule for each offender. In the event that an offenders' unauthorized absence is reported by the radio frequency portion of the system, the computer system must have an automatic call back feature and provide immediate and one hundred (100) percent accurate verification that the offender is or is not present.
- 5.1.9. Monitoring system shall be capable of retaining relevant information for each offender, including but limited to: (1) name (2) address (3) phone number (4) equipment serial numbers (5) name of case Probation and Parole Officer (6) and any other information deemed necessary by the NH Department of Corrections.
- 5.1.10. Monitoring system shall have an alert system so that the Contractor's monitoring center shall notify the NH Department of Corrections by telephone or email of any unauthorized absences, late arrivals and equipment malfunctions and tampering upon occurrence indicating the offenders' name, unit number and violation type as agreed to and arranged by the NH Department of Corrections.
- 5.1.11. The Monitoring system shall be able to generate reports as required and requested by the NH Department of Corrections.

**6. Monitoring Equipment:** Transmitter and/or other device worn by offender.

6.1. Minimum requirements:

- 6.1.1. **Structural Components/Features:** Transmitter shall be small, lightweight and easily installed on the offender's ankle or wrist with minimal training and experience of the installer:
  - List size, weight, installation procedure and time, special tools required, also procedure and time for replacing straps;
  - The strap and any required fasteners must not be available to the general public either commercially or through any mail order outlet;
  - Transmitter shall be shock resistant, water and moisture proof, and function reliably under normal atmospheric and environmental conditions; and
  - Transmitter shall be hypoallergenic and not pose a safety hazard or undue restriction for activities of the offender.
- 6.1.2. **Federal Communications Commission (FCC):** Transmitter shall comply with all applicable Federal Communications Commission rules and regulations and must be registered with the FCC.
  - List FCC registration number.
- 6.1.3. **Radio Signal:** Transmitter shall send an individually coded signal that has a range of approximately one-hundred fifty (150) feet.
  - Transmitter coded radio signal shall not be the same as any commercially available product and shall be designed to discourage tracing and duplication of the signal by a participant or an accomplice.
- 6.1.4. **Radio Frequency Range:** Transmitter shall not interfere or be interfered with radio transmitters normally used by police/corrections officials, law enforcement, emergency services, electronic security systems, or other radio devices.

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- 6.1.5. **Identify transmitter operating radio frequency range.**
- 6.1.5. **Programmability:** Transmitter must be field programmable.
- 6.1.6. **Passive Offender Identifier:** Transmitter shall have a totally passive offender's identifier unit which shall be used to automatically, immediately and accurately confirm its presence when a telephone call to the location is initiated by the central computer system.
- 6.1.7. **Battery Features:** Transmitter shall be battery powered and have a one (1) year minimum continuous operating life without need for battery recharging or replacement.
  - List battery shelf life, operating life, and how battery is replaced; and
  - Batteries powering the transmitter shall be easily replaced in the field and shall not require replacement of either the transmitter or the receiver/monitor in the home.
- 6.1.9. **Tamper Resistant Features:** Transmitter must be capable of being securely attached to the offender in such a manner in which efforts to tamper with or remove the device are detectable. The strap and circuitry within the transmitter must enable the transmitter to immediately notify the central computer (when in range of the receiver) of any tamper attempt or removal from the offender. This would include severing the strap or removal of the transmitter without severing the strap.
  - The transmitter shall transmit a specific "Tamper" signal immediately when it has been tampered with;
  - If tampered with out of range of the receiver, the tamper signal shall still be present and recorded by the receiver when the transmitter returns within range of the receiver; and
  - The tamper signal shall continue to be transmitted to the central computer until reset by authorized agency personnel.
- 6.10. **Operation of Tamper Resistant Features:** Contractor shall identify the following:
  - How tamper resistant features operate;
  - What conditions or circumstances a false tamper alarm shall be produced;
  - Known instances where an offender has defeated the resistant feature; and
  - Ability and how to reset the tamper feature.

## 7. Receiver/Dialer/Monitor

- 7.1. Minimum requirements:
  - 7.1.1. **Federal Communications Commission:** The receiver/dialer/monitor shall comply with all applicable FCC Part 15 and 68 regulations and shall be registered with the FCC.
    - List FCC registration number.
  - 7.1.2. **Installation:** Receiver/dialer/monitor shall be capable of being easily attached and/or installed to the offender's telephone and telephone outlet using standard RJ11-C modular telephone connector jack or plug.
    - Describe method of installation and time involved.
  - 7.1.3. **Transmitter Signal Features:** Receiver/dialer shall accept and activate reporting activities only from the unique signal of the corresponding transmitter attached to that one (1) offender.

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- 7.1.4. **Power Features:** Receiver/dialer shall be powered by 110 volt AC line current, with an internal battery back-up capable of providing a minimum of sixteen (16) hours of continuous operating power in the event of a 110 AC power loss.
- 7.1.5. **Internal Clock/Memory:** Receiver/dialer shall contain an internal clock and a memory to store and time stamp data in the event that telephone communication with the central computer is disrupted.
- 7.1.6. **Alerts:** Receiver/dialer shall be capable of seizing a telephone line when not in use, and deliver courtesy “alert beeping tones” on a line in use; in order to initiate communications with the central computer system.
- 7.1.7. **Radio Signal:** Receiver/dialer shall be capable of receiving the radio signal from the offender’s transmitter within the specified range of approximately one hundred and fifty (150) feet without undue obstruction from metallic objects or interference from household electronic equipment.
- 7.1.8. **Health and Safety Features:** Receiver/dialer shall not pose any health or safety hazard to the offender or others and shall function reliably under normal environmental and atmospheric conditions.
- 7.1.9. **Surge Protector:** Surge protectors shall be built-in or provided for incoming power and telephone lines which are designed in accordance with the receiver/dialer’s manufacturer’s recommendations to be fully compatible with the proposed receiver/dialer equipment.
- 7.1.10. **Detection Features:** Receiver/dialer shall be able to detect the following events and immediately communicate them to the central computer with the time of occurrence:
  - Arrival of transmitter within range of the receiver/dialer;
  - Departure of transmitter out of range of the receiver/dialer (subject to a present time interval);
  - Cutting or removal of the transmitter attachment strap from the participant;
  - Loss or restoration of 110 AC power;
  - Tampering with receiver/dialer including attempts to gain unauthorized access to the internal mechanism;
  - Disconnection and restoration of telephone service (disconnection must be communicated as soon as service is restored);
  - Attempts to simulate or duplicate the radio signal by a device other than participant’s own transmitter;
  - Attempts to simulate or duplicate the offender’s transmitter signal and immediately report this to the central computer system.
- 7.1.11. **Non-Activity Communication Feature:** Receiver/dialer shall automatically communicate with the central computer at preset intervals with a maximum of six (6) hours or less, if no offender activity is detected. This shall present status reports and indicates that it is connected and functioning properly.

**8. Maintenance and Repair Services:**

- 8.1. Minimum Requirements:
  - 8.1.1. Contractor shall maintain all equipment and spare parts in good operating condition and shall provide prompt repair, replacement and service;
  - 8.1.2. Contractor shall provide remote service and diagnostics from its service facility, for the Department of Corrections monitoring system as required while the system is in full monitoring operation;

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- 8.1.3. Contractor shall be the responsible party for the cost of replacement of lost and damaged equipment, if the offender does not make restitution;
- 8.1.4. Contractor shall maintain equipment in proper working condition; and
- 8.1.5. Contractor shall be responsible for paying all postage or shipping for sending and/or return of units for initial placement, servicing or repair for the life of the Contract and any renewal Contract thereof.

**9. Support Services:**

Contractor shall provide a free telephone hot line support/service center. Each service/support location must have the ability to electronically access the system for the purposes of performing remote diagnostics.

**10. Warranty Information:**

- 10.1. Contractor shall warranty their equipment for rental to offenders due to manufacturing defects, defective or malfunctioning parts and/or complete product failure.
- 10.2. Contractor shall repair and/or replace defective equipment immediately after the notice or knowledge of a malfunction or failure that may impede or interrupt electronic monitoring.

**11. Inventory:**

Contractor shall maintain an inventory of equipment and devices sufficient to meet the needs of the required Scope of Services and maintain inventory in proper working condition.

**12. Curfew Schedules:**

Contractor shall have the ability to accommodate changes in curfew schedules without disrupting electronic monitoring services.

**13. Security and Data Integrity:**

- 13.1. Contractor shall certify that it maintains a drug free work place environment to ensure workplace safety and integrity during the life of the Contract and any renewal contractor thereof. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request of the NH Department Corrections.
- 13.2. Contractor shall certify the prevention of unauthorized access to computer terminal and restriction on access to or modification of data.
- 13.3. Contractor shall safeguard the prevention of unauthorized access by telephone lines or modems.

**14. Training:**

Contractor shall be responsible for training the NH Department of Corrections staff at no cost to the Department.

- 14.1. The Contractor shall provide the necessary on-site training, essential manuals for equipment and system operations, on-going support to the NH Department of Corrections employees and follow up training and support as needed and requested by the Department.
- 14.2. Training may include programs on Contractor policies and procedures that will be beneficial in training new Probation and Parole Officers of the Department.

**15. Reporting:**

Contractor shall report offender variances to include but not limited to unauthorized absences, late returns, equipment malfunctions and tampering to a centralized computer system. The Contractor shall report such occurrences to the NH Department of Corrections in accordance with the level of

monitoring service, as mutually agreed upon between the Contractor and the NH Department of Corrections.

**16. Indigent Offender Participation:** The Contractor agrees to provide monitoring services for indigent offenders free of charge and shall provide one (1) free unit for every ten (10) accounts.

**17. General Service Provisions:**

- 17.1. Tools and Equipment: (NOT APPLICABLE)
- 17.2. Rules and Regulations: The Contractor agrees to comply with all rules and regulations of the NH Department of Corrections. The Contractor shall adhere to Department's confidentiality policy and procedure directives.
- 17.3. Additional Facilities: Upon agreement of both parties, additional facilities belonging to the NH Department of Corrections may be added to the contract. If it is necessary to increase the price limitation of the Contract this provision will require Governor and Executive Council approval.
- 17.4. Contractor Employee Information: The Contractor shall be responsible for obtaining a criminal background check to include finger printing on all potential employees assigned by the Contractor and/or subcontractors to provide services to NH Department of Corrections. Upon award of a Contract, the NH Department of Corrections will notify the selected Contractor the procedures to obtain background checks and fingerprinting. Contractor and/or subcontractor employee hiring status shall be contingent upon receipt of a criminal background check and fingerprinting report(s), from the NH Department of Safety, and procedural review of said reports by the NH Department of Corrections.
- 17.4.1. The NH Department of Corrections reserves the right to conduct a procedural review of all criminal background checks and fingerprinting reports of all potential Contractor and/or subcontractor employees to determine eligibility status.
- 17.4.2. The NH Department of Corrections will notify the Contractor of any potential Contractor/and or subcontractor employee who does not comply with the criteria identified in Paragraph 17.4.3., below.
- 17.4.3. In addition, the Contractor and/or subcontractor shall not be able to hire employees meeting the following criteria:
- Individuals convicted of a felony shall not be permitted to provided services;
  - Individuals with confirmed outstanding arrest warrants shall not be permitted to provide services;
  - Individuals with a record of a misdemeanor offense(s) may be permitted to provide services pending determination of the severity of the misdemeanor offense(s) and review of the criminal record history by the Director of Field Services and/or designee of the NH Department of Corrections;
  - Individuals with restrictions on out-of-state and/or State of NH professional licenses and or certifications;
  - Individuals whose professional licenses and/or certification have been revoked and reinstated from other States and/or the State of NH;
  - Individuals with a history of drug diversion;
  - Individuals who was a former State of NH employee and/or former Contract employee that was dismissed for cause;
  - Individuals previously employed with the NH Department of Corrections without prior approval of the NH Department of Corrections; and

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- Relatives of currently incarcerated felons may not be permitted to provide services without prior approval by the NH Department of Corrections.
- 17.5. Licenses, Credentials and Certificates: The Contractor shall ensure that NH State licensed professionals provide the services required. The Contractor and its staff shall possess the credentials, licenses and/or certificates required by law and regulations to provide the services required.
- 17.6. Change of Ownership: In the event that the Contractor should change ownership for any reason whatsoever, the NH Department of Corrections shall have the option of continuing under the Contract with the Contractor or its successors or assigns for the full remaining term of the Contract, continuing under the Contract with the Contractor or, its successors or, assigns for such period of time as determined necessary by the NH Department of Corrections, or terminating the Contract.
- 17.7. Contractor Designated Liaison: The Contractor shall designate a representative to act as a liaison between the Contractor and the Department of for the duration of the Contract and any renewals thereof. The Contractor shall, within five (5) days after the award of the Contract: submit a written identification and notification to NH Department of Corrections of the name, title, address, telephone & fax number, of its organization as a duly authorized representative to whom all correspondence, official notices and requests related to the Contractor's performance under the Contract.
- 17.7.1. Any written notice to the Contractor shall be deemed sufficient when deposited in the U.S. mail, postage prepaid and addressed to the person designated by the Contractor under this paragraph.
- 17.7.2. The Contractor shall have the right to change or substitute the name of the individual described above as deemed necessary provided that any such change is not effective until the Commissioner of the NH Department of Corrections actually receives notice of this change.
- 17.7.3. Changes of the named Liaison by the Contractor must be made in writing and forwarded to NH Department of Corrections, Director of Field Services, or designee, P.O. Box 1806, Concord, NH 03302.
- 17.8. Contractor Liaison's Responsibilities: The Contractor's designated liaison shall be responsible for:
- 17.8.1. Representing the Contractor on all matters pertaining to the Contract and any renewals thereof. Such a representative shall be authorized and empowered to represent the Contractor regarding all aspects of the Contract and any renewals thereof;
- 17.8.2. Monitoring the Contractor's compliance with the terms of the Contract and any renewals thereof;
- 17.8.3. Receiving and responding to all inquiries and requests made by NH Department of Corrections in the time frames and format specified by NH Department of Corrections in this RFP and in the Contract and any renewals thereof; and
- 17.8.4. Meeting with representatives of NH Department of Corrections on a periodic or as-needed basis to resolve issues which may arise.
- 17.9. NH Department of Corrections Contract Liaison Responsibilities: The NH Department of Corrections' Commissioner, or designee, shall act as liaison between the Contractor and NH Department of Corrections for the duration of the Contract and any renewals thereof. NH Department of Corrections reserves the right to change its representative, at its sole discretion, during the term of the Contract, and shall provide the Contractor with written notice of such change. NH Department of Corrections representative shall be responsible for:
- 17.9.1. Representing the NH Department of Corrections on all matters pertaining to the

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Contract. The representative shall be authorized and empowered to represent the NH Department of Corrections regarding all aspects of the Contract, subject to the approval of the Governor and Executive Council of the State of New Hampshire, where needed;

- 17.9.2. Monitoring compliance with the terms of the Contract;
  - 17.9.3. Responding to all inquiries and requests related to the Contract made by the Contractor, under the terms and in the time frames specified by the Contract;
  - 17.9.4. Meeting with the Contractor's representative on a periodic or as-needed basis and resolving issues which arise; and
  - 17.9.5. Informing the Contractor of any discretionary action taken by NH Department of Corrections pursuant to the provisions of the Contract.
- 17.10. **Reporting Requirements:** The NH Department of Corrections shall, at its sole discretion:
- 17.10.1 Request the Contractor to provide proof of any and all permits to perform offender electronic monitoring services as required by authorities having local, state and/or federal jurisdiction at any time during the life of the Contract and any renewals thereof;
  - 17.10.2. Any information requested by the NH Department of Corrections; and
  - 17.10.3. Reports and/or information requests shall be forwarded to NH Department of Corrections, Director of Field Services, or designee, P.O. Box 1806, Concord, NH 03302.
- 17.11. **Performance Evaluation:** The NH Department of Corrections shall, at its sole discretion monitor and evaluate the Contractor's compliance with the Terms and Conditions and adherence to the Scope of Services of the Contract for the life of the Contract and any renewals thereof.
- 17.12. **Performance Measures:** The NH Department of Corrections shall, at its sole discretion:
- 17.12.1. Inform the Contractor of any dissatisfaction with the Contractor's performance and include requirements for corrective action;
  - 17.12.2. Terminate the Contract, if NH Department of Corrections determines that the Contractor is:
    - a.) Not in compliance with the terms of the Contract;
    - b.) Has lost or has been notified of intention to lose their certification/licensure/permits; and
    - c.) Terminate the contract as otherwise permitted by law.

**18. Other Contract Provisions:**

- 18.1. **Modifications to the Contract:** In the event of any dissatisfaction with the Contractor's performance, the NH Department of Corrections will inform the Contractor of any dissatisfaction and will include requirements for corrective action.
- 18.1.1. The Department of Corrections has the right to terminate the Contract, if the NH Department of Corrections determines that the Contractor is:
- a.) Not in compliance with the terms of the Contract; or
  - b.) As otherwise permitted by law or as stipulated within this Contract.
- 18.2. **Coordination of Efforts:** The Contractor shall fully coordinate his or her activities in the performance of the Contract with those of the NH Department of Corrections. As the work of the Contractor progresses, advice and information on matters covered by the Contract shall be made available by the Contractor to NH Department of Corrections as requested by NH Department of Corrections throughout the effective period of the Contract.

**19. Bankruptcy or Insolvency Proceeding Notification:**

- 19.1. Upon filing for any bankruptcy or insolvency proceeding by or against the Contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee

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for the benefit of creditors, the Contractor must notify the NH Department of Corrections immediately.

- 19.2. Upon learning of the actions herein identified, the NH Department of Corrections reserves the right at its sole discretion to either cancel the Contract in whole or in part, or, re-affirm the Contract in whole or in part.

**20. Embodiment of the Contract:**

- 20.1. The Contract between the NH Department of Corrections and the Contractor shall consist of:
- 20.1.1. Request for Proposal (RFP) and any amendments thereto;
  - 20.1.2. Proposal submitted by the Vendor in response to the RFP; and/or
  - 20.1.3. Negotiated document (Contract) agreed to by and between the parties that is ratified by a "meeting of the minds" after careful consideration of all of the terms and conditions and that which is approved by the Governor and Executive Council of the State of New Hampshire.
- 20.2. In the event of a conflict in language between the documents referenced above, the provisions and requirements set forth and/or referenced in the negotiated document noted in 20.1.3. shall govern.
- 20.3. The NH Department of Corrections reserves the right to clarify any contractual relationship in writing with the concurrence of the Contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the Vendor's Proposal and/or the result of a Contract.

