ADDENDUM # 1

From: Lena Butler, Purchasing Supervisor
To: All Proposers
Project: RFP # 19-0353 Electronic Monitoring
Date: April 15, 2019

This addendum is related to the County’s Request for Proposals “RFP # 19-0353-Electronic Monitoring” and is hereby made a part of said RFP to the same extent as though it were originally therein.

Questions Received:

1. Submission of Proposal

   • Is the County looking for a list of current contracts only for the three references that are provided or do they need a list of ALL active contracts with agencies that we are not utilizing as references? (SCRAM Systems)
   • We respectfully request that you revise the requirement in Section 3, Paragraph C to match the requirement in Section 2.3 for “at least three customers who are currently using the product that is being proposed to New Hanover County.” (Attenti US, Inc.)

Response: The County will accept a list of contracts for the three references.

2. Who is your current electronic monitoring vendor(s)? (Attenti US, Inc.) Securus Monitoring Solutions (formerly Satellite Tracking of People, LLC).

3. Please identify the make and models of all devices you are using under the current contract? (Attenti US, Inc.) BluTag for Active/Passive GPS monitoring and SCRAM for continuous alcohol monitoring.

4. How many units were in use as of March 31, 2019 by equipment type? (Attenti US, Inc.) 76 Active; 36 Passive; 13 CAM

5. What is the current contracted daily rate for all equipment by make and model? (Attenti US, Inc.) $4.75 Active; $3.95 Passive; $9.00/$11.00 CAM/CAM Wireless

6. What is the average length of time a participant is on GPS monitoring? Alcohol monitoring? (Attenti US, Inc.) For FY19 cases closed as of March 31, 2019, the average length of time for participants on monitoring was 223 days for Active GPS, 96 days for Passive GPS and 147 days for CAM.

7. On average, how many activations (installations) do you have per month per equipment type? (Attenti US, Inc.) 13 Active; 9 Passive; 3 CAM.
8. On average, how many deactivations do you have per month per equipment type? (Attenti US, Inc.)
   12 Active; 4 Passive; 3 CAM.

9. Can you please clarify that this requirement refers back to Section 2, Paragraph 2.3 – Submission of Proposal which states, “The proposer should submit a list of at least three customers who are currently using the product that is being proposed to New Hanover County,” meaning that the County wants a list of “at least three customers”? (Attenti US, Inc.) See Question #1.

10. Does the incumbent vendor provide equipment installation and/or retrieval services? (Attenti US, Inc.) No.

11. Section 4, Paragraph I., B. CAM Specifications, first bullet states that it “Must be of a type approved by the Department of Public Safety, Division of Adult Correction and Juvenile Justice (North Carolina General Statute 15A-534(a)).” We pulled the Statute but did not find a list of approved devices. Can you please provide the information? (Attenti US, Inc.) Unfortunately, we were unable to obtain a list of approved devices from the Department of Public Safety in a timely manner; however, we are requesting a device that meets or exceeds the bulleted CAM specifications listed in Section 4, Paragraph I., B.

12. Is the County requesting the additional provision of direct manual outbound calls from the monitoring center staff to either offenders or officers? (Attenti US, Inc.) Yes.
   
   a. If the answer is yes, who is to be contacted by telephone? The officer, the offender, or both? Both
   
   b. Will you please provide the number of alarms per offender per month generated on average so that vendors’ monitoring centers can budget this into the price proposal? During the month of March 2019, there were approximately 1,700 monitored events generated; however, this number varies greatly each month due to the number of participants being monitored.
   
   c. Can you please provide the current outbound protocols? See attachment.

13. What is the transition/implementation timeline? What are the implementation start and completion dates? (Attenti US, Inc.) We are planning for a 1-2 week transition period beginning July 1, 2019, if a new vendor is selected.

14. At how many locations will training be delivered? How many officers/staff need to be trained? (Attenti US, Inc.) Training will be delivered at one location to 5 staff members.

15. Are you interested in additional and/or alternative electronic monitoring technologies and products? If yes, may we offer these as “optional products and services” with associated pricing on a separate Pricing Sheet? (Attenti US, Inc.) Yes

16. According to Section 2.3.3 from RFP No. 19-0353, Electronic Monitoring Equipment and Services, Proposers should send an email containing contact information to ensure we receive WebEx information as well as any addenda issued for this RFP. No WebEx information is planned for this solicitation.
17. We have attached “Outbound Protocols” in response to question 12(c). Although the document is marked “Confidential,” the Chief Development Officer has granted permission for us to share this document.
Proposal for

New Hanover Community Justice Services

Solutions Center
Monitoring Center Proposal

CONFIDENTIAL
Do Not Distribute Without Permission
I. Introduction

The Satellite Tracking of People Solutions Center utilizes sophisticated technology and skilled operators to provide rapid response to violations committed by your GPS enrollee population.

