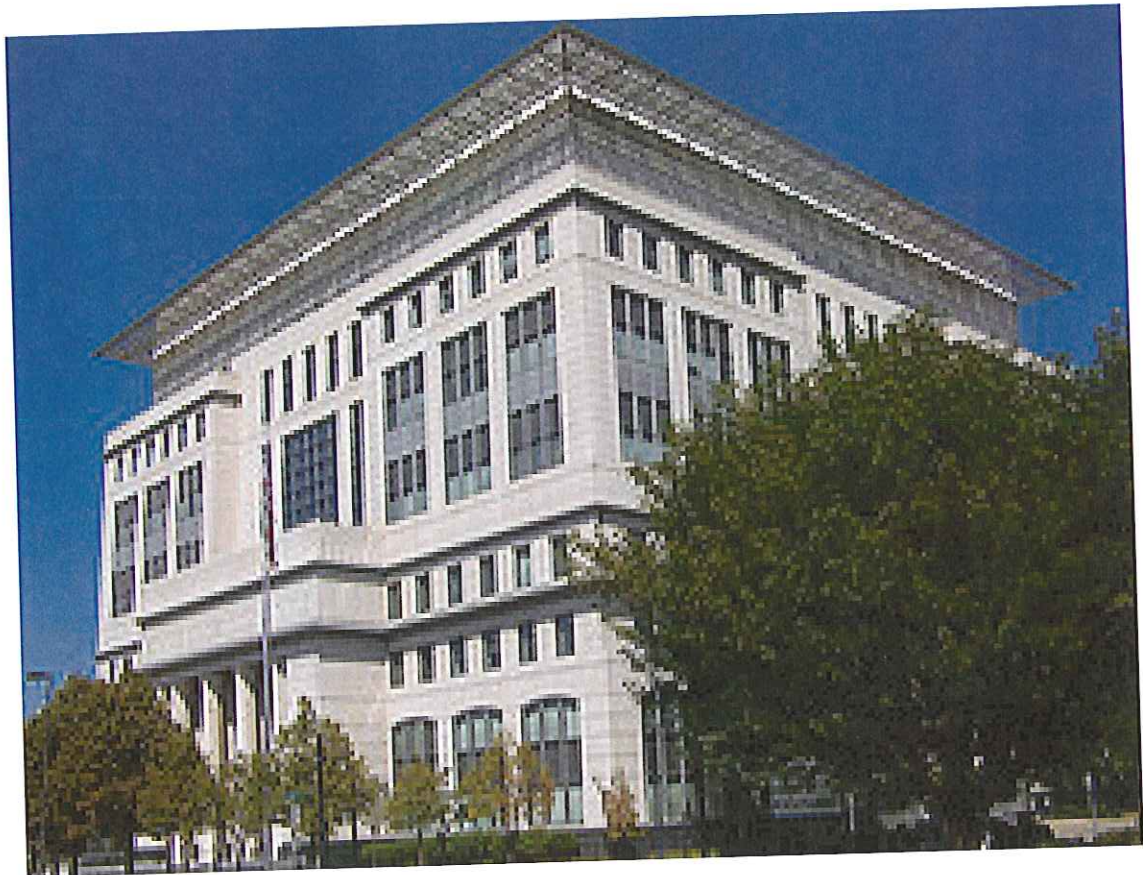




Submitted by G4S Justice Services, LLC

West Virginia Division of Corrections



Response to RFQ COR61536: Electronic Monitoring

Due: September 28, 2011

Company Contact

Mike Dean, Senior Vice President of Sales
9609 Gayton Road, Suite 100
Richmond, Virginia 23238
Phone: 800 496 4882
Fax: 513 336 9525
Email: mike.dean@us.g4s.com

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WV PURCHASING
DIVISION

Original



G4S Justice Services, LLC
Business Development Office
9609 Gayton Road, Suite 100
Richmond, VA 23238

Telephone: 800 589 6003
Fax: 800 327 1178
Email: inquiries@us.g4s.com
www.g4s.com/us

September 26, 2011

Tara Lyle
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

Re: Request for Quotation (RFQ) No. COR61536 for Electronic Monitoring Services for the West Virginia Division of Corrections

Dear Ms. Lyle:

G4S Justice Services, LLC (G4S) is pleased to submit this proposal outlining its Electronic Monitoring Equipment and Services as the best and most proven solution to address the requirements and needs of the State of West Virginia, Division of Corrections (DOC). G4S' management team has carefully read and understands the RFQ documents and issued addenda, and has a clear and concise understanding of the DOC's goals, objectives and requirements. G4S has a significant interest in partnering with the West Virginia DOC to provide top-notch electronic monitoring equipment and services for the State's community corrections program.

G4S has an extensive presence in the United States and will provide the West Virginia DOC with industry leading corporate stability and correctional expertise. G4S Justice Services, a Limited Liability Corporation, is a wholly owned subsidiary of G4S Secure Solutions (USA), Inc., a part of the G4S plc group of companies. The exceptional financial stability and resources of G4S plc provides the ability to continue investing in the development and research of new technology. As evidenced throughout this proposal, G4S has the corporate infrastructure, experience and expertise to support the West Virginia DOC with proven equipment coupled with continuous and reliable customer service. Additionally, highlighted throughout this proposal are areas where G4S can provide advantages over other electronic monitoring providers.

As a company, G4S offers the following advantages to the West Virginia Division of Corrections:

- **Corporate Stability:** As the world's largest security solutions provider, G4S plc has the corporate infrastructure and financial resources to guarantee a steady and reliable inventory of necessary equipment.
- **Leading Edge Technology:** G4S Justice Services was the first company to introduce a web-based information system broadly utilized across the United States by more than 2,500 users every day. As the designer, manufacturer and service provider for the majority of its systems and equipment, G4S is responsive in making changes that will improve the services offered to its customers and is continuously improving its software, hardware and operational systems.



- **Experience:** G4S Justice Services has provided electronic monitoring for over 13 years and the G4S plc group of companies monitors over 40,000 active daily participants throughout the world. G4S plc has successfully contracted with Her Majesty's Government, Home Office in the United Kingdom since 1997, supplying in excess of 12,500 radio frequency cellular monitoring units to one (1) of the world's most demanding electronic monitoring programs featuring intensive installation and case management functions with stringent performance measures for both time and productivity.
- **Quality of Service:** G4S is dedicated to delivering quality services, equipment and software. G4S was the first company to introduce an online Ticket Management System (TMS) allowing customers to make inquiries, complaints or suggestions in a formal and measured way

This proposed solution outlines G4S' state-of-the-art continuum of electronic monitoring technologies and will serve to provide unsurpassed value to West Virginia DOC as well as help ensure public safety and maintain participant confidentiality. G4S is pleased to propose **RF Patrol® Landline, RF Patrol® Cellular and RF Patrol Drive-By**, the most secure radio frequency models offered in the industry; the one-piece **OM210**, an innovative and one-of-a-kind GPS tracking device that will transmit information twenty-four (24) hours each day regarding a person's precise location; and **Voice Patrol®**, an innovative and effective voice verification and telephonic reporting solution that meets step-down or reduced supervision needs.