**21. Cancellation of Contract:**

- 21.1. The Department of Corrections may cancel the Contract at any time for breach of Contractual obligations by providing the Contractor with a written notice of such cancellation.
- 21.2. Should the NH Department of Corrections exercise its right to cancel the Contract for such reasons, the cancellation shall become effective on the date as specified in the notice of cancellation sent to the Contractor.
- 21.3. The NH Department of Corrections reserves the right to terminate the Contract without penalty or recourse by giving the Vendor a written notice of such termination at least sixty (60) days prior to the effective termination date.
- 21.4. The NH Department of Corrections reserves the right to cancel this Contract for the convenience of the State with no penalties by giving the Contractor sixty (60) days notice of said cancellation.

**22. Contractor Transition:**

NH Department of Corrections, at its discretion, in any Contract resulting from this RFP, may require the Contractor to work cooperatively with any predecessor and/or successor Vendor to assure the orderly and uninterrupted transition from one Vendor to another.

**23. Audit Requirement:**

Contractor agrees to comply with any recommendations arising from periodic audits on the performance of this contract, providing they do not require any unreasonable hardship, which would normally affect the value of the Contract.

**24. Additional Items/Locations:**

Upon agreement of both party's additional equipment and/or other facilities belonging to the NH Department of Corrections may be added to the Contract. In the same respect, equipment and/or facilities listed as part of the provision of services of the Contract may be deleted as well.

**25. Information:**

- 25.1. In performing its obligations under the Contract, the Contractor may gain access to information of the inmates/patients, including confidential information. The Contractor shall not use information developed or obtained during the performance of, or acquired or developed by reason of the Contract, except as is directly connected to and necessary for the Vendor's performance under the Contract.
- 25.2. The Contractor agrees to maintain the confidentiality of and to protect from unauthorized use, disclosure, publication, reproduction and all information of the inmate/patient that becomes available to the Contractor in connection with its performance under the Contract.
- 25.3. In the event of unauthorized use or disclosure of the inmates/patients information, the Contractor shall immediately notify the NH Department of Corrections.
- 25.4. All material developed or acquired by the Contractor, due to work performed under the Contract, shall become the property of the State of New Hampshire. No material or reports prepared by the Contractor shall be released to the public without the prior written consent of NH Department of Corrections.
- 25.5. All financial, statistical, personnel and/or technical data supplied by NH Department of Corrections to the Contractor are confidential. The Contractor is required to use reasonable care to protect the confidentiality of such data. Any use, sale or offering of this data in any form by the Contractor, or any individual or entity in the Contractor's charge or employ, will be considered a violation of the contract and may result in contract termination. In addition, such conduct may be reported to the State Attorney General for possible criminal prosecution.

**26. Public Records:**

NH RSA 91-A guarantees access to public records. As such, all responses to a competitive solicitation are public records unless exempt by law. Any information submitted as part of a bid in response to this Request for Proposal or Request for Bid (RFB) or Request for Information (RFI) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP (RFB or RFI) will be made accessible to the public online via the website: Transparent NH <http://www.nh.gov/transparentnh/>. Accordingly, business financial information and proprietary information such as trade secrets, business and financial models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If a Bidder believes that any information submitted in response to a Request for Proposal, Bid or Information, should be kept confidential as financial or proprietary information, the Bidder must specifically identify that information in a letter to the State Agency. Failure to comply with this section may be grounds for the complete disclosure of all submitted material not in compliance with this section.

**27. Special Notes:**

- 27.1. The headings and footings of the sections of this document are for convenience only and shall not affect the interpretation of any section.
- 27.2. The NH Department of Corrections reserves the right to require use of a third party administrator during the life of the Contract and any renewals thereof.
- 27.3. Locations per contract year may be increased/decreased and or reassigned to alternate facilities during the Contract term at the discretion of the Department. Locations may be added and/or deleted after the awarding of a Contract at the discretion of the Department and upon mutual agreement of the Commissioner of the Department of Corrections and the Contractor.

**Scope of Services  
Exhibit A**

- 27.4. In the event that the NH Department of Corrections wishes to add or remove facilities at which the Contractor is to provide services, it shall:
- 27.4.1. Give the Contractor fourteen (14) days written notice of the proposed change; and
  - 27.4.2. Secure the Contractor's written agreement to the proposed changes.
- 27.5. Notwithstanding the foregoing, or any provision of this Agreement to the contrary, in no event shall changes to facilities be allowed that modify the "Completion Date" or "Price Limitation" of the Agreement.

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**Supplemental Technical Specification by Specification Response to Scope of Services****4. General Electronic Monitoring System Requirements:**

**4.1. The Contractor shall provide a system of continuous signaling; radio frequency based transmitter and receiver monitoring, random calling monitoring capability, e-mail and/or telephone notification capability.**

Sentinel is proposing our state-of-the-art RF Patrol radio frequency based transmitter and receiver monitoring system, UniTrak GPS tracking and location based monitoring system, as well as alcohol monitoring units. All of the technologies being offered are monitored through our monitoring center and we can set up monitoring notifications that meet the NH DOC needs. These notification procedures include e-mail notification and/or telephone notification capabilities in order to meet the program goals and objectives.

**4.2. The Contractor shall provide a system that can communicate between individual transmitters/receivers and the central computer. All monitoring equipment and accessories shall be designed specifically for electronic monitoring and shall not be an adaptation of readily and commercially available products.**

Sentinel has proposed a complete turnkey electronic monitoring solution with the use of its proven latest generation *RF Patrol* radio frequency electronic monitoring system and *UniTrak* one-piece global positioning satellite tracking electronic monitoring equipment with the support of Sentinel's Internet-based monitoring system, 24 hour a day monitoring center support and experienced corporate quality assurance program managed through its California headquarters. All proposed equipment has been designed specifically for the electronic monitoring field.

**4.3. The monitoring equipment shall be easily attached to an offender.**

The proposed *RF Patrol* radio frequency electronic monitoring system and *UniTrak* one-piece global positioning satellite tracking electronic monitoring device are both designed to be easily attached to the offender's ankle.

**4.4. The Contractor shall provide a central computer system to be located at a secure facility, capable of receiving, storing and disseminating the data generated by the monitoring equipment. It shall also provide a reliable and secure means of transmitting data between the central computer and the offenders' monitoring equipment.**

Sentinel is ISO 9001:2008 certified and maintains **CONFIDENTIAL** ISO conforming Standard Operating Procedures for **every aspect** of its monitoring operations including agency/departmental specific operational procedures for technical support and customer service. Sentinel's primary data and monitoring center is located in California, and our geographically diverse secondary back-up data center is located in Atlanta, Georgia, in a secure location. Sentinel performs all monitoring center and support services activities for the proposed product line from our primary monitoring and data center, data storage for the proposed product lines is managed by our professionally trained IT group. Sentinel fault tolerant central computer systems that guarantee maximum uptime performance to receive, store and disseminate data from the field. This redundant system ensures that all services are continuously maintained should a major disruption occur to the primary system, providing a fully resilient and redundant, on-line failover solution to minimize dependence on backups. Should a period of failover occur, there will be no interruption in participant monitoring and no data lost from the monitoring units because data is stored

until it is successfully transferred. Sentinel believes disaster recovery is extremely important to its successful operations and the integrity of its programs within the corrections industry. Each member of Sentinel's staff is trained on the execution of the plan and their role is constantly reviewed to promote efficiency of execution. Sentinel performs regularly scheduled disaster recovery tests to build in a level of quality assurance that is maintained as Sentinel grows as a successful business.

To assure that all services are continuously maintained in the event of a major disruption, Sentinel provides full system backup in the event of a power loss or natural disaster, Sentinel monitoring center is outfitted with the latest state-of-the-art technology including:

- Fault tolerant central computer system offering maximized uptime
- APC Symetra battery back-up ensures uninterrupted electrical power
- Kohler 150kVA diesel generator

The Sentinel monitoring center features the following technology for its communications:

- T-1 telephone trunks, provided from three (3) redundant leading providers, to prevent against outages
- 432 Fiber-optic telecom cable lines and 200 POTS lines fed directly into the Sentinel facility
- Primary provider, Cox Communications (a leading provider of communications) is regionally headquartered within 8 miles and has triple electrical and data redundancy
- Second redundant carrier, AT&T
- Third redundant carrier, TW Telecom
- Cisco IP Telephony Solution combined with Cisco Networking for providing statistical tracking of all data and telephone activity

Sentinel's back-up call handler functions in an active state and is ready to receive calls from the monitoring units as soon as the calls are rerouted from the primary call handler by Sentinel's Telecom providers. A confidential, predefined and rehearsed protocol is set up with Sentinel's telecoms provider to enable a rapid transfer in accordance with the agreed service level.

Sentinel uses an industry standard data protection and recovery software package to ensure that the databases within the primary and back-up data servers are concurrently maintained, which ensures the following:

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

Sentinel's **monitoring system provides internal system diagnostic features** such as maintaining a constant connection between the primary and back-up database servers to ensure our system **maintains a consistent, acceptable level of performance**. Our "performance monitor" continuously tracks the performance capability of our monitoring system and automatically initiates an alert notifying of any irregularity. Regardless of the cause of the irregularity, Sentinel's contingency plans will ensure continuous operation of our monitoring system through redundant telecommunication providers, continuous uninterruptible power supplies, and data back-up and storage capabilities.

Sentinel backup operations do not interrupt with normal operation of the platform. Sentinel makes full backups daily and incremental backups every hour. Encrypted backups are stored off-site at a secure fireproof storage facility which is located 30 miles away from Sentinel's primary monitoring Center. Transportation of backup media in locked containers to and from the backup facility and the Sentinel monitoring center and is performed only by authorized personnel.

**4.5. Staffing shall be provided by the Contractor at its monitoring center to continuously monitor the computer system twenty-four (24) hours a day, seven (7) days a week, 365 days a year, in order to promptly detect unauthorized absences, late arrivals, equipment malfunctions, tampering and respond to inquiries from the NH Department of Corrections.**

All 24 hour a day, seven (7) days a week alert processing is handled by our National Monitoring Center. This secure facility is staffed at all times (24/7) with Sentinel personnel who process offenders alerts based entirely on a program's specific requirements. The site is secured at all times and only authorized personnel are permitted inside. All operators have personal login credentials for quality assurance audits and inspections. The center is secured via electronic card key access and under 24 hour a day, seven (7) days a week security supervision.

To ensure our uninterrupted service, the center is equipped with the necessary electrical and telecommunication back-ups so that we are not subject to either electrical power outages or loss of telecom service. The facility has an Uninterruptible Power Supply (UPS) and an on-site diesel generator. For telecom, we utilize multiple telecom providers so that in the event of a service outage from a provider, all calls are automatically routed to the backup providers. This allows us to assure our customers that there will be no lapse in our continuous operation (24/7) monitoring of the offenders.



Sentinel will provide 24/7 monitoring of the NH DOC's participants through our own national monitoring center staffed at all times with live operators.

### Components

In order to eliminate the need for our customers to operate multiple computers to handle their daily duties in addition to the monitoring of offenders, we designed our system to be completely web-accessible. Using any internet-enabled device, authorized personnel can access our monitoring system through the use of secure login credentials. Authorized personnel are able to process a variety of tasks including, but not limited to, the following:

- Enroll/Delete offenders
- View reports
- Set GPS zones
- Set and edit curfew schedules
- Access historical monitoring data
- View our case manager created files for each offender

SenTrak provides many advanced features including the capability to determine notification protocol(s). Sentinel will work with the agency to determine and program appropriate agency notification profiles based on the type of program and level of risk to public safety of its participants. Each agency will have the capability to determine an agency specific level or levels of notification. Each authorized user within the agency will then have the ability to choose from the agency-determined notification protocols on a per participant basis. For example, an officer can choose to receive only an email notification of violations for a particular participant but may choose to receive a telephone call and an emailed report of the violation for a different participant. Additionally, individual users can choose to exclude certain events from notification if deemed unnecessary on a per participant basis. These events would still be included on daily, weekly or monthly reports. Notification methods can also vary by supervising personnel.

Sentinel is capable of sending alerts to one (1) or more NH DOC personnel via e-mail, text message, fax, and/or voice calls (to landline or cellular phones) at the discretion of department. SenTrak will provide notification alerts for all of the program's electronic monitoring equipment feeding data into the monitoring center including curfew and zone violations, equipment tamper, and other noncompliance events. All notification alerts can be simultaneously sent to various parties, including field agents, local law enforcement personnel, external message notification systems, and offenders themselves based on the alert. Sentinel will work with the department at program startup to determine all alarms and notification protocol according to exact requirements. Sentinel offers alert notification through various methods based on levels of urgency. The notification tools we use include the following:

- Cell phones with text-messaging capabilities
- Facsimile reports
- Alpha Pagers
- Email notifications
- Direct phone calls to designated agency staff

Prior to each program deployment, Sentinel will meet with the participating agency staff to create a Notification Requirements matrix providing the protocols for each type of alert, notified officer, time of notifications, and preferred method of communication. Thereafter, Sentinel's Project Manager will maintain regular communication with department staff to update and/or tailor the matrix to the needs of the agency and program.

**4.6 The Contractor shall provide the necessary on-site training, essential manuals for equipment and system operations, on-going support to the NH Department of Corrections employees and follow up training and support as needed and requested by the Department.**

Jennifer Mesko, Eastern Regional Account Manager and April Gness, Sentinel dedicated local Program Manager will provide all necessary on-site training, essential manuals for equipment and system operations, and all required ongoing support to the NH DOC staff. Upon contract award, Sentinel will draw upon its fully trained regional teams to ensure this program is implemented efficiently and effectively. In support of this project during implementation and throughout the on-going contract, Sentinel will continue to utilize its training, quality assurance, sales, technical and monitoring support, dispatch services, field services and management divisions. The New Hampshire Department of Corrections can be confident in the fact that the full breadth of Sentinel extensive resources will continue to be made available at all times to this contract in addition to the proposed staff dedicated to this contract. During implementation of the NH DOC's program Sentinel will complete the following milestones as more fully described in the in the Project Work Plan by the proposed dates as shown on the Project Schedule:

**PHASE 1: PRE-IMPLEMENTATION**

- Initial Project Briefing and Information Session
- Pre-Production Project Evaluation and Analysis
- Design, Development and Testing

**PHASE 2: IMPLEMENTATION**

- On-site Program Staff Installation and Training
- Equipment Delivery and Testing
- Agency Training
- System Start-Up
- Equipment Transition

### PHASE 3: POST-IMPLEMENTATION

- Operation and Maintenance
- Contract Monitoring and Reporting

Sentinel understands the new contract effective date is July 1, 2014 and we are confident we are able to effectively train, transition participants as needed to new technologies well within that date.

**4.7. The Contractor shall detail the following logistical processes: delivery of equipment; coordination of inventory with the NH Department of Corrections; enrollment process of the offenders; changes in offender curfew schedules and maintenance of equipment, repairs, upgrades and replacement.**

Sentinel's dedicated local Program Manager April Gness will continue to be responsible for providing an orientation to participants assigned to the program and ensuring the equipment is properly installed. The actual equipment installation will occur at the DOC-designated sites (e.g., agency facility, client residence, etc.). All participants will be enrolled by the ordered deadline, unless the participant fails to attend his/her enrollment appointment. Upon completion of enrollment, a report will be provided to the NH DOC for its records. Like all other records we create, these reports will be accessible by NH DOC staff at all times via the web-enabled monitoring system. During the Orientation / Enrollment appointment, Ms. Gness will be responsible for the installation of equipment. Upon completing the program orientation, Ms. Gness will explain the use of the equipment and install the equipment on the participant. This may include GPS, radio frequency, and/or alcohol monitoring devices. The participant's file will contain the ID numbers for all equipment that is issued to the participant for all future references in addition to the required demographic data for the participant and an identification photo of the participant. Ms. Gness will also maintain all active and shelf equipment to ensure operation and she will maintain active communication with Sentinel's warehouse to ensure prompt replacement or restocking of equipment. Ms. Gness will also provide assistance to the NH DOC in the creation of reports. Sentinel's software is designed to provide monitoring of all units that are in service in the field and all monitoring reports are created in the monitoring database, to which NH DOC staff will have secure on-line access at all times.

**4.8. The Contractor shall be the sole responsible party for the cost of replacement for lost and damaged equipment, if the offender does not make restitution. The Contractor shall maintain equipment and inventory in proper working condition.**

Sentinel acknowledges that we will be solely responsible for the cost of replacing equipment that is lost and/or damaged equipment, if the offender does not make restitution. Also, our local dedicated Program Manager April Gness, will maintain equipment and inventory in proper working condition.

**4.9. The Contractor shall repair and/or replace defective or malfunctioning parts and/or equipment immediately after the notice or knowledge of a malfunction or failure that may impede or interrupt the provision of electronic monitoring.**

Sentinel's local dedicated Program Manager April Gness will troubleshoot, repair and/or replace all defective and/or malfunctioning equipment immediately after the notice or knowledge of a malfunction or failure is determined.

**4.10. The Contractor shall maintain all appropriate licenses and certifications required for compliance by appropriate government agencies to perform the requested services.**

Sentinel agrees to maintain all appropriate licenses and certifications required for compliance by appropriate government agencies in order to perform the requested services required under the RFP and subsequent contract.

**4.11. Contractors may be asked to demonstrate components of their system (either monitoring units or ability to input data) prior to a Contract being awarded.**

Prior to a contract being awarded, Sentinel would be glad to provide a comprehensive capabilities overview on our company, our equipment, and the features, benefits and value our organization and proposed solution will delivery to NH DOC.

**4.12. All types of monitoring units must operate in conjunction with each other and be compatible with each other.**

Sentinel has proposed a continuum of technologies in an effort to provide NH DOC a choice of equipment that allows NH DOC to determine which technology best meets their program goals and offenders needs based on the offender's level of risk.

**5. Central Monitoring Center Computer System:**  
**The Contractor shall provide a central monitoring computer system capable of automatically initiating and receiving telephone calls to/from the offenders' location to communicate with the offender and the monitoring equipment.**

Sentinel provides secure transmission and storage of all monitoring data and has policies and procedures in place to ensure that all data, data transmissions and data storage is kept confidential.

**Data Transmission and Security:** The equipment offerings discussed in this proposal are designed specifically for continuous and real-time electronic monitoring and supported by Sentinel's central computer system located at its secure monitoring center to receive, store, and disseminate data generated through encrypted and secure communication channels. All data is actually stored on Sentinel's central servers located in its secure corporate facility. The workstations that Sentinel's staff and Agency personnel use at local facilities are technically only used to connect to Sentinel's central server. **Note:** No offender data is stored on-board any office workstation so that in the event, however unlikely, of remote component theft or destruction, confidential offender data and records will not be compromised. In addition, Sentinel's monitoring center and secure web-based monitoring systems incorporate the latest in security measures. Due to the sensitive nature of the records that Sentinel handles daily, Sentinel has taken all possible precautions to ensure the integrity and security of its system. Protection of records and their confidentiality are Sentinel's main concern. Sentinel manages this through its System Performance Monitoring and Security against unauthorized personnel.