The Monitoring Center service integrates our state-of-the-art Blu family of devices and VeriTracks supervision software to provide a highly automated response process. When an enrollee commits a defined violation, the VeriTracks Monitoring Center system captures violation data from the device or software and generates a response protocol based on the enrollee's risk level and agency. The response protocol is displayed to our team of operators in step-by-step instructions in a single comprehensive screen. The response to each violation is consistent, because the same the protocol is followed to address each instance of a violation.

The VeriTracks Monitoring Center system automatically records the completion of each step in the response protocol. In addition, our operators will capture all feedback from the execution of the protocol including enrollee contact results, agent feedback, and operator comments. All conversations between the Solutions Center operator and any protocol contacts are recorded and can be supplied to your agency for review or as evidence in follow up to a violation.

Our experienced Solutions Center management team will work with you to implement your existing response protocols or to create new protocols as your agency's needs change. Creation of new protocols or modifications to existing protocols are handled by STOP technicians.

Leveraging our Monitoring Center service allows you to use your resources more effectively and frees up your case agents to focus on traditional case management activities. Our Monitoring Center operators can act as a filter and handle the bulk of the routine events in a consistent, repeatable, documented process. Your agency can then define which events need additional response and those events can be passed to the case agent at any point to address as appropriate.

The VeriTracks Monitoring Center system provides complete transparency to your agency. Each protocol and its accompanying notes and feedback is easily accessed by your agency on-screen or in printable report format.
II. Technical Capabilities

Dynamic Protocol Step Generation

The STOP Monitoring Center employs a dynamic protocol display system to tailor a response protocol to the particular enrollee and violation.

Protocols may vary depending on the risk level of the enrollee, the field office that supervises the enrollee, and the violation that has been committed. All of these variables are considered by the system as the protocol steps are displayed to the Monitoring Center operators. Any information that varies between risk levels, offices, violations, supervisors, or enrollees is automatically retrieved by the system and displayed to the Monitoring Center operator.

User Configurable Call Trees

The Monitoring Center software can also be configured with a customizable call tree system that can be maintained by the agency directly from the VeriTracks website. For example, some agencies have a single agent take responsibility for all of the alerts for their office on the weekends; protocols can be established to simply reference a call tree for that office. The agents within that office can add or remove contacts to that call tree as needed with a few simple clicks. As soon as a call tree contact is changed, that new contact information is used the very next time protocol steps are generated for an operator.

III. ORIs Monitored

The following is a list of ORIs to which the STOP Monitoring Center will respond:

➤ New Hanover Community Justice Services

IV. Risk Levels Monitored

The following risk levels will be monitored via the event protocols defined herein, unless otherwise noted below:

➤ Active - NHCJS

V. Events Monitored

The following is a list of events to which the STOP Monitoring Center will respond:

➤ Master Tamper/Bracelet Strap Tamper
➤ 911 Inclusion Zone
➤ Active Inclusion Zone
➤ BluHome Curfew (Left Early and Late Arrival)
➤ BluBox Curfew (Left Early and Late Arrival)
➤ 911 Exclusion Zone
➤ Active Exclusion Zone
➤ Jamming/Shielding Possible
VI. Procedures/Scope of Work

Strap Tampers (Bracelet Strap, Master Tamper, BluHome Device Bracelet Strap)
Exclusion Zone (Active, 911)
Jamming/Shielding Possible

1. Document enrollee's most recent position in a note.
2. Contact New Hanover Community Justice Services at [redacted]. If no answer, leave a message. Proceed to the next step.

AGENT SCRIPT:

THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A {?VIOLATION_TXT} NOTIFICATION ON ENROLLEE {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THIS NOTIFICATION WAS RECEIVED {?START_DT}. THEIR MOST RECENT POSITION IS (PROVIDE MOST RECENT POSITION FROM STATUS SCREEN). CAN I PROVIDE ANY OTHER ASSISTANCE?

NO ANSWER:

THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A {?VIOLATION_TXT} NOTIFICATION ON ENROLLEE {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THIS NOTIFICATION WAS RECEIVED {?START_DT}. THEIR MOST RECENT POSITION IS (PROVIDE MOST RECENT POSITION FROM STATUS SCREEN). THANK YOU.