It is G4S' belief that the combination of its experience, exceptional customer support and unique equipment offering provides the "**Best Value**" to the West Virginia DOC for the transition and success of this program.

Mike Dean, Senior Vice President of Sales, is authorized to represent the company and negotiate on all matters relating to this proposal and the person to contact for any necessary clarifications. Mr. Dean may be contacted directly by telephone at 1-800-496-4882, by facsimile at 1-800-327-1178 or via email at mike.dean@us.g4s.com to address any questions with this proposal or the final contract. Peter Loughlin, Chief Financial Officer is authorized to bind the company to contract. G4S would welcome the opportunity to provide G4S technology and services to the West Virginia Division of Corrections.

Sincerely,

Handwritten signature of Mike Dean in blue ink.

Mike Dean
Senior Vice President of Sales

Handwritten signature of Peter Loughlin in blue ink.

Peter Loughlin
Chief Financial Officer



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West Virginia Division of Corrections
Electronic Monitoring Services

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West Virginia Division of Corrections

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✓ RF Patrol® FCC Certificate	
✓ OM210 FCC Certificate	



Required Documents

As required by the RFQ, G4S has completed and signed the following documents and included them as supplements to this section of this proposal.

RFQ COR61536 Proposal Forms
Exhibit 10 Addendum Acknowledgement
Addendum 1
Purchasing Affidavit
Vendor Preference Certificate



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER

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PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE

304-558-2544

*919154449 800-589-6003
G4S JUSTICE SERVICES LLC
9609 GAYTON RD STE 100

RICHMOND VA 23238

DIVISION OF CORRECTIONS

617 LEON SULLIVAN WAY

CHARLESTON, WV
25301

304-558-8045

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS		
08/17/2011						
BID OPENING DATE: 09/28/2011		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		730-36		
<p>***** PLEASE NOTE A MANDATORY PRE-BID MEETING IS SCHEDULED FOR 08/30/2011 AT 10:00 AM AT THE WV DIVISION OF CORRECTIONS LOCATED AT 1409 GREENBRIER STREET CHARLESTON, WV 25311. VENDORS MUST CONTACT AD OJI AT 304-558-2036 EXT. 53456 OR BY EMAIL AD.D.OJI@WV.GOV TO PRE-REGISTER PRIOR TO THE MANDATORY PRE-BID MEETING. *****</p> <p>ELECTRONIC MONITORING SERVICES</p> <p>OPEN-END CONTRACT</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WV DIVISION OF CORRECTIONS, IS SOLICITING BID TO PROVIDE ELECTRONI MONITORING SERVICES FOR THE WV DIVISION OF CORRECTIONS, PER THE ATTACHED SPECIFICATIONS.</p> <p>INQUIRIES:</p> <p>WRITTEN QUESTIONS WILL BE ACCEPTED UNTIL CLOSE OF BUSINESS ON 09/09/2011. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO:</p> <p>SEE REVERSE SIDE FOR TERMS AND CONDITIONS</p>						
SIGNATURE <i>P. Loughlin</i>		TELEPHONE		DATE		
Peter Loughlin		800 589 6003 x5005		September 26, 2011		
TITLE Chief Financial Officer		FEIN 33-0983972		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
 2. The State may accept or reject in part, or in whole, any bid.
 3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
 4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
 5. Payment may only be made after the delivery and acceptance of goods or services.
 6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
 7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
 8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
 9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
 10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
 11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
 12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
 13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
 14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
 15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
 16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.
- I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
COR61536

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ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE
304-558-2544

*919154449 800-589-6003
G4S JUSTICE SERVICES LLC
9609 GAYTON RD STE 100

RICHMOND VA 23238

DIVISION OF CORRECTIONS

617 LEON SULLIVAN WAY

CHARLESTON, WV
25301


304-558-8045

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
08/17/2011				

BID OPENING DATE:	09/28/2011	BID OPENING TIME	01:30PM
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BID OPENING DATE:	BID OPENING TIME					
LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
TARA LYLE DEPARTMENT OF ADMINISTRATION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305 FAX: 304-558-4115 E-MAIL: TARA.L.LYLE@WV.GOV						
MANDATORY PRE-BID						
A MANDATORY PRE-BID WILL BE HELD ON 08/30/2011 AT 10:00 AM AT THE WV DIVISION OF CORRECTIONS LOCATED AT 1409 GREENBRIER STREET CHARLESTON, WV 25311. ALL INTERESTED PARTIES ARE REQUIRED TO ATTEND THIS MEETING. FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN DISQUALIFICATION OF THE BID. NO ONE PERSON MAY REPRESENT MORE THAN ONE BIDDER.						
AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESULT IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE. THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER'S FAILURE TO COMPLETE THE PRE-BID ATTENDANCE SHEET. IN ADDITION, WE REQUEST THAT ALL POTENTIAL BIDDERS INCLUDE THEIR E-MAIL ADDRESS AND FAX NUMBER.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 		TELEPHONE	DATE
Peter Loughlin		800 589 6003 x5005	September 26, 2011
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	
Chief Financial Officer	33-0983972		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
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Charleston, WV 25305-0130

Request for Quotation

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ADDRESS CORRESPONDENCE TO ATTENTION OF:
TARA LYLE 304-558-2544

*919154449 800-589-6003
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9609 GAYTON RD STE 100

RICHMOND VA 23238

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CHARLESTON, WV
25301

304-558-8045

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08/17/2011				

BID OPENING DATE: 09/28/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ALL POTENTIAL BIDDERS ARE REQUESTED TO ARRIVE PRIOR TO THE STARTING TIME FOR THE PRE-BID. BIDDERS WHO ARRIVE LATE, BUT PRIOR TO THE DISMISSAL OF THE TECHNICAL PORTION OF THE PRE-BID WILL BE PERMITTED TO SIGN IN. BIDDERS WHO ARRIVE AFTER CONCLUSION OF THE TECHNICAL PORTION OF THE PRE-BID, BUT DURING ANY SUBSEQUENT PART OF THE PRE-BID WILL NOT BE PERMITTED TO SIGN THE ATTENDANCE SHEET.						
EXHIBIT 3						
LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.						
UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.						
RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.						
CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS					
SIGNATURE	Peter Loughlin	TELEPHONE	800 589 6003 x5005	DATE	September 26, 2011
TITLE	Chief Financial Officer	FEIN	33-0983972	ADDRESS CHANGES TO BE NOTED ABOVE	