**Network Security:** To prevent unauthorized access from outside the monitoring center, the software uses leading Internet security features, including 128-bit encryption. Both the proposed monitoring platform and case management software use Secure Sockets Layer (SSL), the same security features employed by top banking and insurance institutions. **All changes to participant or demographic information and/or monitoring data are saved within the system. Additionally, each Sentinel**

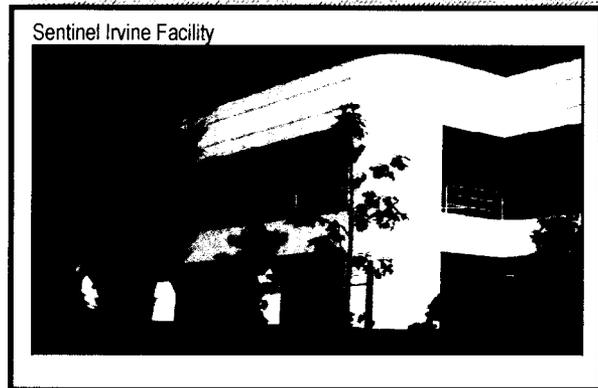
employee has a specific database login credential that allows Sentinel to perform detailed audits on user access to all records in the database to confirm if unauthorized changes have been made.

Sentinel's monitoring system is only accessible via a Cisco ASA firewall blocking any unauthorized access from the Internet to ensure the remote connection is not compromised.

**5.1. Minimum requirements:**

**5.1.1. Monitoring system shall be single use facility located at a secure office location/venue and equipped with a functional alarm system.**

Our monitoring center is staffed 24 hours a day, seven (7) days a week with a supervisor on duty at all times and **live operators** cross-trained to support our suite of supervision services and products. **We currently employ more than approximately 70 staff members to staff our continuous operations (24/7) facility.** This staffing allows Sentinel field staff and NH DOC staff to call and speak with one of our monitoring experts at all times of the day or night. We do not use a recorded answering prompt or message delivery service; our operators answer all calls at all times. In addition, our center is staffed with **bilingual personnel** on every shift in order to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact offenders when certain alarms occur, regardless of the day of the week or time of the event.



Sentinel stores/archives for retrieval/backup all monitoring data so that all authorized users with a computer and Internet browser (i.e. home computer, office computer, other) can view or exchange monitoring and tracking data, such as enrollment, curfew assignment or changes, caseload review, reports and terminations, with the Sentinel monitoring center using secure website access. The data remains the property of the customer, and at the end of the contract life, all records will be returned to the NH DOC. The data that is archived is retrievable within 24 hours and available for agency review.

**IMPORTANT SENTINEL ADVANTAGE: All of Sentinel's technologies and services proposed herein are monitored directly by Sentinel's own monitoring center that is operational 24 hours a day, seven (7) days a week, 365 days a year.**

**The primary monitoring center is the focal point of Sentinel's state-of-the-art headquarters facility, located in Irvine, California that is staffed 24 hours a day, seven (7) days a week, 365 days a year with trained personnel, from which Sentinel handles over 50,000 calls on a daily basis providing secure confidential monitoring services.** The monitoring center is a separate, self-supporting node within the facility with is approximately 3,000 square feet and designed based on Underwriters Laboratory specifications. This is the central location from which all monitoring center activities are conducted, monitoring information is disseminated and technical support (help desk) services are provided.

To maintain monitoring center operational integrity and confidentially, each shift must complete the Facility Check List to ensure that systems and alarms are functional throughout the facility. Sentinel restricts access to authorized staff and its data by upholding the following security standards:

- Enforces an electronic key card system for entryway access to both outside building and monitoring center
- Uses multiple security systems (including active video/audio systems, alarms system, and motion and fire detectors monitored by an outside security contractor) for supervising the entryways
- Archives data daily and stores it in a secure location to protect against memory loss in case of power failure

**Only authorized personnel have access to offender data, and Sentinel monitoring center personnel are not allowed to modify any monitoring data without proper authorization from participating agency. At no time will Sentinel ever disclose confidential data to any unauthorized personnel without written approval of the participating agency and all program data will be maintained in accordance with secure data protection standards.** The only staff members who will receive information on program participants are personnel that are assigned to this program's operations and no information is disclosed by these staff members to any third party without written authorization of the participating agency. Each employee is required to acknowledge and sign a Confidentiality or CORI (Criminal Offender Record Information) form when hired; any violation of these requirements may result in the possible termination of Sentinel's employees. All records created for defendants referred to this program will remain the property of the participating agency. Upon completion of services, all records will be returned to the participating agency or destroyed under direction of agency authorized personnel.

Additionally upon hiring, all Sentinel employees are provided an employee handbook that outlines Sentinel's no tolerance policy regarding compromising relationships with participants, their families and/or customer staff. Sentinel will report any conflicts of interest, improprieties, or the appearance thereof, immediately to the participating agency.

**The Sentinel monitoring center has multiple disaster mitigation features, resides in an independently secured, climate-controlled facility with raised floors, a fire suppression system and written policies and procedures for access. The Sentinel monitoring center meets all applicable federal, state and local regulations regarding safety including building codes regarding earthquake resistance and hurricane resistance.**

**Power Redundancy:** Sentinel understands the importance of having reliable primary and supplementary power resources available at all times. With its monitoring centers continuously online 24 hours a day, seven (7) days a week, Sentinel has taken all necessary precautions to ensure that its power access remains at 100% at all times and remains seamless to its customers and program participants.

To assure that all services are continuously maintained in the event of a major disruption, Sentinel provides full system backup in the event of a power loss or natural disaster, Sentinel monitoring center is outfitted with the latest state-of-the-art technology including:

- Fault tolerant central computer system offering maximized uptime.
- APC Symetra battery back-up Uninterruptible Power Supply (UPS).
- Kohler 150kVA diesel generator.

Sentinel's primary monitoring center is equipped with an Uninterruptible Power Supply (UPS) that, during normal electrical power operation, provides filtered and regulated power to all of the monitoring center's components. The UPS unit serves to protect all computers and electronic equipment from unexpected power spikes or surges that can damage components. If a power outage does occur the UPS continues to power the entire monitoring center as normal and can do so for up to 60 minutes. This is

more than sufficient power capability as Sentinel's on-site diesel generator automatically begins operation within 30 seconds upon registering a power outage. There is no memory loss due to the fact that Sentinel's on-site generator initiates service within one (1) minute of commercial power loss. Once operating, Sentinel's generator can provide power for the entire monitoring center for up to 10 days or longer if refueled. The diesel generator is regularly inspected to ensure that it remains in operational order at all times.

**Through the use of Sentinel's on-site UPS unit and diesel generator, Sentinel's monitoring center can operate through any loss of commercial power, even over an extended period of days (in excess of 72 hours). Sentinel has never lost any data or performance capability due to power losses of any sort.**

**Communications Redundancy:** The Sentinel monitoring center features the following technology for its Internet and telephone communications:

- T-1 telephone trunks, provided from three (3) redundant leading providers, to prevent against outages
- 432 Fiber-optic telecom cable lines and 200 POTS lines fed directly into the Sentinel facility
- Primary provider, Cox Communications (a leading provider of communications) is regionally headquartered within 8 miles and has triple electrical and data redundancy
- Second redundant carrier, AT&T
- Third redundant carrier, TW Telecom
- Cisco IP Telephony Solution combined with Cisco Networking for providing statistical tracking of all data and telephone activity

A confidential, predefined and rehearsed protocol is set up with Sentinel's telecoms provider to enable a rapid transfer in accordance with the agreed service level. The back-up call handler functions in an active state and is ready to receive calls from the monitoring units as soon as the calls are rerouted from the primary call handler by Sentinel's Telecom providers.

**Redundant Monitoring Center:** Sentinel's primary data and monitoring center is located in California, and our geographically diverse secondary back-up data center is located in Atlanta, Georgia, in a secure location. Sentinel performs all monitoring center and support services activities for the proposed product line from our primary monitoring and data center, data storage for the proposed product lines is managed by our professionally trained IT group. Sentinel fault tolerant central computer systems that guarantee maximum uptime performance to receive, store and disseminate data from the field. This redundant system ensures that all services are continuously maintained should a major disruption occur to the primary system, providing a fully resilient and redundant, on-line failover solution to minimize dependence on backups. Should a period of failover occur, there will be no interruption in participant monitoring and no data lost from the monitoring units because data is stored until it is successfully transferred.

**Sentinel has a developed and tested comprehensive Risk Mitigation and Disaster Recovery Plan addressing the company's ability to continue meeting customer needs while coping with circumstances that might arise during a disaster.** Sentinel believes disaster recovery is extremely important to its successful operations and the integrity of its programs within the corrections industry. Each member of Sentinel's staff is trained on the execution of the plan and their role is constantly reviewed to promote efficiency of execution. Sentinel performs regularly scheduled disaster recovery tests to build in a level of quality assurance that is maintained as Sentinel grows as a successful business.

**5.1.2. Monitoring system shall be staffed twenty-four (24) hours a day, seven (7) days a week, 365 days a year.**

Our monitoring center is staffed 24 hours a day, seven (7) days a week with a supervisor on duty at all times and **live operators** cross-trained to support our suite of supervision services and products. **We currently employ more than approximately 70 staff members to staff our continuous operations (24/7) facility.** This staffing allows Sentinel field staff and NH DOC staff to call and speak with one of our monitoring experts at all times of the day or night. We do not use a recorded answering prompt or message delivery service; our operators answer all calls at all times. In addition, our center is staffed with **bilingual personnel** on every shift in order to ensure successful interactions with program participants since operational protocols often require that our monitoring center directly contact offenders when certain alarms occur, regardless of the day of the week or time of the event.

**5.13. Monitoring system shall be operated by Contractor staffed employees devoted to providing electronic monitoring services.**

Sentinel's monitoring center is staffed 24 hours a day, seven (7) days a week with professionally trained and dedicated Sentinel employees entirely devoted to providing world class electronic monitoring services.

**5.1.4. Monitoring system shall have a secondary power, uninterruptible back up power-supply, which shall enable the computer system to continue running at full capacity of operation in the event of a power outage.**

Sentinel's primary monitoring center is equipped with an Uninterruptible Power Supply (UPS) that, during normal electrical power operation, provides filtered and regulated power to all of the monitoring center's components. The UPS unit serves to protect all computers and electronic equipment from unexpected power spikes or surges that can damage components. If a power outage does occur the UPS continues to power the entire monitoring center as normal and can do so for up to 60 minutes. This is more than sufficient power capability as Sentinel's on-site diesel generator automatically begins operation within 30 seconds upon registering a power outage. There is no memory loss due to the fact that Sentinel's on-site generator initiates service within one (1) minute of commercial power loss. Once operating, Sentinel's generator can provide power for the entire monitoring center for up to 10 days or longer if refueled. The diesel generator is regularly inspected to ensure that it remains in operational order at all times.

**Through the use of Sentinel's on-site UPS unit and diesel generator, Sentinel's monitoring center can operate through any loss of commercial power, even over an extended period of days (in excess of 72 hours). Sentinel has never lost any data or performance capability due to power losses of any sort.**

**5.1.5. Monitoring system shall provide for an orderly back up of data at least once a day to prevent data loss due to system failure to include a description of procedures to back up of data.**

Sentinel stores/archives for retrieval/backup all monitoring data so that all authorized users with a computer and Internet browser (i.e. home computer, office computer, other) can view or exchange monitoring and tracking data, such as enrollment, curfew assignment or changes, caseload review, reports and terminations, with the Sentinel monitoring center using secure website access. The data remains the property of the customer, and at the end of the contract life, all records will be returned to the NH DOC.

Sentinel secures all system data so it can be re-created should the system fail or the data corrupts. Sentinel's system architecture is designed to provide regular and reliable data backups while the system remains online and available. Databases are backed up on removable discs, using the industry recognized Symantec Backup Exec software data back-up and disaster recovery software package. The discs are encrypted to ensure security of the data stored in a secure, off-site location. Sentinel makes full backups daily and incremental backups every hour. Encrypted backups are sent off-site and kept in a secure fireproof storage facility which is located 30 miles away for one (1) month. Month end backups are sent off-site to be archived for a period of 12 months and year end backups are sent off-site to be archived for five (5) years. Transportation of backup media in locked containers to and from the backup facility and the Sentinel monitoring center and is performed only by authorized personnel.

If system recovery is necessary, Sentinel is not limited to the sole use of back-ups, as it images the key permanent elements of the system upon installation, including the web server, database server and call handler. Imaging allows the server's operating system, and key applications and setting to be re-created without the requirement for a full rebuild, facilitating a rapid recovery. Once imaged, system databases are restored from the most recent backups

**5.1.6. Monitoring system shall be capable of continuously initiating, receiving and storing all calls and voice responses of the offender and data sent by the receiver dialer, together with the date and time of each occurrence. All voice responses shall be permanently recorded on tape for later playback and analysis for substance abuse, unusual responses and additional identification. All data shall be continuously stored electronically with print out capability on line in real time and later shall be printable in various report formats as required and/or requested by the NH Department of Corrections.**

Our Monitoring system is capable of continuously initiating, receiving, and storing all calls and voice responses of the participant and data sent by the field monitoring equipment, with the date and time of each occurrence.

Our system is comprised of a multi-server configuration that processes incoming data and alert calls from our monitoring and tracking units in service. All field units report-in via either landline or cellular networks to our Monitoring Center. All incoming and outgoing calls into and from our monitoring center are recorded on tape and can be available for immediate playback and analysis. In addition, all monitoring activity of offenders placed on the program are stored in the system and activity reports are readily available on line via the secure web based monitoring application.

**5.1.7. Monitoring system shall be equipped with sufficient number of workstations and operators to accommodate the data entry, changes, report printing and other functions without disrupting the monitoring process.**

Sentinel's monitoring center is fully equipped with a sufficient number of workstations and professionally trained staff who are available 24 hours a day, 7 days a week, and 365 days a year in order to assist NH DOC staff with data entry, changes, report printing, and any other required functions without disrupting the monitoring process.

**5.1.8. Monitoring system shall have the ability to perform random calling within at least six (6) different curfew periods per day on a customized schedule for each offender. In the event that an offenders' unauthorized absence is reported by the radio frequency portion of the system, the computer system must have an automatic call back feature and provide immediate and one hundred (100) percent accurate verification that the offender is or is not present.**



Sentinel engineers control the web-based data fields, reports and queries, ensuring Sentinel is fully capable of meeting agency data and reporting needs. As an additional benefit, users can enroll participants in the system and activate them at a later date. Agency officers, equipment installers or authorized monitoring personnel can activate the saved enrollment upon notification of in-home equipment installation or on the participant's scheduled start date. Users also have the ability to terminate a participant's monitoring through the SenTrak. The SenTrak system provides authorized staff with the ability to force resolution when terminating clients from the system. Additionally, SenTrak users can schedule participant's terminations for a time in the future.

SenTrak and its supporting databases provide for the ability to monitor and store information for each agency and officer utilizing the program as well as each individual participant enrolled in the program. Agency specific information can include but is not limited to agency name, address, telephone, fax, and pager numbers, group agency name and address, default monitoring configuration parameters, default field equipment parameters, alert processing procedures. Officer specific information can include but is not limited to name, address, telephone, fax, and pager numbers. Participant specific information includes, but is not limited to, participant name, date of birth, SSN, address, phone, etc), photo, enrollment date, supersizing officer, case plan (risk level) and corresponding notes, zones (inclusion, exclusion), schedules (curfew rules), alerts, location data (historical and current), and termination data.

**5.1.10. Monitoring system shall have an alert system so that the Contractor's monitoring center shall notify the NH Department of Corrections by telephone or email of any unauthorized absences, late arrivals and equipment malfunctions and tampering upon occurrence indicating the offenders' name, unit number and violation type as agreed to and arranged by the NH Department of Corrections.**

SenTrak provides many advanced features including the capability to determine notification protocol(s). Sentinel will work with the agency to determine and program appropriate agency notification profiles based on the type of program and level of risk to public safety of its participants. Each agency will have the capability to determine an agency specific level or levels of notification. Each authorized user within the agency will then have the ability to choose from the agency-determined notification protocols on a per participant basis. For example, an officer can choose to receive only an email notification of violations for a particular participant but may choose to receive a telephone call and an emailed report of the violation for a different participant. Additionally, individual users can choose to exclude certain events from notification if deemed unnecessary on a per participant basis. These events would still be included on daily, weekly or monthly reports. Notification methods can also vary by supervising personnel.

**Sentinel is capable of sending alerts to one (1) or more NH DOC personnel via e-mail, text message, fax, and/or voice calls (to landline or cellular phones) at the discretion of department.** SenTrak will provide notification alerts for all of the program's electronic monitoring equipment feeding data into the monitoring center including curfew and zone violations, equipment tampers, and other noncompliance events. All notification alerts can be simultaneously sent to various parties, including field agents, local law enforcement personnel, external message notification systems, and offenders themselves based on the alert. Sentinel will work with the department at program startup to determine all alarms and notification protocol according to exact requirements. Sentinel offers alert notification through various methods based on levels of urgency. The notification tools we use include the following:

- Cell phones with text-messaging capabilities
- Facsimile reports
- Alpha Pagers
- Email notifications
- Direct phone calls to designated agency staff

Prior to each program deployment, Sentinel will meet with the participating agency staff to create a Notification Requirements matrix providing the protocols for each type of alert, notified officer, time of notifications, and preferred method of communication. Thereafter, Sentinel’s Project Manager April Gness will maintain regular communication with department staff to update and/or tailor the matrix to the needs of the agency and program.

**5.1.11. The Monitoring system shall be able to generate reports as required and requested by the NH Department of Corrections.**

SenTrak will generate the following standardized RF and GPS tracking reports immediately and on an on-going basis directly through the software with no monitoring center intervention.