3. Document all actions and send the Monitored Event Report to the agent of record and Michelle Taylor.
BluBox Curfew (Left Early and Late Arrival)  
BluHome Curfew (Left Early and Late Arrival)  
Inclusion Alarm (Active, 911)

1. (Wait 10 minutes) If the event is closed, document and complete protocol with an override. If the event is still open, document and continue to the next step.  
2. Call the enrollee and read script.

NOTE: IF THE ENROLLEE ASKS ANY QUESTIONS, PLEASE REFER THEM TO THEIR AGENT.  

IF THE ENROLLEE ANSWERS AND CONFIRMS IT IS THEM:  
MAY I PLEASE SPEAK WITH {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. YOU ARE DIRECTED TO ENTER YOUR DESIGNATED ZONE FOR THIS TIME. THANK YOU.  

IF SOMEONE ANSWERS BUT IS NOT THE ENROLLEE:  
MAY I PLEASE SPEAK WITH {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. THANK YOU, MAY I PLEASE HAVE YOUR NAME? {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME} IS DIRECTED TO ENTER THEIR DESIGNATED ZONE FOR THIS TIME. IF THEY HAVE ANY QUESTIONS, THEY SHOULD CONTACT THEIR AGENT. THANK YOU.  

IF NO ANSWER, AND YOU ARE ABLE TO LEAVE A MESSAGE:  
THIS MESSAGE IS FOR {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. YOU ARE DIRECTED TO ENTER YOUR DESIGNATED ZONE FOR THIS TIME. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR AGENT. THANK YOU.  

3. (Wait 15 minutes) If the event is closed, document and complete protocol by override. If the event is still open, document and continue to the next step.  
4. Document the enrollee's most recent position in a note.  
5. Contact New Hanover Community Justice Service. If no answer, leave a message. Proceed to the next step.  

AGENT SCRIPT:  
THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A {?VIOLATION_TXT} NOTIFICATION ON ENROLLEE {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THIS NOTIFICATION WAS RECEIVED {?START_DT}. THEIR MOST RECENT POSITION IS (PROVIDE MOST RECENT POSITION FROM STATUS SCREEN). CAN I PROVIDE ANY OTHER ASSISTANCE?  

NO ANSWER:  
THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A {?VIOLATION_TXT} NOTIFICATION ON ENROLLEE {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THIS NOTIFICATION WAS RECEIVED {?START_DT}. THEIR MOST RECENT POSITION IS (PROVIDE MOST RECENT POSITION FROM STATUS SCREEN). THANK YOU.  

Critical Battery

1. (Wait 15 minutes) If the event is closed, document and complete protocol by override. If the event is still open, document and continue to the next step.

2. Call the enrollee and read script.

   NOTE: IF THE ENROLLEE ASKS ANY QUESTIONS, PLEASE REFER THEM TO THEIR AGENT.

   IF THE ENROLLEE ANSWERS AND CONFIRMS IT IS THEM:
   MAY I PLEASE SPEAK WITH {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A LOW BATTERY NOTIFICATION ON YOUR DEVICE. YOU ARE INSTRUCTED TO IMMEDIATELY CHARGE YOUR DEVICE FOR NO LESS THAN TWO AND A HALF HOURS. YOU ARE REMINDED TO CHARGE THE DEVICE ONE HOUR IN THE MORNING AND ONE HOUR IN THE EVENING EACH DAY. THANK YOU.

   IF SOMEONE ANSWERS BUT IS NOT THE ENROLLEE:
   MAY I PLEASE SPEAK WITH {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. Thank you, may I please have your name? We have received a low battery notification on {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST NAME}. They are instructed to immediately charge their device for no less than two and a half hours. They are reminded to charge the device one hour in the morning and one hour in the evening each day. If they have any questions, they should contact their agent. Thank you.

   IF NO ANSWER, AND YOU ARE ABLE TO LEAVE A MESSAGE:
   THIS MESSAGE IS FOR {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. We have received a low battery notification on your device. You are instructed to immediately charge your device for no less than two and a half hours. You are reminded to charge the device one hour in the morning and one hour in the evening each day. If you have any questions, please contact your agent. Thank you.

3. (Wait 60 minutes) If the event is closed, document and complete protocol by override. If the event is still open, document and continue to the next step.