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4

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE
304-558-2544

V
E
N
D
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R

*919154449 800-589-6003
G4S JUSTICE SERVICES LLC
9609 GAYTON RD STE 100
RICHMOND VA 23238

S
H
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T
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DIVISION OF CORRECTIONS
617 LEON SULLIVAN WAY
CHARLESTON, WV
25301 304-558-8045

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08/17/2011						
BID OPENING DATE: 09/28/2011		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>P. Loughlin</i>		Peter Loughlin		TELEPHONE 800 589 6003 x5005	DATE September 26, 2011	
TITLE Chief Financial Officer		FEIN 33-0983972		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

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PAGE

6

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE

304-558-2544

*919154449 800-589-6003

G4S JUSTICE SERVICES LLC

9609 GAYTON RD STE 100

RICHMOND VA 23238

DIVISION OF CORRECTIONS

617 LEON SULLIVAN WAY

CHARLESTON, WV

25301

304-558-8045

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				CHARLESTON, WV 25305-0130		
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:						
SEALED BID						
BUYER:-----TL/32-----						
RFQ. NO.:-----COR61536-----						
BID OPENING DATE:-----09/28/2011-----						
BID OPENING TIME:-----1:30 PM-----						
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
-----800 327 1178-----						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
-----Mike Dean-----800 496 4882-----						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>P. Loughlin</i>		Peter Loughlin		TELEPHONE 800 589 6003 x5005	DATE September 26, 2011	
TITLE Chief Financial Officer		FEIN 33-0983972		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

COR61536

ELECTRONIC MONITORING PROCUREMENT SPECIFICATIONS

General Requirements:

The purpose is to obtain a proposal for the Division of Corrections to award a one year service contract, with four year renewal options, for an electronic monitoring product and reporting system for a community corrections offender monitoring system capable of national coverage.

The services requested will serve approximately 125 persons on the system and may increase this number to 300 or more under the supervision of Division of Corrections.

Scope of Work:

Vendor must have the resources and capability to provide a monitoring system capable of nationwide transmission and operation from a centralized base station or an on-site host computer. Included in this system shall be straps for attaching to clientele, portable verification units for officer's use in mobile units, transmitters/receivers, and central computer units expandable to networked stations throughout the state.

The Vendor must propose only newly manufactured equipment. Used, refurbished, or reconditioned equipment will result in rejection of the proposal.

The exchange of monitoring/tracking information, including enrollment, data changes, monitoring/tracking reports, and terminations, between WV DOC officers and the monitoring center/facility shall occur via secure, encrypted, real-time access by approximately 55 WV DOC personnel using their existing WV DOC computers/Internet access and/or must occur via voice communication with monitoring center operators on digitally recorded telephone lines.

Transmitter:

The transmitter must be lightweight, hypoallergenic, sealed, shock resistant, water/moisture resistant and should not unduly restrict the activities of the offender. Transmitters should not pose a safety hazard to offender's. The transmitter must be able to withstand a shower or bath without failure.

The transmitter must be FCC approved

Vendors shall offer sealed transmitters, with a minimum 2 year battery life. Vendors are to describe procedures for field replacement of transmitters when a low battery message is received.

The Vendor's quotation shall include all replacement transmitters for the entire contract period and any renewal contract period. Transmitters must be stamped with a "born-on" date to assist in determining

remaining battery life.

The Vendor shall supply all necessary straps, cleaning equipment and any other disposable items necessary to ensure that equipment functions properly. Field replaceable straps are preferred.

Transmitters **must** emit a signal that is unique and distinct from similar electronic devices and the emitted signal **must** be one that can be picked up by the Vendor's receiver/dialer.

The transmitter's signal **must** not be able to be captured or duplicated by commercially available equipment and have a range of at least 150 feet.

Transmitters **must** have the ability to be paired with any proposed receiver/dialer. Matching of transmitter and receiver will be accomplished at field location and/or at Vendor's central monitoring center. The transmitter **must** have the ability to be matched to any receiver/dialer units to limit costs associated with inventory management.

The transmitter **must** be able to be shut off utilizing a secure switch or tool when not in use. Removal of battery for shut off is not acceptable.

Transmitters shall be capable of storing and recording a tamper event which occurs out of range of the receiver/dialer and communicating the tamper signal to the receiver/dialer when the transmitter returns within range.

The transmitter and strap **must** have a triple tamper resistant feature. Fiber optic protection or other strap configuration is acceptable for strap tampers with a back-up method for detecting removal and motion. The receiver/dialer **must** immediately notify the monitoring center (when in range) of any tamper attempt or removal from the offender's ankle. This would include severing the strap or removal of the transmitter without severing the strap and the receiver/dialer should differentiate between the types of tamper / tamper attempts.

The transmitter **must** emit a signal at a minimum of once every 25 seconds on a continuous basis, during the operating life of the battery and transmit a low battery signal to the receiver/monitor prior to low battery condition is present.

The transmitter should be easily installed on the client with minimal training and experience of the installer.

Each vendor will describe their method for resetting a tamper status.

Straps:

Straps **must** be designed so that an offender cannot remove the transmitter without having to tamper with the strap. The specific activities that shall initiate a tamper violation include the removal of the

strap attachment device, severing of the strap or sliding the strap off.

Strap tamper features shall not allow for wearing a sock under the ankle transmitter strap.

The same strap that secures the transmitter to the offender shall contain the tamper detection feature.

The strap must be a sufficient length to accommodate most offenders.

"Handcuff" type straps that are secured around the offender's ankle by means of hooked metal bands inside a plastic sleeve are not acceptable.

A sufficient number of straps shall be provided so that transmitters may be attached to offenders with new straps. Non-replaceable straps are unacceptable without additional transmitters being offered at no additional cost to the Agency.

The Vendor's quotation shall include all replacement straps for the entire contract period. Straps should be stamped with a date to assist in determining date manufactured.

The Vendor shall supply straps and other disposable items as requested by the Agency so that each supervising officer has a sufficient supply at all times.

Field replaceable straps are preferred and the strap must be easily sized to the offender's leg or wrist. Vendors shall supply all necessary straps, cleaning equipment, and any other disposable items necessary to ensure that equipment functions properly. Vendors bidding fixed straps must describe procedures for field sanitation and sizing. These items will be provided at no additional cost to the Agency.

Receiver/Monitor:

The receiver/monitor should be easily installed in a central location in the individual's home near the telephone.

Telephone line disconnect and AC power failure within a specified time period will require a Location Verification. The Location Verification shall be automatic and not require the active participation of the client or program staff. A proven substitute for location verification is allowable.