- Alert Report: Gives a history of all alerts associated with one (1) or more participants
- Event Log: Gives a history of all alerts, events and a log of information
- Alert Summary Report: Provides a statistical view of alert types by volume

Additionally, SenTrak’s “Group Reports/Alert” function allows authorized personnel to display their active multi-piece caseload by alert status. The “Group Status by Alert Report” function shows all offenders whose alerts are unresolved. The “Group Violation Reports by Category” function provides all violation activity ordered by category for a selected time period. Sentinel can also continuously make available the following multi-piece reports:

- Individual
  - ✓ All activity
  - ✓ Violations only
- Group
  - ✓ All activity
  - ✓ Violations by Individual
  - ✓ Violations by Category

**IMPORTANT SENTINEL ADVANTAGE:** Sentinel’s “Event Detection” feature is a built-in feature

of the SenTrak web-based monitoring application. Most vendors who offer crime correlation software require users to access a separate program, which increases the time and effort necessary to reach the desired data. By incorporating the “Event Detection” or location correlation into the main application portal, Sentinel is able to offer its customers the ability to initiate a query against the entire population of offenders on GPS tracking in just a matter of minutes in four easy steps and on-demand, to determine precise information regarding an offender’s location. Officers can enter the date, time and location of any crime and promptly receive a report of all offenders who were near the scene. The results of the query can also be displayed graphically

**GROUP CRIME SCENE CORRELATION**  
 The Group Client All Activity reports will provide all monitoring activity for all offenders in your caseload for a selected period. This will include all information including:  
 • Alerts  
 • GPS Zone Violations  
 • Equipment Tamper  
 • Authorized Leaves and Entries  
 • All named monitoring events

Crime	Place Name	Address	From Time	To Time	
211 Burglary	7-11 Store	1 Civic Center Drive	06/01/2006	6/2/2006	
[ID930232]	Offender	Device	Dist.	Arrived	Left
		16306314642	989 meters	06/01/2006 08:49:58	06/01/2006 11:26:58
		[ID930236]	794 meters	06/01/2006 06:13:40	06/01/2006 20:11:48

Print Report

on an individual map, which allows the event and plotted offender information, relative to the query, to be viewed.

The “Event Detection” feature is accessed under the Reports menu in SenTrak. Once accessed, the officer will then input location information, including street address, city, state and zip code. Next the officer will enter the type of crime along with the date and time of the incident. A specific radius is then input in order to generate a report of all offenders who were near the specified location of the crime. Officers are able to perform these searches 24 hours per day, seven (7) days per week, 365 days per year from any Internet-enabled computer with proper access rights to the SenTrak software.

Upon completion of the entry of the event information, a report of all offenders within the specified radius is displayed in a table. This report displays the offender’s identification number, the device number, the distance from the crime scene, and the time of entry and departure from the area. By placing the mouse over the offender’s ID, the offender’s name and address can be displayed in a pop-up window. This report can be viewed on screen or printed for later review.

In order to allow cross-jurisdictional queries without creating unauthorized information release, agencies and supervising officer’s information are not provided. Sentinel can make this data available upon notification to the supervising agency and officer of the relational “hit”. Once authorization is received, Sentinel can place the two (2) agencies in communication with one another in order to determine the relevance of the data. Once the table is generated, a map can then be displayed by clicking on the Crime Type. This map distinguishes the crime location by placing a red star upon the location. Each offender within the specified radius of the crime is noted by a green dot along with the client’s identification number.

**6. Monitoring Equipment: Transmitter and/or other device worn by offender.**

**6.1. Minimum requirements:**

**6.1.1. Structural Components/Features: Transmitter shall be small, lightweight and easily installed on the offender’s ankle or wrist with minimal training and experience of the installer:**

- List size, weight, installation procedure and time, special tools required, also procedure and time for replacing straps;
- The strap and any required fasteners must not be available to the general public either commercially or through any mail order outlet;
- Transmitter shall be shock resistant, water and moisture proof, and function reliably under normal atmospheric and environmental conditions; and
- Transmitter shall be hypoallergenic and not pose a safety hazard or undue restriction for activities of the offender.

Sentinel Offender Services LLC is committed to providing our customers the highest level of electronic monitoring and offender management services. Sentinel maintains our ISO 9001:2008 certification by focusing on maximizing each business process and quality operating system and safety standards to satisfy customer needs.

The *RF Patrol* personal transmitter unit (PTX2) is 1.57 X 2.72 X 0.77 inches and weighs 1.51 ounces. The unobtrusive, hypoallergenic and sleek PTX2 design makes it one of **the smallest body-worn bracelets available on the market**. It is easily, securely and comfortably attached to the ankle of participants under normal slacks. It is moisture and waterproof, shock resistant, unaffected by normal human environmental and atmospheric conditions, and does not pose a safety or health threat to the

wearer or unduly restrict the activities of the participant. The sonically sealed casing protects against dust, and other potential contaminants. The single piece design of the bracelet results in one of the most durable bracelets in the industry.

The UniTrak ankle-worn GPS device is 4.25 X 2.25 X 1.5 inches and weighs 6.5 ounces. The UniTrak GPS device is designed to fit contoured with the participant ankle providing a comfortable fit and the strap is made with hypoallergenic material. The UniTrak GPSV device operates under normal atmospheric conditions. The device casings are sonically welded to protect against dust and other potential contaminants and the enclosures are manufactured with high impact, hypo-allergenic plastic that is 100% water and moisture proof and shock resistant to ensure participant safety and health while still providing consistent tracking and monitoring capabilities. The single piece design of the device results in one of the most durable GPS one-piece devices in the industry.

**6.1.2. Federal Communications Commission (FCC): Transmitter shall comply with all applicable Federal Communications Commission rules and regulations and must be registered with the FCC.**

- List FCC registration number.

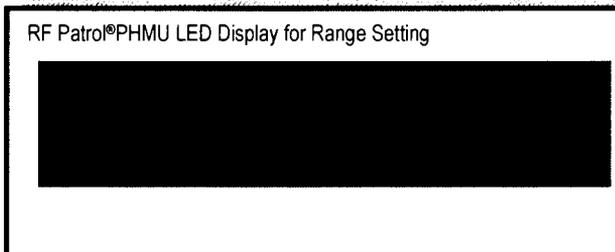
All proposed transmitter monitoring devices has been tested to comply with the Federal Communications Commission (FCC) regulations. Sentinel's FCC certification includes the following:

- *RF Patrol* PTX Transmitter: NSNPTX08
- UniTrak GPS Tracking Device: VZL-SENTOP001

**6.1.3. Radio Signal: Transmitter shall send an individually coded signal that has a range of approximately one-hundred fifty (150) feet.**

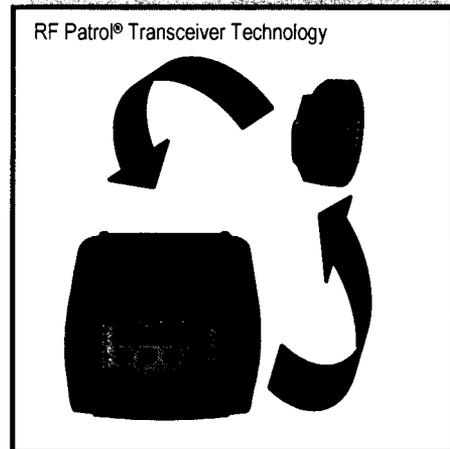
- Transmitter coded radio signal shall not be the same as any commercially available product and shall be designed to discourage tracing and duplication of the signal by a participant or an accomplice.

The *RF Patrol* PTX2 emits a unique, constantly changing signal on average approximately every 18 seconds. Each time the PTX2 transmits its signal, it reports the serial number of the PTX2 associated to the participant, its power status and tamper status. **IMPORTANT SENTINEL ADVANTAGE:** The PTX2 records and reports each tamper as a separate event alerting the agency of a participant's tamper frequency level. The *RF Patrol* monitoring system's signal range is agency programmable and variable with three (3) settings as follows:



- Low, approximately 50 feet
- Medium, approximately 100 feet
- High, approximately 150 feet

The *RF Patrol* PTX2 is actually a transceiver. Sentinel developed and designed the PTX2 with innovative state-of-the-art two-way radio signal capability. This feature allows the PTX2 to communicate with the home monitoring unit and also allows the PHMU to communicate back to the PTX2 to confirm receipt of the signal in a range up to 150 feet. In contrast, other vendor's systems only offer one-way transmissions from the bracelet to the receiver. Through utilizing a two-way radio signal, the *RF Patrol* system eliminates problems that plague other radio frequency monitoring systems, such as dead zones, hit or miss signaling, and false alerts. This technology has improved accuracy and provides faster overall notification.



Additionally, *RF Patrol* has one of the shortest departure “leave windows” in the industry, allowing *RF Patrol* to report departures and arrivals quickly and accurately.

To prevent interference, tracing or duplication of the radio frequency signal, the *RF Patrol* bracelet signal has a 24-bit data string with more than **four (4) million** unique combinations. This design prohibits duplicates or interference from other RF signals commonly found in homes. The RF transmissions are the most reliable, sophisticated, and highly encrypted in the industry, and incorporate the following advanced security features:

- **Frequency Alterations:** The *RF Patrol* bracelet signal features a patented circuit and is designed to discourage tracing or duplicating by automatically and constantly changing the PTX2 transmission pulse rates (unique to each bracelet) during every other pulse to provide added protection against signal duplication and/or frequency interference.
- **Encrypted Radio Transmissions:** The *RF Patrol* bracelet uses more than **four (4) million** unique transmission combinations. The constantly changing pulse rate is unique for each active bracelet, making it virtually impossible to predict or duplicate through the use of counterfeit transmitters or other radio equipment. The PHMU is aware and anticipates how each specific bracelet will vary transmissions. **No other electronic monitoring companies have incorporated this intelligence into their radio frequency monitoring systems units or devices.**

The UniTrak GPS device when paired with a Home Unit establishes RF Monitoring when the participant returns to the residence, in that the Home Monitoring Unit will assume the monitoring of the participant presence/absence via RF. While in RF range, our system deactivates the GPS tracking and assumes residential curfew monitoring via proven RF tether technology. We accomplish this by our UniTrak's unique and patented design of being a GPS and RF-enabled device. **The Home Unit is equipped with variable ranges in that the unit range can be programmed from approximately 50 feet up to 300 feet depending on the size of the home and NH DOC requirements.**

**IMPORTANT SENTINEL ADVANTAGE: Sentinel's Full Feature Home Monitoring Unit (HMU) includes features NOT possible in other vendor's basic “beacons”:**

- 2-way RF Transceiver Signaling with UniTrak GPS Unit (both UniTrak and the Full Feature HMU have 2-way RF signaling similar to the *RF Patrol* capabilities identified herein)
- Landline / Cellular for Reporting in ALL Locations
- 110VAC Operation w/50+ Hour Back-up Battery

- Alphanumeric Display , Audible Alerts & Buttons for Participant/Officer Prompts & Acknowledgement
- Non-volatile Memory Stores & Reports Events
- Motion Sensing/Reporting
- Range Testing
- Multiple Selectable Range Settings
- Variable Leave Window
- Variable Reporting Interval
- Reportable events:
  - ✓ Enter/Leave/Curfew
  - ✓ Power/Phone Disconnect/Reconnect
  - ✓ HMU In Motion
  - ✓ Tamper Attempts

**6.1.4. Radio Frequency Range:** Transmitter shall not interfere or be interfered with radio transmitters normally used by police/corrections officials, law enforcement, emergency services, electronic security systems, or other radio devices.

- Identify transmitter operating radio frequency range.

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**6.1.5. Programmability: Transmitter must be field programmable.**

The *RF Patrol* bracelet is field programmable to any RF Patrol Personal Home Monitoring Unit (PHMU). In addition, the UniTrak GPS device is also field programmable to any optional Platinum Home Monitoring Unit.

**6.1.6. Passive Offender Identifier: Transmitter shall have a totally passive offender's identifier unit which shall be used to automatically, immediately and accurately confirm its presence when a telephone call to the location is initiated by the central computer system.**

The *RF Patrol* radio frequency bracelet and UniTrak one-piece GPS device is equipped with its own independent and unique serial number which provides a unique identifier for the bracelet. When properly enrolled into the monitoring system and installed on a participant, the monitoring system automatically associates events received from the RF Patrol bracelet and companion Home Monitoring Unit to the participant enrolled on the system and wearing the RF Patrol transmitter device.

**6.1.7. Battery Features: Transmitter shall be battery powered and have a one (1) year minimum continuous operating life without need for battery recharging or replacement.**

- List battery shelf life, operating life, and how battery is replaced; and
- Batteries powering the transmitter shall be easily replaced in the field and shall not require replacement of either the transmitter or the receiver/monitor in the home.

The *RF Patrol* PTX2 is powered by a lithium thionyl-chloride, 3.6V, 750 milliamp hours (mAh) battery pack that is designed for a continuous operating life of 2 years, proactively replaced by Sentinel at an 18 month interval and has a four (4) year shelf life. The *RF Patrol* transmitter unit is manufactured as a completely sealed unit to provide a reliable battery life. The sealed unit ensures longer battery life by prohibiting leakage and eliminating the need for assembly during device installation. **IMPORTANT SENTINEL ADVANTAGE:** The transmitter is battery powered with a **battery that is designed for 2 years useful life** and is proactively replaced by Sentinel at an 18 month interval. If the battery depletes, Sentinel will provide a replacement PTX2 at no cost (**Emphasis: Other RF vendors have only half the bracelet battery life of only one year thereby requiring twice the service calls directly impacting participant and officer confidence.**)

The UniTrak tracking device is equipped with two (2) lithium ion batteries designed to provide at least 12 months utilization when in service and at least one (1) year when not in service. The UniTrak device battery will provides 500 recharges. As the UniTrak GPS devices are manufactured as completely sealed units to ensure device integrity, the UniTrak device needs to be returned to Sentinel for battery replacement. Sentinel's Inventory Control Specialists' keep accurate records and aggressively replace batteries when returned to the warehouse for repair. Sentinel will provide replacement a UniTrak device for any unit nearing the end of its battery life and all replacements will be conducted by our local staff.

**6.1.9. Tamper Resistant Features: Transmitter must be capable of being securely attached to the offender in such a manner in which efforts to tamper with or remove the device are detectable. The strap and circuitry within the transmitter must enable the transmitter to immediately notify the central computer (when in range of the receiver) of any tamper attempt or removal from the offender. This would include severing the strap or removal of the transmitter without severing the strap.**

- The transmitter shall transmit a specific "Tamper" signal immediately when it has been tampered with;
- If tampered with out of range of the receiver, the tamper signal shall still be present and recorded by the receiver when the transmitter returns within range of the receiver; and
- The tamper signal shall continue to be transmitted to the central computer until reset by authorized agency personnel.

*RF Patrol* has a highly advanced tamper detection scheme. Sentinel was the first to introduce its sophisticated fiber-optic strap design that uses light rather than a conductive circuit to ensure the participant cannot tamper with the unit without the generation of a tamper report. The 16 individual tamper detection circuits embedded in the strap send a pulse of light through the fibers at a rate faster than once every second, constantly confirming the status of the strap. If a participant attempts to cut the fiber-optic strap **or remove** the unit, the unit automatically activates a "tamper alert" signal and transmits the "tamper alert" to the home monitoring unit on an average of approximately once every 18 seconds while in range. Sentinel bracelets have proven successful and corrections agencies that rely on the most accurate technology available have confidently used this fiber-optic circuitry worldwide. This unique technology eliminates the concern of "false tamper" alerts created through normal usage at home or in typical work environments.

**6.10. Operation of Tamper Resistant Features: Contractor shall identify the following:**

- How tamper resistant features operate;
- What conditions or circumstances a false tamper alarm shall be produced;
- Known instances where an offender has defeated the resistant feature; and
- Ability and how to reset the tamper feature.

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RF Patrol® PHMU LED Display



Sentinel provides varying length straps designed to fit any ankle size. When properly installed, participants cannot remove the bracelet without destroying the strap and setting off the primary tamper circuits. Properly installed, participants cannot stretch or slip off the PTX2 without detection. Following initial activation, *RF Patrol* does not allow unattended, automatic resetting of tamper alarms. It does provide the capability for inspection of the band and clips and if determined necessary, agency personnel can use a unique key fob to disable, remove, inspect the back of the bracelet, and then reset the bracelet once the band is secure. A visual inspection produces a "Restart" event for the PTX2 bracelet, confirming that an authorized person has manually reset the device.

**IMPORTANT SENTINEL ADVANTAGE:** The following chart highlights the technology advantage of Sentinel bracelets over other companies in the industry:

Bracelet Features	Sentinel – RF Patrol PTX2
<b>Participant Worn Device</b>	Unique watch-size bracelet device for wrist or ankle
<b>Device Specifications</b>	Smallest and lightest available on the market at 1.57 X 2.72 X 0.77 inches and 1.51 ounces Waterproof and shockproof 100% humidity resistant
<b>Tamper Alert</b>	Yes, patented multiple fiber-optic circuits
<b>Bracelet Battery Life</b>	Designed for 2 years life, proactively replaced by Sentinel at an 18 month interval, four (4) year shelf life, Remaining batter life visible on PHMU display, PTX2 LED light indicates low battery life
<b>Activation</b>	On-site range testing & programmable range during installation (no software or monitoring center involvement required)
<b>Deactivation</b>	Rapid, simple shutdown of bracelet via two-way RF link
<b>Simple Assembly of Bracelet</b>	Easiest to install in the industry Bracelet is a sealed unit Four (4) easy to install bracelet pieces
<b>Transmission Signal</b>	Transceiver two-way communications technology (both a transmitter and receiver of signals) Unique semi-spherical antenna Variable transmission range of 50, 100 or 150 feet

**7. Receiver/Dialer/Monitor**

**7.1. Minimum requirements:**

**7.1.1. Federal Communications Commission:** The receiver/dialer/monitor shall comply with all applicable FCC Part 15 and 68 regulations and shall be registered with the FCC.

- List FCC registration number.

All proposed equipment has been tested to comply with the Federal Communications Commission (FCC) regulations. Sentinel’s FCC certification includes the following:

FCC Certification
NSNPTX08
NSNPHMUC08
NSNPHMUL08
QFPTGP79AE
OEHDUALTRAKPID

VZL-SENTOP001

FCC CFR47, Part 15, Subpart B / Class B  
Radiated Emissions (30 MHz – 2000 MHz) = Pass  
Conducted Emissions (0.45 MHz – 30 MHz) = Pass

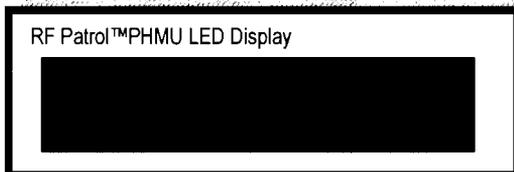
Additionally, Sentinel maintains ISO 9001-2008 accreditation for the provision of electronic monitoring services to ensure the establishment of quality objectives throughout our departments and to ensure all staff have access to needed resources and training to support the quality management system. Additionally, our manufacturing division received ISO 9001-2008 accreditation in January 2009. In August of 2013, Sentinel obtained re-certification of our ISO 9001-2008 accreditation with a comment from the auditor complimenting Sentinel's outstanding team and methodologies.