4. Document most recent position in a note.

5. Call the enrollee and read script.
NOTE: IF THE ENROLLEE ASKS ANY QUESTIONS, PLEASE REFER THEM TO THEIR AGENT.

IF THE ENROLLEE ANSWERS AND CONFIRMS IT IS THEM:
MAY I PLEASE SPEAK WITH {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A LOW BATTERY NOTIFICATION ON YOUR DEVICE. YOU ARE INSTRUCTED TO IMMEDIATELY CHARGE YOUR DEVICE FOR NO LESS THAN TWO AND A HALF HOURS. YOU ARE REMINDED TO CHARGE THE DEVICE ONE HOUR IN THE MORNING AND ONE HOUR IN THE EVENING EACH DAY. THANK YOU.

IF SOMEONE ANSWERS BUT IS NOT THE ENROLLEE:
MAY I PLEASE SPEAK WITH {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. THANK YOU, MAY I PLEASE HAVE YOUR NAME? WE HAVE RECEIVED A LOW BATTERY NOTIFICATION ON {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THEY ARE INSTRUCTED TO IMMEDIATELY CHARGE THEIR DEVICE FOR NO LESS THAN TWO AND A HALF HOURS. THEY ARE REMINDED TO CHARGE THE DEVICE ONE HOUR IN THE MORNING AND ONE HOUR IN THE EVENING EACH DAY. IF THEY HAVE ANY QUESTIONS, THEY SHOULD CONTACT THEIR AGENT. THANK YOU.

IF NO ANSWER, AND YOU ARE ABLE TO LEAVE A MESSAGE:
THIS MESSAGE IS FOR {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}? THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A LOW BATTERY NOTIFICATION ON YOUR DEVICE. YOU ARE INSTRUCTED TO IMMEDIATELY CHARGE YOUR DEVICE FOR NO LESS THAN TWO AND A HALF HOURS. YOU ARE REMINDED TO CHARGE THE DEVICE ONE HOUR IN THE MORNING AND ONE HOUR IN THE EVENING EACH DAY. IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT YOUR AGENT. THANK YOU.

6. Contact New Hanover Community Justice Services at [REDACTED]. If no answer, call [REDACTED]. If no answer, leave a message. Proceed to the next step.

AGENT SCRIPT:
THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A {?VIOLATION_TXT} NOTIFICATION ON ENROLLEE {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THIS NOTIFICATION WAS RECEIVED {?START_DT}. THEIR MOST RECENT POSITION IS (PROVIDE MOST RECENT POSITION FROM STATUS SCREEN). CAN I PROVIDE ANY OTHER ASSISTANCE?

NO ANSWER:
THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A {?VIOLATION_TXT} NOTIFICATION ON ENROLLEE {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THIS NOTIFICATION WAS RECEIVED {?START_DT}. THEIR MOST RECENT POSITION IS (PROVIDE MOST RECENT POSITION FROM STATUS SCREEN). THANK YOU.

7. Document all actions and send the Monitored Event Report to the agent of record and Michelle Taylor.
Dead Battery

1. Contact New Hanover Community Justice Services at [redacted] if no answer, leave a message and call the next number [redacted]. If no answer, leave a message. Proceed to the next step.

AGENT SCRIPT:
THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A {?VIOLATION_TXT} NOTIFICATION ON ENROLLEE {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THIS NOTIFICATION WAS RECEIVED {?START_DT}. THEIR MOST RECENT POSITION IS (PROVIDE MOST RECENT POSITION FROM STATUS SCREEN). CAN I PROVIDE ANY OTHER ASSISTANCE?

NO ANSWER:
THIS IS THE MONITORING CENTER. WE HAVE RECEIVED A {?VIOLATION_TXT} NOTIFICATION ON ENROLLEE {?OFFENDER_FIRST_NAME} {?OFFENDER_LAST_NAME}. THIS NOTIFICATION WAS RECEIVED {?START_DT}. THEIR MOST RECENT POSITION IS (PROVIDE MOST RECENT POSITION FROM STATUS SCREEN). THANK YOU.

2. Document all actions and send the Monitored Event Report to the agent of record and Michelle Taylor.
VII. Costs/Fees
Any associated costs and fees are handled by Sales and Account Management staff.

VIII. Approval
By signing below, Customer affirms and acknowledges the scope of work contained herein.

<table>
<thead>
<tr>
<th>For Customer</th>
<th>For: Satellite Tracking of People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature</td>
<td>Signature</td>
</tr>
<tr>
<td>Printed Name</td>
<td>Printed Name</td>
</tr>
<tr>
<td>Title</td>
<td>Title</td>
</tr>
<tr>
<td>Date</td>
<td>Date</td>
</tr>
</tbody>
</table>