Each receiver/monitor shall be able to be matched to any transmitter in the Agency's inventory by field staff without having to be sent back to the factory.

Each receiver/monitor shall be able to detect any transmitter in the Agency's inventory that is active and comes in range of the receiver/monitor. The extra transmitters should have a serial number and a name associated with encounter and be date and time stamped as to when detected and when disappeared.

The receiver/monitor shall be able to communicate with the host computer on battery backup in the event of an AC power loss. The system must have internal battery backup of at least 36 hours and be equipped with a nonvolatile memory.

The unit **shall** be capable of full communications with the central computer system by connection to the participant's telephone company outlet using a standard telephone connector for attachment to a standard pulse/touch-tone telephone. The use of bundled/digital telephone lines **shall** not impede the receiver/monitor from communicating.

The unit **shall** be capable of receiving the radio signal from the participant's transmitter and must have an option to indicate that it is receiving the signal from the transmitter.

The unit **shall** be capable of receiving the offender status change. The following occurrences **shall** be time and date stamped upon occurrence and promptly reported to the central computer system.

- (a) Arrival of transmitter within the range of the home monitoring unit.
- (b) Departure of transmitter out of range of the home monitoring unit after a preset programmable time interval.
- (c) Tampering/unauthorized removal of the transmitter unit.
- (d) Loss and/or restoration of the home's commercial power.
- (e) Loss and/or restoration of the communication service (the disconnection event may be sent as soon as communication service is restored),
- (f) Low battery condition of transmitter and/or receiver unit.
- (g) Tamper of receiver unit (attempts to open housing / moving the unit within the residence),

The receiver/dialer **must** support multiple curfews on the same day.

The receiver/dialer **must** be FCC approved and be designed to function on pulse and touch tone telephone lines.

The receiver/dialer **shall** include an internal clock and memory to store data if communication with the monitoring center is disrupted.

The receiver/dialer **shall** notify the Vendor's central monitoring computer at any time a tamper is attempted on the receiver/dialer.

The receiver/dialer will have a progressive phone line annoyance. If the receiver/dialer attempts to call the monitoring center and the telephone line at the offender's home is in use, the receiver/dialer **shall** notify the telephone user, by audible means that the receiver/dialer is attempting to call out.

The receiver **must** have internal tamper circuitry to indicate that the receiver has been opened, disconnected from the telephone line or disconnected from AC power.

The receiver **must** have an adjustable range with a minimum of three settings (minimum long range to be 150 feet free air) and **must** be adjustable per client at the client's location by Agency personnel or at the central monitoring center computer. (Range adjustments **must** be able to be completed by making a telephone call to the central monitoring computer).

The receiver/dialer **must** have internal diagnostics which can determine if the receiver/dialer is operating properly and relay the information to the central monitoring computer.

The receiver/dialer **must** be capable of storing at least 500 events to provide continuous monitoring during periods of power failure or interrupted telephone service. A time stamp for each event is required.

The receiver/dialer **must** not lose any events after loss of internal backup battery power.

During periods of inactivity, the receiver/dialer **must** randomly communicate with the central monitoring computer every two (2) to six (6) hours. Vendors **must** have the ability to increase or decrease the frequency of communications with the central monitoring computer.

The receiver/dialer **must** have the ability to be paired with any transmitter. Matching of receiver/dialer and transmitter will be accomplished at field location and/or through Vendor's central monitoring center. The transmitter **must** have the ability to be matched to any receiver/dialer units in order to limit costs associated with inventory management. Field pairing is preferred.

The receiver/dialer **must** offer a fully integrated cellular option.

The cellular receiver/dialer **must** have the ability to allow participant to place outbound calls to pre-programmed numbers and **must** allow for officers to place inbound calls to the participant in the residence.

The cellular receiver/dialer **must** have the ability to have multiple transmitters assigned to a single unit.

VIOLATIONS - Notification of client violations shall be made to the appropriate Agency personnel. Notifications will be made immediate, next day, or next business day basis. Client violations and equipment status information will be documented and maintained by the Vendor. Notification capability by fax, phone pager, internet E-mail or cell phone **must** be available.

The system should have a notification policy for client violations that allows the Agency to establish distinct levels of security on a client-by-client basis.

The system should have the capability of transmitting reports or violations by pager, FAX, telephone or E-mail.

Reports should include client activity, curfew violations, and other alert conditions; e.g., "disconnects", "tamper", "power loss".

All violation reporting intervals should be determined by written request of the Agency. An Agency **shall** choose any level for any breakdown of its caseload and further may change a clients notification level at will. The Vendor should adjust its policy to meet notification intervals desired by the Agency.

The Vendor **must** provide remote access to the Vendors monitoring center via remote computer terminal and/or Internet Access.

The monitoring center should be devoted to providing electronic monitoring services for base continuous signaling monitoring units Any optional service being monitored by a vendor within their monitoring center must be described in the quotation.

The Vendor **must** have a written security plan for the monitoring center. The center **must** be located in a secure venue and be equipped with a functional alarm system and be security patrolled.

The Vendor's monitoring center **shall** be equipped with spare computers and associated peripheral equipment to be utilized as immediate back-up should one of the main computers go down.

The system with all associated equipment and services **shall** be located in a secure, controlled access and air-conditioned facility.

All telephone lines into the monitoring center facility should be recorded for later

playback

The system **shall** be capable of continuously receiving, and storing all data sent by home monitoring units. All data **shall** be continuously stored electronically, accessible by officers via the Internet, and be printable in various formats, as required

The system **shall** enable officers with properly configured laptop and/or home personal computers (including Microsoft Internet Explorer or Netscape web browser version 4.0 or later) to access their caseloads from home or any location via Internet access using the password from the Vendor.

MONITORING SERVICES/SYSTEM COMPUTER HARDWARE AND/OR

SOFTWARE

The Vendor will be responsible for the first ten percent (10%) all costs associated with damaged, lost or stolen equipment, i.e., the first 10 units of 100, or 10% of the number of units supplied during each year.

All equipment shall be of the same type and model and from the same manufacturer unless expressly approved by the Agency.

All devices mentioned in this RFP **must** be monitored through one application, accessible at all times to officers and monitoring center staff.

At the Agency's request, the Vendor shall, at no charge, replace equipment, computer software or additional related equipment in the Agency's possession with any upgraded equipment that the manufacturer/ Vendor may develop and place in service during the term of the contract. If requested by the Agency, equipment shall be replaced as it is removed from an offender's home at the end of an electronic supervision period.

The Vendor shall be responsible for all equipment installation until Agency personnel are fully trained in the use and installation of the equipment. The Vendor will provide tools, tool kits and activators as requested by officers, to include one set of each for 35 officers and one set of each for additional officer in the event of an increase in personnel.