**7.1.2. Installation:** Receiver/dialer/monitor shall be capable of being easily attached and/or installed to the offender's telephone and telephone outlet using standard RJ11-C modular telephone connector jack or plug.

- Describe method of installation and time involved.

The PHMU has a simplified startup, enrollment and shutdown process completed via the PHMU front panel display. To initiate the PHMU's setup mode, authorized installers must insert the PHMU Menu Key in the back of the device and ensure that the Officer Personal Identification Device (OPID) is in the vicinity of the PHMU.

**IMPORTANT SENTINEL ADVANTAGE:** To access the PHMU setup mode, installers must have both the PHMU Menu Key and the OPID. This provides added confidence to the agency that participants will never have access to the setup menu, even if the PHMU Menu Key is left at the participant's residence or an OPID is lost.

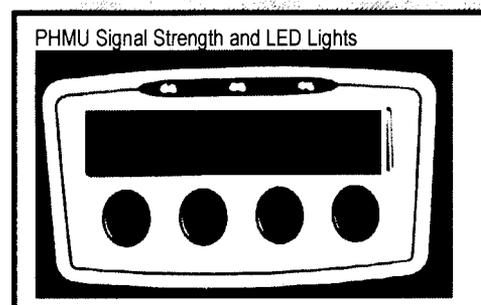


While in setup mode, installers can quickly view settings through the front panel display and configure or change settings using the front panel keypad. Upon initial activation, the **RF Patrol™** PHMU unit's front LCD panel displays visible written confirmation that the PTX2 band is securely closed and a visual signal

strength indicator. Additionally, Light-Emitting Diode (LED) lights on the PHMU provide a clear indication that it is receiving the signal from the transmitter.

Sentinel's **RF Patrol™** unit provides both LED lights and an LCD display to ensure full functionality and to display power statuses, RF signal strength and many other operational messages. **RF Patrol™** PHMU features three (3) LED lights directly above the LCD screen that illuminate under the following conditions:

- The red light on the left is associated with PHMU calling in events
- The yellow light in the middle is associated with the phone line connection
- The green light on the right is associated with the power connection



The PHMU startup can be completed at the DOC facility without having to go the participant's monitoring location. Once start-up is completed, program participants can install the *RF Patrol*<sup>TM</sup> PHMU in the home (or applicable base monitoring location) in less than five (5) minutes through plugging the unit into the wall power outlet and connecting the phone line to the wall jack. The PHMU communicates all reports to the monitoring center via a landline communications network.

**7.1.3. Transmitter Signal Features: Receiver/dialer shall accept and activate reporting activities only from the unique signal of the corresponding transmitter attached to that one (1) offender.**

The RF Patrol transmitter installed on the offenders ankle can be paired with a RF Patrol Home Monitoring Unit. Once enrolled and installed, the HMU will only receive and report events associated to the participants monitoring activities.

**7.1.4. Power Features: Receiver/dialer shall be powered by 110 volt AC line current, with an internal battery back-up capable of providing a minimum of sixteen (16) hours of continuous operating power in the event of a 110 AC power loss.**

The *RF Patrol*<sup>TM</sup> PHMU is designed with a built-in auto-recharging backup battery that functions for up to 48 continuous hours of full operation in the event of a commercial power failure at the participant's home or power cord disconnection. Additionally, the PHMU will produce a red front panel indicator light to encourage the participant or other person in the home to ensure the unit is properly plugged in and to reconnect the PHMU power cable if he or she discovers a problem. Despite the reason for power outage, the built-in back-up battery will provide full operation (including dialing and reporting) during continuous power outages for up to 48 hours. Receivers of some other manufacturers do not offer complete operation until 110 volt AC power is restored, dramatically impacting response times for notification. This feature is particularly important to agencies that do not have weekend/holiday officer coverage to respond to exceptions. Sentinel will notify the agency immediately each time there is a power outage or restoration of power.

**7.1.5. Internal Clock/Memory: Receiver/dialer shall contain an internal clock and a memory to store and time stamp data in the event that telephone communication with the central computer is disrupted.**

In the unlikely event that a power outage exceeds the 48 hour battery back-up and is forced to shut down prior to reporting any event, the *RF Patrol*<sup>TM</sup> receiver has an internal non-volatile memory capable of indefinitely storing 1,024 events, including date/time stamps. The unit retains all stored events **and reports them to the monitoring center upon power restoration.** Sentinel's proposed solution is also capable of retaining monitoring information in the event of loss of communications with the monitoring center. If telephone service is interrupted, the PHMU will prioritize and store activity data in the PHMU non-volatile internal memory, automatically reporting the statuses immediately upon the return of telephone service.

**7.1.6. Alerts: Receiver/dialer shall be capable of seizing a telephone line when not in use, and deliver courtesy "alert beeping tones" on a line in use; in order to initiate communications with the central computer system.**

If the PHMU needs to report a status and cannot due to telephone usage, the PHMU delivers courtesy beep tones to alert the participant that they should relinquish the telephone line and allow the unit to report. The beep tones will repeat again in approximately two (2) minutes. If the participant does not relinquish the telephone line within approximately two (2) minutes of the first message, then the PHMU

will generate a "Telephone Disconnect" event that is stored in internal memory. The PHMU will automatically send all stored data to the monitoring center when telephone communications are restored or the unit is retrieved from the participant's home and connected to a phone line.

**7.1.7. Radio Signal: Receiver/dialer shall be capable of receiving the radio signal from the offender's transmitter within the specified range of approximately one hundred and fifty (150) feet without undue obstruction from metallic objects or interference from household electronic equipment.**

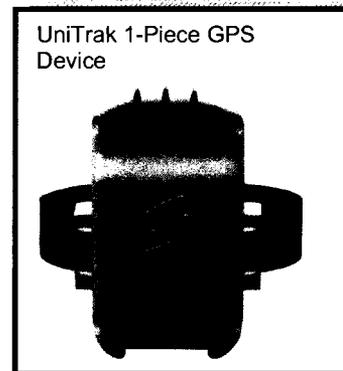
The **RF Patrol™** monitoring system's signal range is agency programmable and variable with three (3) settings as follows:

- Low, approximately 50 feet
- Medium, approximately 100 feet
- High, approximately 150 feet

The **RF Patrol™ PTX2** is actually a **transceiver**. The PTX2 features two-way radio signal capabilities. This feature allows the PTX2 to communicate with the home monitoring unit and also allows the PHMU to communicate back to the PTX2 to confirm receipt of the signal in a range up to 150 feet. In contrast, other vendor's systems only offer one-way transmissions from the transmitter to the receiver. Through utilizing a two-way radio signal, the **RF Patrol™** system eliminates problems that plague other radio frequency monitoring systems such as hit or miss signaling, false signals and significant delays for reporting events.

Sentinel will provide the required Global Positioning Satellite (GPS) services through the provision of our GPS tracking equipment, software, and services. Sentinel's 1-piece GPS tracking device, **UniTrak**, will be utilized for the tracking and reporting of all program participant activities to Sentinel's monitoring system. Our UniTrak can be used to provide different levels of GPS tracking in order to best meet the needs of the specific participant populations. The device has multiple unique, state-of-the-art features that make it a valuable supervision tool including:

- Primary GPS plus secondary AFLT cellular RF triangulation capable of tracking in locations where GPS alone can NOT
- Multiple levels of GPS tracking
- Simple install via snap-on of three (3) components (unit, back plate & ankle strap)
- USB Connector for secure battery recharge
- 33+ Hour Battery Life on a 1.5 hour charge
- Waterproof design
- Participant Notification via Programmable LED Lights & Vibrating Alarm
- Anti-tamper detection/reporting
- Sprint cellular communications plus roaming in established Verizon/Sprint alliance areas
- Can be paired with a Full Feature RF Home Monitoring Unit (HMU):
  - ✓ Creates a stationary radio anchor for UniTrak providing increased tracking accuracy indoors similar to traditional RF monitoring
  - ✓ Monitoring of participant on a vertical plane
  - ✓ Landline reporting for participants in cellular deficient areas, Optional Cellular capability for participants without home phone lines

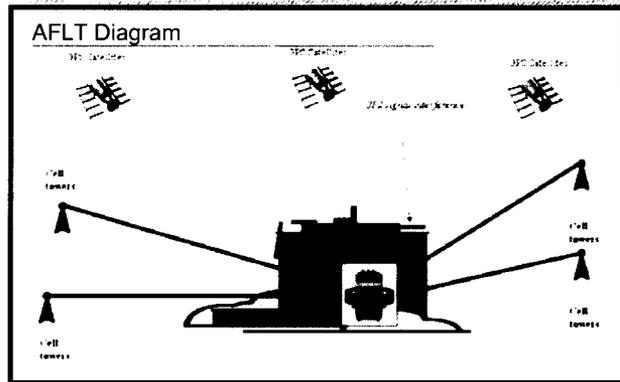


- ✓ Display, audible alarms & acknowledgement button

**IMPORTANT SENTINEL ADVANTAGE:** Sentinel's UniTrak GPS pricing herein includes **both GPS plus AFLT cellular RF triangulation at no additional cost** – AFLT is capable of tracking in locations where GPS alone can NOT (indoors, underground, etc.)

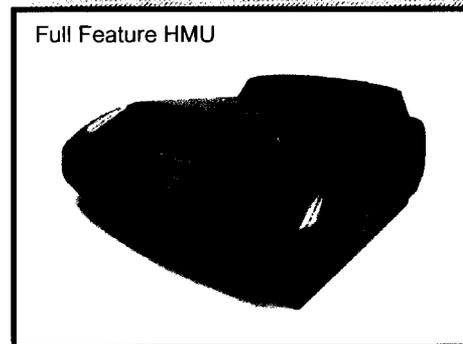
**Emphasis:** UniTrak includes AFLT technology. In the event that the GPS reception is less than optimal, our UniTrak device is equipped with AFLT which uses true cellular RF tower triangulation to provide the participant's location. This technology serves as a secondary tracking system and enables us track participants in locations where GPS alone can NOT.

This enhanced dual-tracking feature allows reliable location tracking from a single device even in impaired environments. AFLT triangulates utilizing ambient longitude and latitude data advertised in the environment. Sprint employs this technology to locate cell phone users who dial 911. In ideal conditions, a UniTrak device acquires a GPS signal within 60 seconds and provides virtually continuous real-time location data of monitored participants. When the device registers no GPS signal, UniTrak's AFLT will provide the agency unmatched confidence that the device is reliably tracking the participant's location.



Older technologies that use GPS alone cannot accomplish this accuracy and will not track participants in areas where GPS is impaired (for example, inside buildings) however the UniTrak device will. **Emphasis:** While **certain other vendors consider AFLT an "option" at a higher price**, Sentinel confidently believes this feature is too important to do without, thus **Sentinel has included AFLT cellular RF triangulation at no additional cost within our 1-Piece GPS prices herein. Emphasis:** Only vendors on the CDMA networks (Sprint, Verizon) can provide true AFLT cellular RF triangulation. Other vendors with GPS systems operating on GSM cellular networks (such as T-Mobile, AT&T) have developed cleverly worded alternatives ("Enhanced Secondary Location Tracking", "ESLT", "Tower-Based Tracking"). It is important to recognize that those GSM services can NOT provide triangulation to locate the participant's bracelet rather, they can only identify the location of the individual cellular tower last communicated with – Those cell tower locations may be miles from the participant's/bracelet's actual location. **As part of proposal evaluations, we respectfully encourage NH DOC to inquire/verify the following from all proposing vendors: "Is the secondary tracking truly triangulating and locating the bracelet or merely a cell tower location?" and "Is AFLT cellular RF triangulation included in the proposed prices, if NOT how much more does it cost?"**

In addition to AFLT cellular RF triangulation, Sentinel will provide the option to pair UniTrak with a second piece of equipment - Sentinel's Full-Feature Home Monitoring Unit. Using our proven radio frequency-based electronic monitoring system as the foundation, we added our GPS unit to provide GPS tracking services and pioneered the "GPS over Radio Frequency" monitoring model. As an additional option, Sentinel offers NH DOC the capability for a **Redundant GPS with RF system**. No other vendor has this equipment model. Whereas other vendors may offer a simple



“beacon” device to use with their one piece GPS unit, our system consists of the UniTrak GPS unit and our RF-based Home Monitoring Unit. When UniTrak is paired with this Full Featured RF Home Monitoring Unit (HMU) it offers several unique features:

- Creates a stationary radio anchor for UniTrak providing increased tracking accuracy indoors similar to traditional RF monitoring
- Monitoring of participant on a vertical plane
- Landline reporting for participants in cellular deficient areas, Optional Cellular capability for participants without home phone lines
- Display, audible alarms & acknowledgement button

While the participant is away from the residence, our UniTrak device will track the participant on a minute by minute basis and report the activity as required. However, when the participant returns to the residence, our Home Monitoring Unit will assume the monitoring of the participant presence/absence via RF. While in RF range, our system deactivates the GPS tracking and assumes residential curfew monitoring via proven RF tether technology. We accomplish this by our UniTrak's unique and patented design of being a GPS and RF-enabled device. **GPS Tracking when away from the residence; RF Tether-type monitoring while at the residence. There is NO other system that has this level of reliable, error-free tracking/monitoring capability.**

This creates a secure tracking / monitoring system that eliminates issues found with other vendor's one-piece devices that may suffer from “GPS drift” issues commonly found when using one piece devices without a true home monitoring unit.

**IMPORTANT SENTINEL ADVANTAGE:** Sentinel's Full Feature Home Monitoring Unit (HMU) includes features NOT possible in other vendor's basic “beacons”:

- 2-way RF Transceiver Signaling with UniTrak GPS Unit (both UniTrak and the Full Feature HMU have 2-way RF signaling similar to the **RF Patrol** capabilities identified herein)
- Landline for Reporting in ALL Monitoring Events
- 110VAC Operation w/50+ Hour Back-up Battery
- Alphanumeric Display , Audible Alerts & Buttons for Participant/Officer Prompts & Acknowledgement
- Non-volatile Memory Stores & Reports Events
- Motion Sensing/Reporting
- Range Testing
- Multiple Selectable Range Settings
- Variable Leave Window
- Variable Reporting Interval
- Reportable events:
  - ✓ Enter/Leave/Curfew
  - ✓ Power/Phone Disconnect/Reconnect
  - ✓ HMU In Motion
  - ✓ Others

**7.1.8. Health and Safety Features:** Receiver/dialer shall not pose any health or safety hazard to the offender or others and shall function reliably under normal environmental and atmospheric conditions.

The Home Monitoring Unit does not pose any health or safety hazard to the offender or others. The unit is designed to function reliably under normal environmental and atmospheric conditions.

**7.1.9. Surge Protector:** Surge protectors shall be built-in or provided for incoming power and telephone lines which are designed in accordance with the receiver/dialer's manufacturer's recommendations to be fully compatible with the proposed receiver/dialer equipment.

The PHMU has internal surge protectors for the power supply and telephone line incorporated into the internal architecture.

**7.1.10. Detection Features:** Receiver/dialer shall be able to detect the following events and immediately communicate them to the central computer with the time of occurrence:

- Arrival of transmitter within range of the receiver/dialer;
- Departure of transmitter out of range of the receiver/dialer (subject to a present time interval);
- Cutting or removal of the transmitter attachment strap from the participant;
- Loss or restoration of 110 AC power;
- Tampering with receiver/dialer including attempts to gain unauthorized access to the internal mechanism;
- Disconnection and restoration of telephone service (disconnection must be communicated as soon as service is restored);
- Attempts to simulate or duplicate the radio signal by a device other than participant's own transmitter;
- Attempts to simulate or duplicate the offender's transmitter signal and immediately report this to the central computer system.

The continuous / uninterrupted (24/7) monitoring will be processed by our monitoring system that is based at our national monitoring center. Our monitoring center personnel will be responsible for processing all alerts and alarms generated by offenders that are enrolled into the program, as well as assisting NH DOC personnel at all times. All procedures will be based on those approved by NH DOC personnel and can be modified at anytime if the need arises due to program changes or new populations are assigned to be supervised. Our field personnel and monitoring center staff are available to aid NH DOC with any report or alarm interpretation assistance that may be required. There is no cost to the NH DOC for these support services.

The software has been designed to provide reliable and secure offender monitoring 24 hours a day, seven (7) days a week and has all of the required data security and anti-hacker components to ensure that the system remains secure from unauthorized access at all times. Our monitoring platform was designed specifically for electronic monitoring and offender tracking applications, and therefore the reporting capability of the monitoring software includes, but is not limited to,:

- Unauthorized absences from the residence
- Authorized exits and enters from the residence
- Failure to return to residence from a scheduled absence
- Late arrivals, early departures from residence
- GPS Zone violations
- Tampering with any equipment

- Loss and/or restoration of electrical power or telephone service
- Missed calls/Late check-ins from any components
- Low Battery alerts from any component

**7.1.11. Non-Activity Communication Feature:** Receiver/dialer shall automatically communicate with the central computer at preset intervals with a maximum of six (6) hours or less, if no offender activity is detected. This shall present status reports and indicates that it is connected and functioning properly.

The PHMU will report at least once every four (4) hours to the monitoring center to confirm proper operation and telephone connectivity. **On average, an RF Patrol™ PHMU will communicate with the monitoring center approximately 10 to 20 times a day.** The G4S monitoring center does not need to call the PHMU or ring the participant's home telephone to verify operation and location. Instead, **RF Patrol™** silently verifies proper operation by implementing regularly scheduled calls from the PHMU to the central computer, using an internal timer unique for each PHMU enrolled. If the PHMU does not report to the monitoring center after four (4) hours, the PHMU generates an **"HMU Late To Test"** notification signifying that the PHMU cannot or has not been able to report at its regular interval. The duration of the reporting interval is programmable in one-hour increments and remotely programmable by the monitoring center via remote access with the PHMU, without the need for the officer to go to the participant's home.

## **8. Maintenance and Repair Services:**

### **8.1. Minimum Requirements:**

**8.1.1. Contractor shall maintain all equipment and spare parts in good operating condition and shall provide prompt repair, replacement and service;**

Sentinel's dedicated Program Manager April Gness will ensure all equipment and spare parts are in good operating condition and she will coordinate with Sentinel's warehouse to ensure prompt repair, replacement, and service is readily available without any gaps in service.