Electronic supervision equipment installed in the offenders' homes shall be capable of communicating with the computer, at a central monitoring center 24 hours per day and seven days per week.

A copy of the training procedures will be forwarded to the Agency when requested.

Any equipment, consumables, attachments and supplies **must** not be available to the public and/or commercially available.

A warranty against manufacturer's defects shall be provided for the length of the contract. In the event of a contract renewal, the warranty shall also be renewed.

The Vendor shall have a formal quality control program in place that will provide assurance of the services provided in this contract. A copy of the quality control program shall be submitted with the quotation.

The system, at a minimum, **must** have the ability to electronically monitor a person's presence or absence at a specific location at specified time periods. The base system **must** be a continuous signaling, radio frequency-based transmitter and receiver/monitor and require no active participation by the client.

The monitoring equipment offered in the bid should be of the latest technology available from the manufacturer of the equipment.

The system shall use standard telephone lines to communicate between the individual transmitters/receivers and the monitoring center.

The system **must** offer a integrated cellular option to communicate between the individual transmitters/receivers and the monitoring center. The cellular receiver **must** be able to receive a

telephone call from the officer and/or monitoring center and **must** have the ability to be programmed with a per-determined outbound telephone number.

The Vendor **must** explain its policy fully on the cost to the WV DOC of any unused monitoring units, add on components or other equipment provided.

The Vendor **must** be the manufacturer of the equipment or an authorized and certified distributor of the equipment.

Equipment **must** be designed with an emphasis on ease of use and to reduce officer field time required to activate, install, and maintain equipment.

Each transmission from the transmitter to the receiver/dialer **shall** be at fixed intervals not to exceed twenty-five (25) seconds between transmissions. In the event of missed transmissions, the receiver/dialer **shall** report a leave to the receiver/dialer within an adjustable window of two (2) minutes to ten (10) minutes of missed transmissions.

The Vendor **shall** notify the Agency staff of any or all of the following events:

Unauthorized absences from the residence..
Failure to return to residence from a scheduled
absence Late arrivals, early departures from
residence.

Equipment (including, but not limited to transmitter and receiver/dialer) malfunctions.
Entry into exclusion zones or exit from inclusion zones for location tracking equipment..
Tampering with equipment
Loss of electrical power or telephone service
Location verification failure.
Missed calls from the receiver/dialer

Access to the monitoring center and all records it houses **shall** be restricted to only authorized individuals

The monitoring center **shall** provide a means of secured communication with Agency staff to guarantee the security of data

The monitoring center **must** provide a computer database that is programmable for all client information (e g , demographic data, employment and school information, curfews) The system should be upgradable to permit the addition of information as needed. The monitoring center should be able to accurately modify offender information when requested to do so by Agency staff

The Agency **shall** be notified in advance, and in writing, of any change in the location of the monitoring

center or any backup center.

The monitoring center **shall** have contingency plans in place in the event of electrical power loss, telephone service loss, or other events that might compromise the security of information and the operation of the monitoring center,

The monitoring center **must** have a central computer that employs a fully redundant data storage system in addition to a remote backup computer with all monitoring software installed. In the event of a system failure, the alternate computer's records **must** be updated with the most recent monitoring data and the alternate system **must** immediately be placed on line, ensuring virtually uninterrupted monitoring.

The monitoring center should have multiple options for notifying Agency personnel of any unauthorized absences, late arrivals, equipment malfunctions, tampering, loss of power, or other activities indicating a violation or equipment problem for the offender. The center should be able to develop a schedule for notification and use the communications methods preferred by Agency staff.

The monitoring center must be staffed with qualified, trained response personnel twenty four (24) hours per day, seven (7) days a week..

The monitoring center must be staffed with knowledgeable technicians who can provide on-call technical assistance at all times, 24 hours a day 7 days a week.

Field Monitoring Devices:

Field monitoring systems **must** be hand-held and portable, capable of being utilized by Agency personnel in the field and in an automobile to receive signals from transmitters

Field monitoring devices **must** be FCC approved.

The portable unit **must** receive signals from a transmitter regardless of where the transmitter is located.

Field monitoring devices should receive signals from transmitter units at a minimum range of 500 feet,

Field monitoring devices **must** include an external antenna to receive signals from transmitter units while using the drive-by unit inside an automobile

Field monitoring devices **must** have the capacity to effectively store up to 500 transmitter events and record the date and time of such events

Field monitoring devices **must** have the ability to distinguish between several transmitters in a given location.

A field monitoring device **must** be able to download its log (stored information/events) to a personal

computer or the host computer.

The field monitoring device **must** run on 12-volt automobile current and run a minimum of 8 hours on its internal, rechargeable battery.

The field monitoring device **shall** be equipped with a 110 volt wall adapter to charge the internal battery in less than 12 hours..

The field monitoring device should be equipped with a digital display which will show client ID number, data and time of event and transmitter status including any tamper indication and low battery

SATELLITE MONITORING (GPS)

The provider **must** be capable of offering a GPS portable tracking device that is capable of operating in a passive or active mode and is able to monitor, track and log a participant's movements in and out of their residences at all times.

The system **must** be able to create/use a mapping system that would identify the inclusion zones and exclusion zones. The mapping system **must** be the most current system available and **must** include any and all geographical landmarks.

In case of any violations the GPS device **must** alert the offender by a minimum of 2 of the notification types, in real time. (Vibration, text messaging, LED lights)

The supervising officer/Agency/supervisor **must** be notified of requested violations via fax/pager/telephone/cellular telephone and or e-mail

The system **must** be able to be located by the supervising officer/Agency/supervisor at any time to ascertain the participant's location

The portable GPS tracking system **must** have the ability to transmit the data via landline.

The portable tracking device **must** be able to be programmed from a remote computer workstation which is capable of creating inclusion zones and exclusion zones

The device **must** be able to be programmed to be able to take actions from the field in the event of a violation

The field equipment **must** be equipped with built-in circuitry that will transmit an alarm signal in the event of tampering or removal

The transmitter **must** not be a safety hazard or restrict the participant's activities.

The transmitter **must** be small and lightweight.

The battery in the transmitter **must** have at a minimum a one (1) year life expectancy for operation of the bracelet, and must be rechargeable if a body worn GPS.

It is preferred that the device be attached to the participant using a reusable or a field replaceable strap that is adjustable to fit the participant

The GPS device **must** be able to store contact points in the event that cellular coverage is lost.

The GPS device **must** be equipped with the technology to locate the device in the event it is discarded by the participant.

The GPS device **must** be able to withstand the everyday environment of the participants and also must be waterproof.

The GPS device **must** be able to report whether it is being charged or not and alert the supervising officer/Agency/supervisor of a low battery.

The GPS device **must** be equipped with a minimum battery life of 24hours while the participant is away from their home

The GPS device **must** be FCC compliant, be surge protected and be made of hypoallergenic material.

The GPS system **must** use a software application that should be quick and simple when entering basic data for operational use

It is preferred that the GPS software application be a secure web based application that is accessible from anywhere for authorized users only without software installation on Agency computers.

Provider's mapping software **must** have the ability to zoom in or out on any area of the map .

Provider's software **must** have the ability to play back location history like a VCR – play, pause, rewind, stop, and fast-forward.,

Provider's software **must** have the ability to see an offender in real time or history of previous location points

Provider's software **must** have the ability to show speeds, stops, and movements.

Provider's software **must** have the ability for authorized users to print from a map or any report screen.

Provider's software **must** have the ability to establish inclusion and exclusion zones around fixed locations.

Provider's software **must** have the ability to create customized schedules for each participant.

Provider's software **must** have the ability to build circular and multi-shaped inclusion and exclusion zones.

Provider's software **must** have the ability to enter a point in time and address and search all participants that have come within range of the point (e.g. a crime committed in a certain location at a certain time).

ALCOHOL DETECTION SYSTEM

A secure breath-alcohol detection device that is capable of monitoring alcohol consumption (BAC) by the offender.

Consumables included at no additional cost.

The alcohol device **must** transmit a picture of the offender to verify he/she is in fact in the residence.

The alcohol device **must** offer random and scheduled outgoing tests to authorized location(s).

The device **shall** offer an automated scheduler preferably in the vendor's software package.

The alcohol device **must** have automatic retries for failed tests.

The alcohol device **must** have flexibility with respect to the number of testing periods and frequency of tests.

The alcohol device **must** allow the participant to take an on demand alcohol test.

The device **must** have optional cellular functionality.

The device **must** have RF capability to contain home detention requirements.

Mobile Monitoring Device

The Vendor **must** provide the agency staff with a mobile hand held device with an application to monitor participants while in the field.

The mobile monitoring device **must** enable DOC officers to view their current case load status at any given time.

The mobile monitoring device **must** enable officers to contact participants and fellow officers directly from the manufactures application.

The mobile monitoring device **must** support all technologies (RF, GPS and Alcohol)

Warranty:

The vendor agrees to warrant and assume responsibility for each hardware, firmware, and/or software product (hereafter called the product) that it licenses, or sells, to the State of West Virginia under this contract. The vendor acknowledges that the Uniform Commercial Code applies to this contract. In general, the vendor warrants that: (1) the product will do what the salesperson said it would do, (2) the product will live up to all specific claims that the manufacturer makes in their advertisements, (3) the product will be suitable for the ordinary purposes for which such product is used, (4) the product will be suitable for any special purposes that the State has relied on the vendor's skill or judgment to consider when it advised the State about the product, (5) the product has been properly designed and manufactured, and (6) the product is free of significant defects or unusual problems about which the State has not been warned. If problems arise, the vendor will repair or replace {at no charge to the State} the product whose non-compliance is discovered and made known to the vendor in writing. Nothing in this warranty shall be construed to limit any rights or remedies the State of West Virginia may otherwise have under this contract with respect to defects in any item or hardware, software, and or firmware delivered, developed, or modified under this contract.

Mandatory Pre-Bid Meeting:

A mandatory pre bid conference will be held August 30, 2011 at 10:00 am at the following address and location:

West Virginia Division of Corrections
Building 84
1409 Greenbrier Street
Charleston, WV 25311

To pre register please call Ad Oji, 304-558-2036 extension 53456 or register by email, Ad.D.Oji@wv.gov

Award:

The contract will be awarded to one (1) vendor with the most complete bid meeting all of the specifications with the lowest total amount.

Product Information:

Vendor should submit all specifications for all equipment items by providing brand, manufacturer, model, etc. brochures or some other form of specification literature with their bid. Vendors should also provide description of services to meet stated requirements, as well as provide vendor's Quality Control Program and policy on unused monitoring units.

If this information is not provided with the bid, the information will be requested by the Purchasing Division prior to the award of the contract. The vendor will have seven (7) business days from the date of the request to submit the requested documentation to the Purchasing Division.

EXHIBIT 10

REQUISITION NO.: *COR 61576*

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ☒

NO. 2

NO. 3

NO. 4

NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR
MUST CLEARLY UNDERSTAND THAT ANY VERBAL
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE
INFORMATION ISSUED IN WRITING AND ADDED TO THE
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.



Peter Loughlin, Chief Financial Officer.

SIGNATURE

G4S Justice Services, LLC

COMPANY

September 26, 2011

DATE

REV. 11/96



State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER

COR61536

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

TARA LYLE

304-558-2544

*919154449 800-589-6003

G4S JUSTICE SERVICES LLC

9609 GAYTON RD STE 100

RICHMOND VA 23238

DIVISION OF CORRECTIONS

617 LEON SULLIVAN WAY

CHARLESTON, WV

25301

304-558-8045

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/20/2011				

BID OPENING DATE:

09/28/2011

BID OPENING TIME

01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS ARE ATTACHED.						
2. PRE-BID SIGN-IN SHEETS ATTACHED.						
3. TO DELETE THE RENEWAL PARAGRAPH IN THE RFQ ON PAGE 3 IN ITS ENTIRETY AND REPLACE WITH THE FOLLOWING: RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO FOUR (4) ONE (1) YEAR PERIODS.						
4. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
END OF ADDENDUM NO. 1						
0001	1	LS		730-36		
ELECTRONIC MONITORING SERVICES						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>P. Loughlin</i>	Peter Loughlin	TELEPHONE 800 589 6003 x5005	DATE September 26, 2011
TITLE Chief Financial Officer	FEIN 33-0983972	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