**8.1.2. Contractor shall provide remote service and diagnostics from its service facility, for the Department of Corrections monitoring system as required while the system is in full monitoring operation;**

Sentinel will provide remote diagnostic services for the NH DOC monitoring system as required. As a value add to our services, Sentinel's local dedicated Program Manager will also be available to provide immediate trouble shooting services should the remote diagnostic services fail to correct the matter.

**8.1.3. Contractor shall be the responsible party for the cost of replacement of lost and damaged equipment, if the offender does not make restitution;**

Sentinel acknowledges it's the responsible party for the cost of replacing lost and/or damaged equipment, if the offender does not make restitution.

**8.1.4. Contractor shall maintain equipment in proper working condition; and**

Sentinel's dedicated local Program Manager April Gness will ensure that all equipment is in proper and working condition.

**8.1.5. Contractor shall be responsible for paying all postage or shipping for sending and/or return of units for initial placement, servicing or repair for the life of the Contract and any renewal Contract thereof.**

Sentinel acknowledges it will be responsible for paying all postage and shipping for sending and/or returning units for initial placement, servicing and repair for the life of the contract and any renewal contracts thereafter.

**9. Support Services:**

**Contractor shall provide a free telephone hot line support/service center. Each service/support location must have the ability to electronically access the system for the purposes of performing remote diagnostics.**

Sentinel provides toll-free telephone and facsimile numbers for the agency staff to access operators, technical support, help desk and customer service specialists at the monitoring center. Staffed customer service and technical support operators are available through a toll-free telephone number, toll-free facsimile and/or email 24 hours a day, seven (7) days a week, 365 days a year at the monitoring center at no additional charge to the participating agencies. All monitoring services will be provided by Sentinel personnel and equipment. Sentinel's direct provision of monitoring duties eliminates concerns found with other vendors who have no direct control over their subcontractor's monitoring center.

Sentinel strives to resolve any customer inquiries promptly and on the first contact and the majority of technical problems are resolved through technical telephone support, through remote diagnostics, or through equipment replacement using the on-site spares. Each monitoring center operator has the expertise to easily identify, explain and resolve issues relating to customer needs such as clearing an alert, changing a participant's schedule, performing participant enrollments or entering data into the system. Operators can also provide troubleshooting with tier 1 steps to resolve equipment related issues, monitoring problems or overdues.

As an additional enhancement to Sentinel's 24 hour a day support services, during the busiest periods of the day, Sentinel provides an additional team of support staff delivering specialized services to customers. This specialized support services department includes tier 2 advanced troubleshooting for resolving hardware and software issues for all products and services supported by Sentinel. As a result, during the busiest periods of the day the specialized support services team provides added support services including accessing software platforms for user set up, establishing agency notification protocols, equipment inventory, orders and returns.

In addition, this specialized support services department performs testing and triage of critical or on-going events to the appropriate department(s) for resolution. Sentinel is an innovator in providing this type of support and pro-actively seeks to identify and mitigate re-occurrence of issues that affect Sentinel customers. This department also assists in researching issues to determine the root cause, provides written resolutions to customers, participates in user acceptance testing and round table discussions for product development enhancements, and serves as a secondary point of contact to the Account Management/Field Services personnel for customer enhancement requests, suggestions and ideas.

## **10. Warranty Information:**

**10.1. Contractor shall warranty their equipment for rental to offenders due to manufacturing defects, defective or malfunctioning parts and/or complete product failure.**

Sentinel warrants that all equipment being provided to the NH DOC under this contract will be free of manufacturing defects and that any equipment effected by a defect will be returned. Sentinel will also maintain a spare inventory of equipment on site so that if a piece of equipment needs to be swapped out for any reason there is spare equipment immediately available for replacement.

**10.2. Contractor shall repair and/or replace defective equipment immediately after the notice or knowledge of a malfunction or failure that may impede or interrupt electronic monitoring.**

Sentinel agrees to repair and/or replace all defective equipment immediately after notice or knowledge of a malfunction or failure that may impede or interrupt the electronic monitoring services.

Should a unit be determined to be malfunctioning, Sentinel's on-site team of professionals will coordinate with the appropriate NH DOC staff member to advise his/her of an offender's status and make any arrangements needed to address the equipment malfunction as soon as possible.

## **11. Inventory:**

**Contractor shall maintain an inventory of equipment and devices sufficient to meet the needs of the required Scope of Services and maintain inventory in proper working condition.**

As part of our program operations, we will maintain additional equipment on-site to handle daily installations and any necessary equipment exchanges. This equipment, along with any requested from our warehouse, is available seven (7) days a week for service. If there is any equipment issue, we will respond to and resolve all equipment repairs or replacement according to DOC.

## **12. Curfew Schedules:**

**Contractor shall have the ability to accommodate changes in curfew schedules without disrupting electronic monitoring services.**

Sentinel's proprietary software, SenTrak, is a web-based system that provides a user-friendly interface for offender enrollment, mapping, scheduling, zone creation, communication, view statistical information, and the creation of reports. Sentinel's internal Information Technology (IT) department developed, owns and operates the SenTrak system, providing in-house maintenance expertise as well as total control over the database, data field queries, reports and overall operations.

Authorized personnel have the capability to use SenTrak software to enroll new offenders, establish zones, modify schedules, and view the latest activity and violation information – including statistics and the creation of reports. Authorized personnel using SenTrak can view and modify offender curfew schedules and view and print monitoring activity reports. SenTrak also allows agency personnel to make notes about offender-generated alerts. All these features are available in real-time, any time, and anywhere via a totally web-based system.

SenTrak is accessible over the Internet by authorized personnel, through secure connections and password-protected interfaces. **Sentinel customers do not need to purchase or download any custom hardware or software.** Upon program enrollment, Sentinel assigns security passwords and unique login names to SenTrak users. **As a web-based system, SenTrak does not require any special software, plug-ins, or hardware for access by designated personnel.** Sentinel's IT staff has installed all of the

necessary physical and technical security measures (i.e., SSL certificates, network firewalls, anti-virus software, access control equipment, and closed-circuit television) to ensure that unauthorized users and hackers do not have access to SenTrak or the monitoring center.

**13. Security and Data Integrity:**

**13.1. Contractor shall certify that it maintains a drug free work place environment to ensure workplace safety and integrity during the life of the Contract and any renewal contract thereof. Contractor agrees to provide a copy of its drug free workplace policy at any time upon request of the NH Department Corrections.**

Sentinel affirms that we maintain a drug-free workplace environment; this will remain in effect for the life of the contract and any renewal thereof. We will provide a copy of our drug-free workplace policy upon request.

**13.2. Contractor shall certify the prevention of unauthorized access to computer terminal and restriction on access to or modification of data.**

**Only authorized personnel have access to offender data, and our monitoring center personnel are not allowed to modify any monitoring data. At no time will we ever disclose confidential data to any unauthorized personnel without written approval of the participating agency and all program data will be maintained in accordance with secure data protection standards.** The only staff members who will receive information on program participants are personnel that are assigned to this program's operations and no information is disclosed by these staff members to any third party without written authorization of the participating agency. Each employee is required to acknowledge and sign a Confidentiality or CORI (Criminal Offender Record Information) form when hired; any violation of these requirements may result in the possible termination of Sentinel's employees. All records created for offenders referred to this program will remain the property of the participating agency. Upon completion of services, all records will be returned to the participating agency or destroyed under direction of agency authorized personnel.

To ensure that the proper information is entered at all times, our personnel are thoroughly trained on data entry procedures with supervisory support for any adjustments or corrections. Each user is given their own login and once they set their confidential password, Sentinel can ensure the integrity of each user's entry. This unique user access allows our Information Technology personnel to follow electronic audit trails that allow supervisors and management to verify the source of all data entry.

**NOTE:** No offender data is stored on-board any field office workstation so that in the event, however unlikely, of remote component theft or destruction, confidential offender data and records will not be compromised. All data is stored securely at our monitoring center's secure super-server component configuration.

In addition, our monitoring center and secure web-based monitoring systems incorporate the latest in security measures. Due to the sensitive nature of the records that we handle daily, we have taken all possible precautions to ensure the integrity and security of its system. Protection of records and their confidentiality are our main concern. All of our security systems are monitored continuously to ensure no lapse in service.

**13.3. Contractor shall safeguard the prevention of unauthorized access by telephone lines or modems.**

Our monitoring center is equipped with all of the latest systems to ensure its protection against any unauthorized access including our phone system and modems. Also our web based monitoring software application uses leading Internet security features, including 128-bit encryption. Both the proposed monitoring platform and case management software use Secure Sockets Layer (SSL), the same security features employed by top banking and insurance institutions. The system is backed up in its entirety every day with the data being stored off-site at a secure, private data storage facility.

**All changes to participant or demographic information and/or monitoring data are saved within the system. Additionally, each employee has a specific database login credential that allows Sentinel to perform detailed audits on user access to all records in the database to confirm if unauthorized changes have been made.**

**14. Training:**

**Contractor shall be responsible for training the NH Department of Corrections staff at no cost to the Department.**

Sentinel agrees to provide all training as required by the NH DOC staff at no additional cost. More details on our proposed training can be found in our response to item 14.1 below.

**14.1. The Contractor shall provide the necessary on-site training, essential manuals for equipment and system operations, on-going support to the NH Department of Corrections employees and follow up training and support as needed and requested by the Department.**

Sentinel has a strong presence throughout the United States and a reputation for providing exceptional initial and on-going training and support. Sentinel agrees to provide training on all of the proposed hardware and software including enrollments, tracking, terminations, troubleshooting, software and notification processes. Training will be coordinated with NH DOC and include the operational use of all associated equipment and services selected by the State. As part of the initial implementation process, classroom and hands-on training sessions will be provided at no cost to NH DOC personnel. Training will ensure that staff has a thorough understanding of the program and equipment. To test retention of the training material, agency personnel will fit each other with units for integrated monitoring and tracking and enroll each other on the monitoring software.

Sentinel has an initial training plan, including but not limited to, a written training curriculum for NH DOC to review. The key areas of emphasis for training will include:

- Monitoring of equipment
- Operation/care of equipment
- Interpretation of alarms/violations/reports
- Accessing Internet data (including: data changes, report analysis, and overview of enrollment, and participant termination)
- Description of transmitters and receivers/monitors installation
- Initialization, reset, and removal of the equipment
- Diagnostics

Sentinel recommends the following curriculum for all State staff members associated with this program. NHDOC can modify the syllabus and schedule provided to fit its specific requirements. The following sample training syllabus has been successful during previous training sessions.

## PART ONE

Introduction  
Brief Overview of Workshop Goals  
Hardware Training: RF Patrol™  
Equipment Installation/De-installation Procedures  
Hands-on with Equipment  
Tampers  
Trouble Shooting

Hardware Training: MEMS  
Equipment Installation/De-installation Procedures  
Hands-on with Equipment  
Tampers  
Trouble Shooting

Software Training: SenTrak  
Enrollment Overview  
Notification Procedures  
Schedule Changes  
Terminations Overview  
Agency Reports

## PART TWO

Hardware Training: UniTrak  
Equipment Installation/De-installation Procedures  
Hands-on with Equipment  
Tampers  
Trouble Shooting

Software Training: SenTrak  
Enrollment Overview  
Notification Procedures  
Schedule Changes  
Terminations Overview  
Agency Reports

Following the initial training, Sentinel will coordinate any training needed to support any upgraded system changes that may occur during the term of the contract at no additional cost. Additionally, Sentinel understands that training and customer service is crucial to the success of the program and Sentinel will work to ensure the needs of the NH DOC are met through on-going support and follow-up training as needed and requested.

Sentinel will supply all training materials, including written manuals for equipment and systems operations to be used by NH DOC personnel, at no additional cost. Sentinel is committed to working in partnership with the NH DOC over the term of the contract to make sure that all staff members are properly trained on use of the equipment and software.

**14.2. Training may include programs on Contractor policies and procedures that will be beneficial in training new Probation and Parole Officers of the Department.**

Understood and will comply.

**15. Reporting:**

**Contractor shall report offender variances to include but not limited to unauthorized absences, late returns, equipment malfunctions and tampering to a centralized computer system. The Contractor shall report such occurrences to the NH Department of Corrections in accordance with the level of monitoring service, as mutually agreed upon between the Contractor and the NH Department of Corrections.**

SenTrak provides many advanced features including the capability to determine notification protocol(s). Sentinel will work with the agency to determine and program appropriate agency notification profiles based on the type of program and level of risk to public safety of its participants. Each agency will have the capability to determine an agency specific level or levels of notification. Each authorized user within the agency will then have the ability to choose from the agency-determined notification protocols on a per participant basis. For example, an officer can choose to receive only an email notification of violations for a particular participant but may choose to receive a telephone call and an emailed report of the violation for a different participant. Additionally, individual users can choose to exclude certain events from notification if deemed unnecessary on a per participant basis. These events would still be included on daily, weekly or monthly reports. Notification methods can also vary by supervising personnel. .

**Sentinel is capable of sending alerts to one (1) or more NH DOC personnel via e-mail, text message, fax, and/or voice calls (to landline or cellular phones) at the discretion of department.** SenTrak will provide notification alerts for all of the program's electronic monitoring equipment feeding data into the monitoring center including curfew and zone violations, equipment tampers, and other noncompliance events. All notification alerts can be simultaneously sent to various parties, including field agents, local law enforcement personnel, external message notification systems, and offenders themselves based on the alert. Sentinel will work with the department at program startup to determine all alarms and notification protocol according to exact requirements. Sentinel offers alert notification through various methods based on levels of urgency. The notification tools we use include the following:

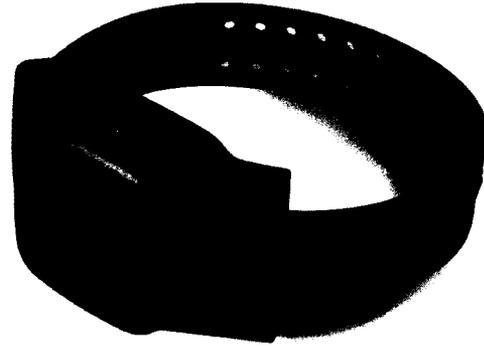
- Cell phones with text-messaging capabilities
- Facsimile reports
- Alpha Pagers
- Email notifications
- Direct phone calls to designated agency staff

Prior to each program deployment, Sentinel will meet with the participating agency staff to create a Notification Requirements matrix providing the protocols for each type of alert, notified officer, time of notifications, and preferred method of communication. Thereafter, Sentinel's Project Manager will maintain regular communication with department staff to update and/or tailor the matrix to the needs of the agency and program.

**16. Indigent Offender Participation: The Contractor agrees to provide monitoring services for indigent offenders free of charge and shall provide one (1) free unit for every ten (10) accounts.**

Sentinel agrees to provide monitoring services for indigent offenders free of charge and shall provide one (1) free monitoring slot for every ten (10) paying accounts.

Sentinel developed and designed the PTX2 with innovative state-of-the-art two-way radio signal capability. This feature allows the PTX2 to communicate with the home monitoring unit and also allows the PHMU to communicate back to the PTX2 to confirm receipt of the signal in a range up to 150 feet. Through utilizing a two-way radio signal, the RF Patrol system eliminates problems that plague other radio frequency monitoring systems, such as dead zones, intermittent signaling, and false alerts. Sentinel's technology has improved accuracy and provides faster overall notification over other industry devices.



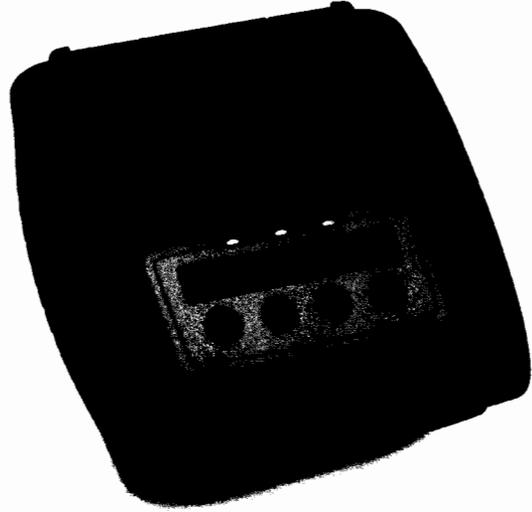
Additionally, RF Patrol has one of the shortest departure "leave windows" in the industry, allowing RF Patrol to report departures and arrivals quickly and accurately.

To prevent interference, tracing or duplication of the radio frequency signal, the RF Patrol transmitter signal has a 24-bit data string with more than 16 million unique combinations. This design prohibits duplicates or interference from other RF signals commonly found in homes. The RF transmissions are the most reliable, sophisticated, and encrypted in the industry.

## RF PATROL PTX2 TRANSMITTER

- ❖ Unique watch-sized transmitter
- ❖ Simple installation with Easy Click design
- ❖ Patented multiple fiber-optic circuits
- ❖ 18 month in-use battery life

Sentinel's unique dual transceiver approach incorporates both a transmitter and receiver in the Personal Home Monitoring Unit (PHMU), as well as having both in the PTX2 ankle transceiver. In fact, the RF Patrol PHMU has two (2) constantly active internal antennas capable of both receiving from and transmitting signals to the PTX2 to maximize the ability to detect the presence of transmitter signals. For the first time in the industry, the two (2) components truly communicate with each other, automatically confirming alerts in advance of reporting.

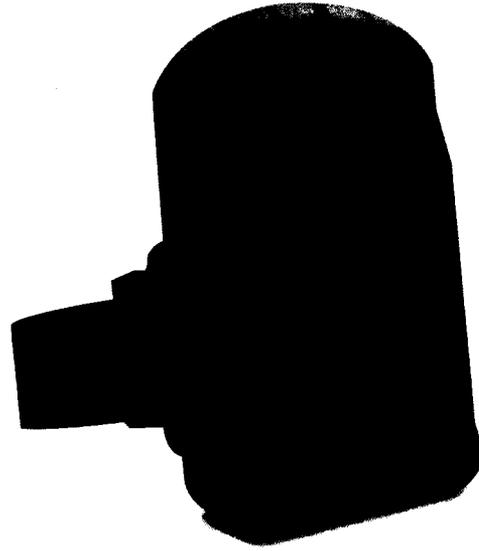


RF Patrol's signaling is robust, fast and intelligent. The units can complete a closed loop signal confirmation up to three (3) times in one (1) second, resulting in the most sophisticated and reliable signaling in the industry.