COR61536
Addendum No. 1

- Q1: (1) Pages 3 and 7, Contract renewals: Please clarify the number of one-year renewals allowed for the contract resulting from this solicitation. Page 3 states the number of renewals is limited to two one-year periods, while page 7 states four.
- A1: The number of one-year renewals is four.
- Q2: (2) Page 8, "The transmitter and strap must have a triple tamper resistant feature. Fiber optic protection or other strap configuration is acceptable for strap tampers with a back-up method for detecting removal and motion...." Radio Frequency (RF) technology cannot detect the occurrence of motion. It can only detect, record and report the date and time of when an offender enters and leaves the receiver's RF signal range. Please clarify the state's expectation of the strap's back-up method for detecting motion.
- A2: If we were dealing with a fiber, optic strap the state would expect it to detect strap tamper and "no motion" after a certain timeframe.
- Q3: Page 10, "The unit shall be capable of receiving the offender status change.": Please clarify if we understand this specification and if not please provide a correct explanation. Taken in context with the occurrences the state requires the RF home-based receiving unit to detect and report, we believe this means the unit must have the ability to determine if the offender is violating a curfew or tampered/tampering with the RF monitoring device.
- A3: Yes. The unit must have the ability to determine if the offender is violating a curfew or tampered/tampering with the RF monitoring device.
- Q4: Page 13, "All devices mentioned in this RFP must be monitored through one application, accessible at all times to officers and monitoring center staff.": This requirement restricts competition since many vendors are original equipment manufacturers for RF and Global Positioning System (GPS) monitoring equipment, but far fewer manufacture breath alcohol monitoring units. We respectfully request a change to this specification requiring all RF and GPS equipment to be monitored through one Internet-based application and breath alcohol monitoring equipment by the same or another Internet-based application, as long as the breath alcohol monitoring equipment software meet all other specifications.
- A4: We do not believe this requirement restricts competition in any way. Furthermore, all vendor representatives, at the pre bid conference meeting, agreed they are all able to comply with this requirement.

Q5: Page 13, "The system must offer an integrated cellular option to communicate between the individual transmitters/receivers and the monitoring center. The cellular receiver must be able to receive a telephone call from the officer and/or monitoring center ..." Please clarify if vendors offering a one-piece GPS monitoring device must meet this requirement. Officers can still communicate with offenders using vibration, audible tones and/or LEDs.

A5: Yes, this is a mandatory requirement.

Q6: Page 16, "The device must be programmed to be able to take actions from the field in the event of a violation." Please clarify what type of actions the state expects the GPS monitoring device to take from the field when the offender commits a violation. Please give an example of how this functionality is currently used by the state.

A6: We want a unit that stores all current information within the unit. The GPS must be a "Smart Unit" configured to store offender details and schedules. It must not need to rely on a host device in the event communication is lost.

Q7: Please provide (a) the name of the current vendor, (b) the names and model numbers of all equipment currently under contract by the state and (c) current pricing for each piece of equipment under contract.

A7: Vendors should contact the archive area with the Purchasing Division 304-558-2336. The contract number is COR61362.

Q8: Please clarify who installs equipment on the offender and in his/her home (i.e., state officers or the vendor's staff). Please clarify if the state will continue this practice under the new contract issued from this RFQ.

A8: State Officers. Yes.

Q9: Please clarify who receives notifications of violations, tampers, low battery status, etc. and manages the event (i.e., state officers or the vendor's staff). Please clarify if the state will continue this practice under the new contract issued from this RFQ.

A9: State Officers. Yes.

Q10: The INSTRUCTIONS TO BIDDERS section of the RFQ states: "Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined." Does the DOC wish to review a line by line response to each specification listed on pages 7 - 19? Or does the DOC only want vendors to specifically answer a specification if they are proposing an alternate method of meeting that specification?

A10: The specifications as written, we believe is very clear. During the pre bid conference, we went over the specifications in depth, and all vendor representatives so affirmed. Therefore, any deviation from the specifications must be clearly indicated by vendors, who believe what they are proposing is an equal.

Q11: Page 1 of the RFQ lists the "Ship To" address as Division of Corrections/617 Leon Sullivan Way/Charleston, WV 25301. Page five of the RFQ states that a signed bid must be submitted to: Department of Administration/Purchasing Division/Building 15/2019 Washington Street East/Charleston, WV 25305-0130. Will the DOC please confirm which of these addresses vendors should submit their bids to?

A11: All signed and sealed bids must be clearly labeled with the following requisition number COR61536, and must be submitted to:

Buyer 32/TL
Department of Administration
Purchasing Division
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

Q12: Page seven states "Vendor must have the resources and capability to provide a monitoring system capable of nationwide transmission and operation from a centralized base station or an on-site host computer...and central computer units expandable to networked stations throughout the state." Does the DOC have any interest in using a vendor provided host computer, which can be installed on-site at a DOC location and which will allow the DOC to run their own monitoring center operations? Or does the DOC wish to use a vendor's existing monitoring center for 24x7x365 monitoring services and customer support?

A12: No, the DOC is not allowed to use vendor provided host computer, or vendor existing monitoring center.

Q13: Page 8 states that "The transmitter **must** be able to be shut off utilizing a secure switch or tool when not in use. Removal of battery for shut off is not acceptable." In our experience, transmitters that shut off by remote means are more susceptible to client tampering; increase the potential for needless equipment issues (i.e. the officer forgets to switch the transmitter back on before installing the unit on the client); and may require the DOC to ship units to and from the equipment provider just to have a sealed battery replaced. For the most streamlined approach to transmitter installation and operation, will the DOC consider amending the above specification to read: "The transmitter should have a secure mechanism that automatically shuts the unit off once the battery reaches the end of its useful life."?

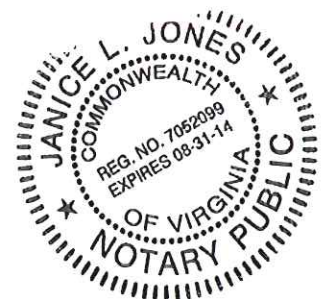
A13: This question was asked during the pre bid conference, and was thoroughly discussed to everyone's satisfaction. Three out of four vendors represented at the pre bid meeting, stated they would be able to meet the specifications as written. Therefore, we do not wish to amend the specifications as written.

Q14: Page 11 states that "The cellular receiver/dialer **must** have the ability to allow participant to place outbound calls to pre-programmed numbers and must allow for officers to place inbound calls to the participant in the residence." To ensure the utmost security of monitoring data and to reduce the potential for client circumvention of the system, will the DOC consider amending the above specification to read: "The cellular receiver/dialer should be programmed to place outbound calls/receive inbound calls only from the vendor's central monitoring computer system."?

A14: No, the DOC will not amend the specifications.

Q15: Page 16 states that the GPS device must alert the offender by a minimum of two of the following notification types (vibration, text messaging, LED lights). Will the DOC consider adding voice messaging as one of the acceptable ways that the GPS device can alert the offender?

A15: Yes, this addendum clarifies, the DOC agrees to add voice messaging as one of the acceptable ways the GPS device can alert the offender.



Q16: Page 18 states that "The alcohol device **must** transmit a picture of the offender to verify he/she is in fact in the residence." Since the DOC is requiring that the device must also have RF capability, the above specification seems unnecessary – as RF, technology will verify if the offender is in the residence during the time of the test. Will the DOC consider amending the above specification to read "The alcohol device must transmit a picture of the offender or incorporate biometric voice verification to ensure that the offender is the person actually performing the test."?

A16: No, the DOC will not amend the specifications.