## RF PATROL PERSONAL HOME MONITORING UNIT

- ❖ Intelligent dual transceiver technology
- ❖ State-of-the-art frequency shift keying
- ❖ Programmable to recognize multiple transmitter units
- ❖ Installed in less than five minutes
- ❖ Internal non-volatile memory capable of storing 30 days of events
- ❖ 48 hour coverage in the event of a power outage

The UniTrak one-piece GPS tracking device is an industry leader in providing multiple levels of accurate and reliable GPS offender tracking. Equipped with a 12 channel GPS receiver for improved GPS acquisition and more precise data, our UniTrak is a non-removable, ankle-worn GPS tracking unit that communicates over wireless providers' networks, ensuring the most dependable coverage over the largest geographical areas. The device includes a host of features including notification LED status indicator lights and vibrating motor, onboard memory, and the latest in tamper alert technology.



The UniTrak also includes our patented built-in redundant radio frequency (RF) technology for enhanced tracking while the participant is at home. This optional feature provides proven and reliable "house arrest" monitoring of the GPS tracked participant while at their residence. This service eliminates common issues associated with GPS tracking including drift points while a participant is at home and the mandatory use of home zones.

This unit is used by sheriffs, probation, and court programs nationwide.

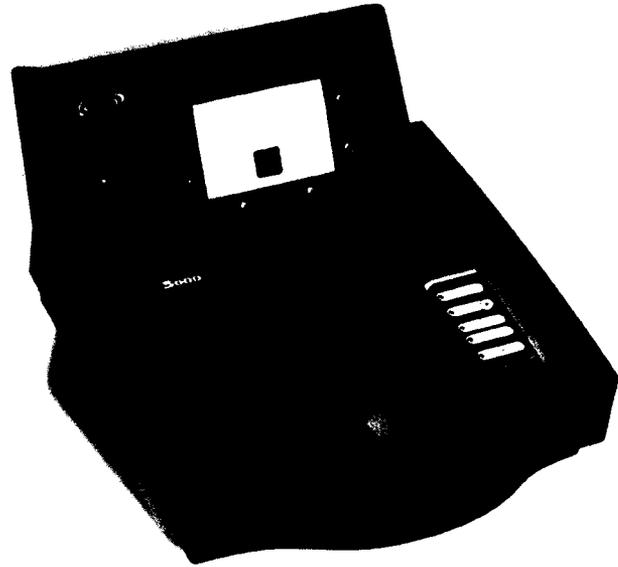
# UniTrak

## ONE-PIECE GPS TRACKING UNIT

- ❖ Active, Passive, or Hybrid tracking
- ❖ Redundant RF home monitoring
- ❖ 12 channel GPS receiver
- ❖ Uses major wireless networks
- ❖ On-board memory stores GPS points and data
- ❖ More than 30 hours of battery life
- ❖ Reliable USB charging port
- ❖ LED lights and vibrating motor alerts
- ❖ Rugged, water resistant design
- ❖ Innovative Easy Click design for simple installation
- ❖ Hygienic and convenient disposable strap and backplate
- ❖ Comfortable, hypoallergenic strap
- ❖ Built-in redundant GPS with RF technology (optional)



The MEMS 3000 is a highly accurate, electrochemical breath alcohol tester that allows law enforcement to utilize scheduled, random, or on-demand breath alcohol tests to monitor a participant's sobriety while at home. To confirm the validity of each test, all positive results are automatically re-tested and the identification of the tester is confirmed via the integrated camera, which provides agencies with a high-resolution color photograph of the participant submitting the breath sample.



Additionally, Sentinel can pair the MEMS 3000 with its DualTrak II Radio Frequency Unit to provide the most reliable alcohol and curfew monitoring system in the industry. The pairing of the two represents another example of the industry-leading technology and world-class solutions offered by Sentinel.

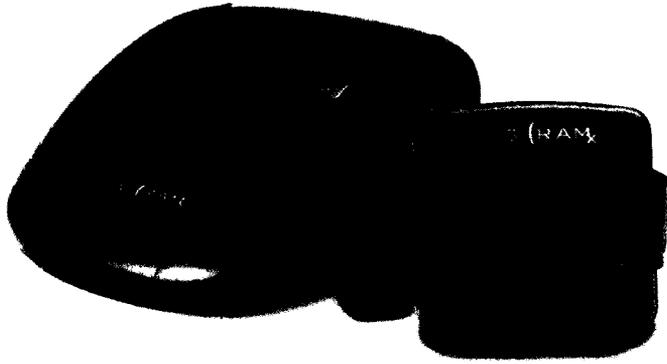
# MEMS 3000

## ALCOHOL MONITORING SYSTEM

- ❖ Highly accurate breath alcohol tester for home use
- ❖ Scheduled, random and on-demand tests
- ❖ Fuel cell technology
- ❖ Deep lung breath sample
- ❖ Visual identification via high-resolution camera
- ❖ Customized notification reporting
- ❖ Automatic re-testing of positive BrAC to verify test results



Sentinel Offender Services has structured an exclusive deal with AMS to provide the industry's latest technology in transdermal alcohol monitoring, the SCRAMx.



SCRAMx is the only scientifically proven and court-validated continuous transdermal alcohol monitor available to the marketplace today. It meets

the same scientific admissibility standards as blood, breath, and urine tests due to a controlled sample methodology. In addition, SCRAMx is the only continuous alcohol monitoring product that provides single-source admissibility—meaning it does not require a secondary test to confirm a drinking event.

The SCRAMx ankle bracelet is attached to the offender with a durable and tamper-proof strap. Every half hour, the bracelet captures transdermal alcohol readings by sampling the insensible perspiration collected from the air above the skin. The bracelet stores the data and transmits it via radio-frequency (RF) signal to the base station.



## Continuous Alcohol Monitoring

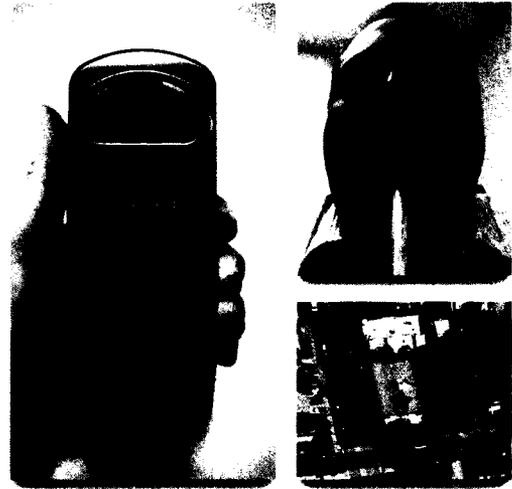
- 24/7 Transdermal Alcohol Detection
- Built-in RF Electronic Monitoring
- Performs 48+ Alcohol Tests Per Day
- Tamper and Water Resistant
- Admissible in Court
- Used by More Than 140,000 Offenders in 1,900 Courts



***It's time to take the guesswork out of alcohol testing.***

Introducing Sentinel's newest alcohol monitoring device, *BART*. *BART* is a portable, lightweight, handheld device that brings the latest in alcohol monitoring technology to treatment and supervising agencies nationwide. Unlike transdermal units, *BART* is noninvasive and equipped with a deep lung fuel cell sensor that provides reliable and true BrAC readings that are based on definitive data. By comparison, tabletop units designed for home use are large and not transportable where *BART* is small enough to fit in a purse or pocket.

To ensure the integrity of each test, *BART* is equipped with a built-in high-resolution camera that captures a color image of the participant as the test is being performed. Each test image is compared to the participant's master image to verify their identity.



When it is time for a test, *BART* delivers an audible and visual signal, reducing the risk of a missed test. It then guides the participant through testing via alphanumeric display prompts and multiple colored LEDs. *BART* determines its location during testing using GPS and immediately transmits all data to our 24/7 Monitoring Center for alert notification processing. Results are available immediately via our web-based information system, allowing officers to respond accordingly in real time.

An added feature of *BART* is the ability for officers to communicate via personalized text messages directly with the participant. *BART* is the only BrAC testing device that offers the ability to send SMS messages directly to the participant and alerts the individual with an audible signal. The message appears on *BART*'s LED screen and the participant acknowledges receipt of the message.

When it comes to enforcing alcohol abstinence orders, every minute counts and officers need the opportunity to react quickly. *BART* makes this possible... anywhere and at any time.

## **BART**

- ❖ Portable handheld device capable of conducting tests from any location at any time
- ❖ DOT approved fuel cell sensor analyzes deep lung breath sample
- ❖ Results given in BrAC format
- ❖ Random, scheduled and on-demand testing
- ❖ Direct participant contact by personalized text message capability to the device with acknowledgement button
- ❖ Built-in high-resolution color camera
- ❖ GPS mapping of participant location at time of test with pass, fail or fail to test
- ❖ Immediate reporting of results via cellular network
- ❖ Unmatched storage capacity of 4,000 tests and images
- ❖ No body worn equipment (unlike transdermal devices)
- ❖ No home monitoring equipment or home phone line required



**SECTION C: Estimated Budget/Method of Payment, Exhibit B**

**1. Signature Page**

The Vendor proposes to provide Offender Electronic Monitoring Services for the New Hampshire Department of Corrections (NHDOC) in conformance with all terms and conditions of this RFP and the Vendor provides pricing information as an Attachment to this proposal for providing such products and services in accordance with the provisions and requirements specified in this RFP document.

The pricing information quoted by the Vendor as an attachment to this document represents the total price(s) for providing any and all service(s) according to the provisions and requirements of the RFP, which shall remain in effect through the end of this procurement process and throughout the contracting process until the contract completion date as listed on the State Contract form P/37, section 1.7 - Completion Date.

  
AUTHORIZED SIGNATURE

04/16/2014  
DATE

Hans Kintsch, Chief Financial Officer  
NAME AND TITLE OF SIGNOR (Please Type)

THE VENDOR ASSUMES ALL RISKS THAT ACTUAL FUTURE FIGURES MAY VARY FROM POPULATION PRESENTED AS PART OF THIS RFP.

If the NH Department of Corrections determines it is in the best interest of the State, it may seek a “BEST AND FINAL OFFER” (BAFO) from vendors submitting acceptable and/or potentially acceptable proposals. The “BEST AND FINAL OFFER” would provide a Vendor the opportunity to amend or change its original proposal to make it more acceptable to the State. NH Department of Corrections reserves the right to exercise this option.

Financial responsibility for preparation of proposals is the sole responsibility of the Vendor. The solicitation of the Request for Proposals shall not commit the NH Department of Corrections to award a Contract(s).

Financial commitment by the NH Department of Corrections will not occur until such time as the Governor and the Executive Council of the State of New Hampshire approve a Contract(s).

**Estimated Budget/Method of Payment  
Exhibit B**

**2. Estimated Costs/Fee Schedule:**

- 2.1. Service Fee Schedule Period: July 1, 2014 through June 30, 2016 with an option to renew for one (1) additional period of up to two (2) years, only after the approval of the Commissioner of the NH Department of Corrections and the Governor and Executive Council.
- 2.2. Costs shall reflect per day, per offender per unit rental and per unit costs shall not include units not in use.
- 2.3. Price for services, price per unit, includes the cost of all services to include but not limited to: monitoring, equipment, maintenance, repair, replacement parts, training, phone charges, shipping, contractor associated costs for employees, monitoring facility and equipment for the facility and any and all other ancillary charges associated with the provision of electronic monitoring on a per offender basis.
- 2.4. Offers below shall not commit the NH Department of Corrections to use such and/or all product services.
- 2.5. Fee Schedule:

Item	Description	Original Contract Period			Optional Renewal Contract Period		
		SFY 2015	SFY 2016	SFY 2017	SFY 2018	SFY 2017	SFY 2018
2.5.1.	Basic Radio Frequency (RF)						
(a)	Basic Radio Frequency Monitoring	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50
(b)	Basic Radio Frequency and Breath Alcohol Monitoring	\$8.75	\$8.75	\$8.75	\$8.75	\$8.75	\$8.75
(c)	Basic Radio Frequency Cellular Global Positioning System	\$5.75	\$5.75	\$5.75	\$5.75	\$5.75	\$5.75
2.5.2.							
(a)	Passive Monitoring	\$5.75	\$5.75	\$5.75	\$5.75	\$5.75	\$5.75
(b)	Intermediate Monitoring	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00	\$6.00
(c)	Active Monitoring	\$7.75	\$7.75	\$7.75	\$7.75	\$7.75	\$7.75
2.5.3.	Stand Alone Breath Alcohol Monitoring	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50	\$5.50
2.5.4.	Other - BA/RT Alcohol Monitoring System	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00
2.5.5.	Other - SCRAMx Continuous Alcohol Monitoring System	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00
2.5.6.	Other - Optional Platinum RF Home Unit for one-piece GPS	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00

Promoting Public Safety through Integrity, Respect, Professionalism, Collaboration and Accountability

**3. Method of Payment:**

- 3.1. Contractor shall provide services through a rental system to offenders.
- 3.2. Contractor shall be responsible for collecting fees from offenders at no cost to the Department of Corrections.
- 3.3. Costs shall reflect per day, per offender, per unit rental and per unit costs shall not include units not in use.
- 3.4. Price for services, price per rental unit, includes the cost of all services including monitoring, equipment, maintenance, replacement parts, repair, training, phone charges, shipping, storage, installation, warranty, contractor associated costs for employees, monitoring facility and equipment for the facility and any and all other ancillary charges associated with the provision of electronic monitoring on a per offender basis.
- 3.5. All non-indigent offenders agree to pay the Contractor two (2) weeks advance payment and submit weekly payments thereafter. All payments shall be paid directly to the Contractor in the form of a cashier check or money order.
- 3.6. The Contractor shall not accept personal checks from the offender as a method of payment.
- 3.7. Contract shall supply the NH Department of Corrections with stamped, self-addressed envelopes for use by offenders.
- 3.8. The Contractor agrees to provide monitoring services for indigent offenders free of charge and shall provide one (1) free unit for every six (6) accounts.
- 3.9. The Contractor's shall follow the State's Fiscal Year Calendar for budgeting purpose. Original Contract Period shall commence on July 1, 2014 and end on June 30, 2016.

**4. Appropriation of Funding**

- 4.1. The Contractor shall agree that funds expended, if applicable, for the purpose of the Contract must be appropriated by the General Court of the State of New Hampshire for each State fiscal year included within the Contract period. Therefore, the Contract shall automatically terminate without penalty or termination costs if such funds are not fully appropriated.
  - 4.1.1. In the event that funds are not fully appropriated for the Contract, the Contractor shall not prohibit or otherwise limit NH Department of Corrections the right to pursue and contract for alternate solutions and remedies as deemed necessary for the conduct of State government affairs.
  - 4.1.2. The requirements stated in this paragraph shall apply to any amendment/renewal or the execution of any option to extend the Contract.

**The remainder of this page is intentionally blank.**

**Section D: Special Provisions, Exhibit C**

**1. Special Provisions:**

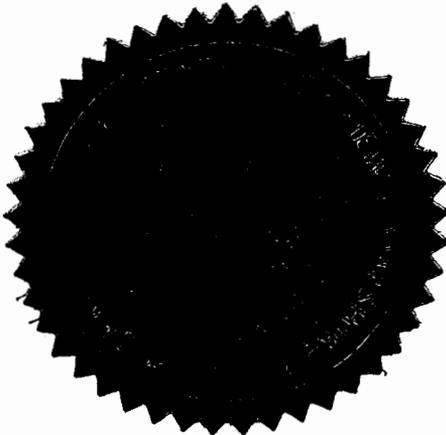
- 1.1. To amend the Insurance provision, section 14.1.1, of the original P-37 contract by deleting "\$2,000,000.00" per occurrence and inserting in its place "\$1,000,000.00."
- 1.2. To amend the Insurance provision, section 14.3, of the original P-37 contract by changing the last sentence of the clause to: "Cancellation notice by the Insurer to the Certificate Holder will be delivered in accordance with the policy provisions."

**The remainder of this page is intentionally blank.**

State of New Hampshire  
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that SENTINEL OFFENDER SERVICES, LLC, a(n) Delaware limited liability company registered to do business in New Hampshire on October 25, 2000. I further certify that it is in good standing as far as this office is concerned, having filed the annual report(s) and paid the fees required by law.



In TESTIMONY WHEREOF, I hereto  
set my hand and cause to be affixed  
the Seal of the State of New Hampshire,  
this 6<sup>th</sup> day of May, A.D. 2014

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner  
Secretary of State



# State of New Hampshire 2014 ANNUAL REPORT

The following information shall be given as of January 1  
preceeding the due date Pursuant to RSA 304-C:80.  
**REPORT DUE BY April 1, 2014**  
ANNUAL REPORTS RECEIVED AFTER THE DUE DATE  
WILL BE ASSESSED A LATE FEE.

Filed  
Date Filed: 01/07/2014  
Business ID: 356859  
William M. Gardner  
Secretary of State

SENTINEL OFFENDER SERVICES, LLC  
220 TECHNOLOGY DR STE 200  
IRVINE, CA 92618

**ADDRESS OF PRINCIPAL OFFICE:**

201 TECHNOLOGY DRIVE  
IRVINE, CA 92618

**REGISTERED AGENT AND OFFICE:**

LAWYERS INCORPORATING SERVICE  
14 CENTRE STREET  
CONCORD, NH 03301

ENTITY TYPE: LLC  
BUSINESS ID: 356859  
STATE OF DOMICILE: DELAWARE

SERVICES RELATED TO THE PROBATION PROCESS

If changing the mailing or principal office address, please check the appropriate box and fill in the necessary information.

- The new mailing address 201 Technology Dr, Irvine, CA 92618  
 The new principal office address \_\_\_\_\_

PO Box is acceptable.

**MANAGERS**

NAME AND BUSINESS ADDRESS (P.O. BOX ACCEPTABLE).  
LIST AT LEAST ONE MANAGER BELOW OR MEMBER ON RIGHT

**A**

**MEMBERS**

NAME AND BUSINESS ADDRESS (P.O. BOX ACCEPTABLE).  
MUST LIST AT LEAST ONE MEMBER BELOW IF NO MANAGERS

**B**

MANA. Robert A Contestable  
STREET 201 Technology Dr.  
CITY/STATE/ZIP Irvine Ca 92618  
MANA. Robert A Contestable  
STREET 201 Technology Dr.  
CITY/STATE/ZIP Irvine Ca 92618

MEMB. Robert A Contestable  
STREET 201 Technology Dr.  
CITY/STATE/ZIP Irvine Ca 92618  
NAME .....  
STREET .....  
CITY/STATE/ZIP .....

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STREET .....  
CITY/STATE/ZIP .....

NAMES AND ADDRESSES OF ADDITIONAL MANAGERS/MEMBERS ARE ATTACHED

To be signed by the manager, if no manager, must be signed by a member.  
I, the undersigned, do hereby certify that the statements on this report are true to the best of my information, knowledge and belief.

Sign here: Julie Hunt

Please print name and title of signer: Julie Hunt / AUTHORIZED PARTY  
NAME TITLE

FEE DUE: \$100.00

E-MAIL ADDRESS (OPTIONAL): \_\_\_\_\_



035685920141004

WHEN THIS FORM IS ACCEPTED BY THE SECRETARY OF STATE, BY LAW IT WILL BECOME A  
PUBLIC DOCUMENT AND ALL INFORMATION PROVIDED IS SUBJECT TO PUBLIC DISCLOSURE  
REQUIRED INFORMATION MUST BE COMPLETE OR THE REGISTRATION REPORT WILL BE REJECTED

MAKE CHECK PAYABLE TO SECRETARY OF STATE

RETURN COMPLETED REPORT AND PAYMENT TO:

New Hampshire Department of State, Annual Reports, 107 N. Main St., Room 204, Concord, NH 03301

**CERTIFICATE OF AUTHORITY/VOTE**  
(Limited Liability Company)

I, Hans Kintsch, Chief Financial Officer, hereby certify that:  
(Name of Sole Member/Manager of Limited Liability Company, Contract Signatory - Print Name)

Chief Financial Officer

1. I am the ~~Sole Member/Manager~~ of the Company of Sentinel Offender Services, LLC.  
(Name of Limited Liability Company)

2. I hereby further certify and acknowledge that the State of New Hampshire will rely on this certification as evidence that I have full authority to bind Sentinel Offender Services, LLC  
(Name of Limited Liability Company)

and that no corporate resolution, shareholder vote, or other document or action is necessary to grant me such authority.

  
(Contract Signatory - Signature)

April 16, 2014  
(Date)

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

On this the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, before me \_\_\_\_\_,  
(Day) (Month) (Yr) (Name of Notary Public / Justice of the Peace)

the undersigned officer, personally appeared \_\_\_\_\_, known to me (or  
(Contract Signatory - Print Name)

satisfactorily proven) to be the person whose name is subscribed to the within instrument and acknowledged that he/she executed the same for the purposes therein contained. In witness whereof, I hereunto set my hand and official seal.

(NOTARY SEAL)

\_\_\_\_\_  
(Notary Public / Justice of the Peace -Signature)

Commission Expires: \_\_\_\_\_

*Acknowledgment attached SV*

# ALL PURPOSE ACKNOWLEDGMENT

STATE OF CALIFORNIA }  
COUNTY OF ORANGE }ss  
}

On Apr 16, 2014, before me Sarah R. Verduzco, Notary Public, personally appeared Hans Kintson

who proved to me on the basis of satisfactory evidence to be the person(~~s~~) whose name(~~s~~) is/~~are~~ subscribed to the within instrument and acknowledged to me that he/~~she/they~~ executed the same in his/~~her/their~~ authorized capacity(~~ies~~), and that by his/~~her/their~~ signature(~~s~~) on the instrument the person(~~s~~), or the entity upon behalf of which the person(~~s~~) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature *S.R. Verduzco*



(NOTARY SEAL)

**ATTENTION NOTARY:** Although the information requested below is **OPTIONAL**, it could prevent fraudulent attachment of this certificate to another document.

THIS CERTIFICATE **MUST** BE ATTACHED TO THE DOCUMENT DESCRIBED BELOW.

Title of Document Type Certificate of Authority

Number of Pages 1 Date of Document 4/16/14

Signer(s) Other Than Named Above \_\_\_\_\_





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/11/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Patriot Risk & Insurance Services 8105 Irvine Center Drive #400 Irvine, CA 92618		CONTACT NAME: _____ PHONE (A/C, No, Ext): (949) 486-7900 FAX (A/C, No): (949) 486-7950 E-MAIL ADDRESS: _____	
www.patrisk.com 0G55454	INSURER(S) AFFORDING COVERAGE INSURER A: Aspen Specialty Insurance Company INSURER B: _____ INSURER C: _____ INSURER D: _____ INSURER E: _____ INSURER F: _____		NAIC # 10717
INSURED Sentinel Offender Services, LLC 201 Technology Drive Irvine CA 92618			

## COVERAGES

CERTIFICATE NUMBER: 18028328

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR Y/N/D	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>GENERAL LIABILITY</b> <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPIOP AGG \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N				<input type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Primary Professional Liability (E & O) Insurance			LP78473	10/11/2013	10/11/2014	Each Wrongful Act: \$1,000,000 Retention: \$150,000 Total Limit: \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

30-days notice of cancellation / 10-days for non-payment of premium.

## CERTIFICATE HOLDER

New Hampshire Dept of Corrections  
 Accounts Payable  
 PO Box 1806  
 Concord NH 03302-1806

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Leonard E. Ziminsky

ACORD 25 (2010/05)

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CERT NO.: 18028328 Annetta Romero 10/11/2013 12:08:21 PM Page 1 of 1  
 This certificate cancels and supersedes ALL previously issued certificates.

Page 56

**New Hampshire Department of Corrections  
Division of Administration  
Contract/Grant Unit**

**Comprehensive General Liability Insurance Acknowledgement Form**

The New Hampshire Office of the Attorney General requires that the Request for Proposal (RFP) package inform all proposal submitters of the State of New Hampshire's general liability insurance requirements. The limits of liability required are dependent upon your corporation's legal formation, and the annual total amount of contract work with the State of New Hampshire.

Please select only ONE of the checkboxes below that best describes your corporation's legal formation and annual total amount of contract work with the State of New Hampshire:

**Insurance Requirement for (1) - 501(c) (3) contractors** whose annual gross amount of contract work with the State does not exceed \$500,000, per RSA 21-I:13, XIV, (Supp. 2006): The general liability insurance requirements of standard state contracts for contractors that qualify for nonprofit status under section 501(c)(3) of the Internal Revenue Code and whose annual gross amount of contract work with the state does not exceed \$500,000, is comprehensive general liability insurance in amounts of not less than \$1,000,000 per claim or occurrence and \$2,000,000 in the aggregate. *These amounts may NOT be modified.*

- The contractor certifies that it **IS** a 501(c) (3) contractor whose annual total amount of contract work with the State of New Hampshire does **not** exceed \$500,000.

**Insurance Requirement for (2) - All other contractors** who do not qualify for RSA 21-I:13, XIV, (Supp. 2006), Agreement P-37 General Provisions, 14.1 and 14.1.1. Insurance and Bond, shall apply: The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, both for the benefits of the State, the following insurance: comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident or occurrence. *These amounts MAY be modified if the State of NH determines contract activities are a risk of lower liability.*

- (2) The contractor certifies it does **NOT** qualify for insurance requirements under RSA 21-I:13, XIV (Supp. 2006).

Please indicate your current comprehensive general liability coverage limits below, sign, date and return with your proposal package.

\$ N/A Per Claim      \$ 1,000,000 Per Incident/Occurrence      \$ 2,000,000 General Aggregate

  
Signature & Title  
Hans Kintsch, Chief Financial Officer

04/16/2014  
Date

This acknowledgement must be returned with your proposal.

NH DEPARTMENT OF CORRECTIONS  
ADMINISTRATIVE RULES

- COR 307 Items Considered Contraband. Contraband shall consist of:
- a) Any substance or item whose possession is unlawful for the person or the general public possessing it including but not limited to:
    - (1) narcotics
    - (2) controlled drugs or
    - (3) automatic or concealed weapons possessed by those not licensed to have them.
  - b) Any firearm, simulated firearm, or device designed to propel or guide a projectile against a person, animal or target.
  - c) Any bullets, cartridges, projectiles or similar items designed to be projected against a person, animal or target.
  - d) Any explosive device, bomb, grenade, dynamite or dynamite cap or detonating device including primers, primer cord, explosive powder or similar items or simulations of these items.
  - e) Any drug item, whether medically prescribed or not, in excess of a one day supply or in such quantities that a person would suffer intoxication or illness if the entire available quantity were consumed alone or in combination with other available substances.
  - f) Any intoxicating beverage.
  - g) Sums of money or negotiable instruments in excess of \$100.00.
  - h) Lock-picking kits or tools or instruments on picking locks, making keys or obtaining surreptitious entry or exit
  - i) The following types of items in the possession of an individual who is not in a vehicle, (but shall not be contraband if stored in a secured vehicle):
  - j) Knives and knife-like weapons, clubs and club-like weapons,
    - (1) tobacco, alcohol, drugs including prescription drugs unless prior approval is granted in writing by the facility Warden/designee, or Director/designee,
    - (2) maps of the prison vicinity or sketches or drawings or pictorial representations of the facilities, its grounds or its vicinity,
    - (3) pornography or pictures of visitors or prospective visitors undressed,
    - (4) cell phones and radios capable of monitoring or transmitting on the police band in the possession of other than law enforcement officials,
    - (5) identification documents, licenses and credentials not in the possession of the person to whom properly issued,
    - (6) ropes, saws, grappling hooks, fishing line, masks, artificial beards or mustaches, cutting wheels or string rope or line impregnated with cutting material or similar items to facilitate escapes,
    - (7) balloons, condoms, false-bottomed containers or other containers which could facilitate transfer of contraband.

COR 307.02 Contraband on prison grounds is prohibited. The possession, transport, introduction, use, sale or storage of contraband on the prison grounds without prior approval of the commissioner of corrections or his designee is prohibited under the provision of RSA 622:24 and RSA 622:25.

COR 307.03 Searches and Inspections Authorized.

- a) Any person or property on state prison grounds shall be subject to search to discover contraband...  
Travel onto prison grounds shall constitute implied consent to search for contraband. In such cases where implied consent exists, the visitor will be given a choice of either consenting to the search or immediately leaving the prison grounds. Nothing in this rule however, prevents non-consensual searches in situations where probable cause exists to believe that the visitor is or had attempted to introduce contraband into the prison pursuant to the law of New Hampshire concerning search, seizure and arrest.
- b) All motor vehicles parked on prison grounds shall be locked and have the keys removed. Custodial personnel shall check to insure that vehicles are locked and shall visually inspect the plain- view interior of the vehicles. Vehicles discovered unlocked shall be searched to insure that no contraband is present. Contraband discovered during searches shall be confiscated for evidence, as shall contraband discovered during plain-view inspections.
- c) All persons entering the facilities to visit with residents or staff, or to perform services at the facilities or to tour the facilities shall be subject to having their persons checked. All items and clothing carried into the institution shall be searched for contraband.

Hans Kintsch, CFO  
Name

  
Signature

04/16/2014  
Date

Jacqueline Rich, Assistant  
Witness Name

  
Signature

04/16/2014  
Date

NH DEPARTMENT OF CORRECTIONS  
RULES OF CONDUCT FOR PERSONS PROVIDING CONTRACT SERVICES

1. Engaging in any of the following activities with persons under departmental control is strictly prohibited:
  - a. Any contact, including correspondence, other than in the performance of your services for which you have been contracted.
  - b. Giving or selling of anything
  - c. Accepting or buying anything
2. Any person providing contract services who is found to be under the influence of intoxicants or drugs will be removed from facility grounds and barred from future entry to the NH Department of Corrections property.
3. Possession of any item considered to be contraband as defined in the New Hampshire code of Administrative Rules, COR 307 is a violation of the rules and the laws of the State of New Hampshire and may result in legal action under RSA 622:24 or other statutes.
4. In the event of any emergency situation, i.e., fire, disturbance, etc., you will follow the instructions of the escorting staff or report immediately to the closest available staff.
5. All rules, regulations and policies of the NH Department of Corrections are designed for the safety of the staff, visitors and residents, the security of the facility and an orderly flow of necessary movement and activities. If unsure of any policy and procedure, ask for immediate assistance from a staff member.
6. Harassment and discrimination directed toward anyone based on sex, race, creed, color, national origin or age are illegal under federal and state laws and will not be tolerated in the work place. Maintenance of a discriminatory work environment is also prohibited. Everyone has a duty to observe the law and will be subject to removal for failing to do so.
7. During the performance of your services you are responsible to the facility administrator, and by your signature below, agree to abide by all the rules, regulations, policies and procedures of the NH Department of Corrections and the State of New Hampshire.
8. In lieu of Contracted staff participating in the Corrections Academy, the Vendor through the Commissioner or his designees will establish a training/orientation facilitated by the Vendor to supplement this requirement and appropriate orient Vendor staff to the rules, regulations, polices and procedures of the Department of Corrections and the State of New Hampshire.

Hans Kintsch, CFO  
\_\_\_\_\_  
Name

  
\_\_\_\_\_  
Signature

04/16/2014  
\_\_\_\_\_  
Date

Jacqueline Rich, Assistant  
\_\_\_\_\_  
Witness Name

  
\_\_\_\_\_  
Signature

04/16/2014  
\_\_\_\_\_  
Date

NH DEPARTMENT OF CORRECTIONS  
CONFIDENTIALITY OF INFORMATION AGREEMENT

I understand and agree that all employed by the organization/agency I represent must abide by all rules, regulations and laws of the State of New Hampshire and the NH Department of Corrections that relate to the confidentiality of records and all other privileged information.

I further agree that all employed by or subcontracted through the organization I represent are not to discuss any confidential or privileged information with family, friends or any persons not professionally involved with the NH Department of Corrections. If inmates or residents of the NH Department of Corrections, or, anyone outside of the NH Department of Corrections' employ approaches any of the our organization's employees or subcontractors and requests information, the staff/employees of the organization I represent will immediately contact their supervisor, notify the NH Department of Corrections, and file an incident report or statement report with the appropriate NH Department of Corrections representative.

Any violation of the above may result in immediate termination of any and all contractual obligations.

Hans Kintsch, CFO  
Name

  
Signature

04/16/2014  
Date

Jacqueline Rich, Assistant  
Witness Name

  
Signature

04/16/2014  
Date



**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF CORRECTIONS  
DIVISION OF ADMINISTRATION**

**William L. Wrenn  
Commissioner**

**Bob Mullen  
Director**

P.O. BOX 1806  
CONCORD, NH 03302-1806  
603-271-5610 FAX: 603-271-5639  
TDD Access: 1-800-735-2964

**PRISON RAPE ELIMINATION ACT  
ACKNOWLEDGEMENT FORM**

The Prison Rape Elimination Act (PREA) of 2003 (with Final Rule August 2012) is a federal law established to address the elimination and prevention of sexual assault and sexual harassment within correctional systems and detention facilities. This Act applies to all correctional facilities, including prisons, jails, juvenile facilities and community corrections residential facilities. PREA incidents involve the following conduct:

- Resident-on-resident sexual assault
- Resident-on-resident abusive sexual contact
- Staff sexual misconduct
- Staff sexual harassment of a resident

The act aimed to curb prison rape through a “zero-tolerance” policy, as well as through research and information gathering. The NH Department of Corrections has zero tolerance relating to the sexual assault/rape of offenders and recognizes these offenders as crime victims. Due to this recognition and adherence to the federal Prison Rape Elimination Act (PREA) of 2003, the NH Department of Corrections extends the “zero tolerance” to the following:

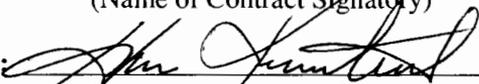
- Contractor/subcontractor misconduct
- Contractor/subcontractor harassment of a resident

As a Contractor and/or Subcontractor of the NH Department of Corrections, I acknowledge that I have been provided information on the Prison Rape Elimination Act of 2003 and have been informed that as a Contractor and/or Subcontractor of the NH Department of Corrections, sexual conduct between Contractor and/or Subcontractor and offenders is prohibited. Sexual harassment or sexual misconduct involving an offender can be a violation of NH RSA 633-A:2 and 633-A:3, Chapter 632-A: Sexual Assault and Related Offenses, and result in criminal prosecution.

As a Contractor and/or Subcontractor of the NH Department of Corrections, I understand that I shall inform all employees of the Contractor and/or Subcontractor to adhere to all policies concerning PREA, RSA 633-A:2, RSA 633-A:3 and departmental policies including NHDOC PPD 5.19 - PREA; NHDOC Administrative Rules, Conduct and Confidentiality Information regarding my conduct, reporting of incidents and treatment of those under the supervision of the NH Department of Corrections. (Ref. RSA Chapter 632-A, NHDOC PPD 5.19 and Administrative Rules, Rules of Conduct for Persons Providing Contract Services, Confidentiality of Information Agreement).

**Name (print):** Hans Kintsch, Chief Financial Officer      **Date:** 04/16/2014

(Name of Contract Signatory)

**Signature:**   
(Signature of Contract Signatory)

# SENTINEL

April 16, 2014

New Hampshire Department of Corrections  
Division of Administration  
3rd Floor, Governor Gallen State Complex, Main Building  
105 Pleasant Street  
Concord, NH 03302-1806

Re: Sentinel Offender Services' **Non-Disclosure of Right to Know Information Letter to State Agency**  
for RFP 14-09-GFDFS

To Whom it May Concern:

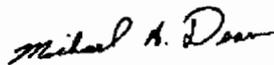
Sentinel Offender Services, LLC, respectfully submits this Non-Disclosure of Right to Know Information Letter with our proposal response to the New Hampshire Department of Corrections' request for proposal number 12-09-GFDFS for Offender Electronic Monitoring Services.

**Financial Statements:** Please note that Sentinel is a privately held company, and we respectfully request that our financial documents remain confidential since our ownership status does not require public disclosure of this information. We have marked our Financial Statements "Confidential".

**References:** Sentinel's list of Reference Contracts for the past two (2) years provided within the Qualitative References section of our proposal response are "Confidential" and NOT for public release as the lists provide direct personal contact information for Sentinel's customers. The agency personnel who are listed on the reference sheets have agreed to allow us to provide their information solely for the specific use of performance verification by New Hampshire Department of Corrections contract review personnel.

As Regional Sales Manager, I am authorized to negotiate this proposal, answer questions and provide clarification on behalf of Sentinel regarding this proposal and will act as contract manager for any resulting contract. Hans Kintsch, Chief Financial Officer is authorized to bind the company to contract. Please contact me directly at 800.496.4882, via email at [mike.dean@sentrak.us.com](mailto:mike.dean@sentrak.us.com), by fax at 800.327.1178 or U.S. mail at 201 Technology Drive, Irvine, CA 92618. Again, thank you for this opportunity to provide services to the New Hampshire Department of Corrections.

Sincerely,



Mike Dean  
Regional Sales Manager



Hans Kintsch  
Chief Financial Officer

**Attachments**

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

- ✓ Supplemental Technical Specification by Specification Response to Scope of Services
- ✓ Product Brochures
- ✓ Balance Sheet (unaudited) for 12 Months Year-to-Date Ended 31 December 2013 - CONFIDENTIAL
- ✓ Audited 2012 Financials - CONFIDENTIAL
- ✓ Audited 2011 and 2010 Financials – CONFIDENTIAL