Q17: In the Alcohol Detection System section of the RFQ, the DOC requests use of a breath alcohol detection system. Is the DOC interested in receiving additional pricing for optional use of a vendor's continuous transdermal alcohol detection system?

A17: No, the DOC is not interested in receiving additional pricing.

Q18: Page 23 is a form labeled ATTACHMENT P.O. # COR61536. Page 24 is a form labeled Agreement Addendum. Will the DOC please confirm that both of these forms only need to be completed and signed by the successful vendor upon contract award?

A19: Please complete and sign all required forms with your company bid

Q20: Within the RFQ, we did not see any instructions concerning the number of submitted bid copies required of the vendor. In addition to the vendor's Original bid response, will the DOC please specify the required number of bid copies it wishes to receive?

A20: Submit six (6) copies of your proposal to the Purchasing Division, in addition to the original.

The bid opening is scheduled for September 28, 2011 at 1:30 pm.

There will be no additional questions accepted on this RFQ.

End of Addendum #1

EM

SIGN IN SHEET

Page 1 of 1

Request for Proposal No.

Date: 8-30-11

PLEASE PRINT

COR61536

ELECTRONIC BIDDING
TELEPHONE & FAX

* PLEASE BE SURE TO PRINT LEGIBLY - IF POSSIBLE, LEAVE A BUSINESS CARD

FIRM & REPRESENTATIVE NAME	MAILING ADDRESS	NUMBERS
Company: <u>Satellite Tracking of People Inc</u>	<u>1212 North Pitt Oak Rd</u>	PHONE <u>832 332 8894</u>
Rep: <u>Arthur Graves</u>	<u>Houston, TX 77055</u>	TOLL FREE <u>866 525 8824</u>
Email Address: <u>Agaves@stopllc.com</u>		FAX <u>832 553 9530</u>
Company: <u>G4S Justice Services LLC</u>	<u>2000 Riveredge Pky Suite G100</u>	PHONE <u>678-994-4849</u>
Rep: <u>Don Fulton</u>	<u>Atlanta Ga 30328</u>	TOLL FREE <u>800 589 6003</u>
Email Address: <u>don.fulton@us.g4s.com</u>		FAX <u>800 327-1178</u>
Company: <u>DRIVERD.B.I., INC.</u>	<u>800 Main Street S.H</u>	PHONE <u>765-623-9803</u>
Rep: <u>Cathy Fulda</u>	<u>Anderson, IN 46016</u>	TOLL FREE <u>800-284-1638</u>
Email Address: <u>C.Fulda@B.I.com</u>		FAX <u>765-641-2935</u>
Company: <u>Elmo Tech Inc</u>	<u>1665 Quincey Ave. 147</u>	PHONE <u>630-303-7288</u>
Rep: <u>John McClain</u>	<u>Naperville, IL 60540</u>	TOLL FREE <u>800-313-1483</u>
Email Address: <u>JohnMcClain@elmo-tech.com</u>		FAX <u>630-420-1475</u>
Company:		PHONE
Rep:		TOLL
Email Address:		FREE
		FAX

RFQ No. CDR61536

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATUREVendor's Name: G4S Justice Services, LLCAuthorized Signature: P. Loughlin Peter Loughlin Date: September 21, 2011State of VirginiaCounty of Henrico, to-wit:Taken, subscribed, and sworn to before me this 21st day of September, 20 11.My Commission expires August 31, 20 14.

AFFIX SEAL HERE



NOTARY PUBLIC

Janice L. Jones
Reg. No. 7052099

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. Application is made for 2.5% resident vendor preference for the reason checked:

- ____ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- ____ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- ____ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

2. Application is made for 2.5% resident vendor preference for the reason checked:

- ____ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

3. Application is made for 2.5% resident vendor preference for the reason checked:

- ____ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

4. Application is made for 5% resident vendor preference for the reason checked:

- ____ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:

- ____ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:

- ____ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: G4S Justice Services, LLC

Signed:  Peter Loughlin

Date: September 21, 2011

Title: Chief Financial Officer

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.



Pricing
West Virginia Division of Corrections
Electronic Monitoring Services

Pricing

Item #	Description	Estimated Quantity	Unit Price Per Day Monitored	Times 365 Days	Total Price Per Year
1	0 – 100 RF Landline Units	100	\$ 1.81	365	\$ 66,065.00
2	101 – 200 RF Landline Units	200	\$ 1.81	365	\$132,130.00
3	201+ RF Landline Units	300	\$ 1.81	365	\$198,195.00
4	RF Cellular Units	35	\$ 3.27	365	\$ 41,774.25
4	0 – 50 Drive-By-Units	50	\$ 1.00	365	\$ 18,250.00
5	0 – 35 GPS Passive Units (1 minute points)	35	\$ 3.79	365	\$ 48,417.25
6	0 – 35 GPS Active Units (1 minute points)	35	\$ 3.79	365	\$ 48,417.25
7	0 – 100 Remote Alcohol Detection Systems Landline w/RF	100	\$ 3.25	365	\$118,625.00
8	0 – 50 Cellular Remote Alcohol Detection Systems w/RF	50	\$ 5.50	365	\$100,375.00
9	0 – 25 Mobile Monitoring Device	25	\$ 3.00	365	\$ 27,375.00
				Grand Total	\$799,623.75

Company Name:	G4S Justice Services, LLC	
Address:	2000 RiverEdge Parkway, NW, Suite GL-100	
City, State, Zip:	Atlanta, GA 30328	
Phone No.:	800 589 6003	
Fax No.	800 327 1178	
Contact Name	Mike Dean	Telephone No.: 800 496 4882

Failure to use this form will result in automatic disqualification.



Spare Inventory, Maintenance and Repair

G4S will provide and maintain a 15% shelf stock of non-active backup/replacement inventory, parts and consumables for immediate replacement of any equipment or as additional units in the event of sudden or planned program expansion at no cost to West Virginia DOC. All costs, including standard overnight courier shipping charges if applicable, for shipping backup/replacement units will be incurred by G4S. Adequate inventory of each type of equipment proposed is warehoused to support G4S customers' needs so in addition to the spare allowance of equipment, replacement equipment is immediately available.

Upon notification from the West Virginia DOC that spare inventory is significantly reduced or depleted or that special circumstances require additional units, G4S will immediately ship the units needed by overnight or two (2)-day mail delivery at no cost to West Virginia DOC. Should inventory exceed the allowed number of spares, West Virginia DOC will return the excess equipment at G4S' expense, unless G4S permits the Division to exceed the shelf stock allowance.

G4S is dedicated to working with its customers to ensure all equipment needs are satisfactorily met and will maintain the equipment in good operating condition for the term of this agreement. G4S warrants that all supplied devices will be free from all material or workmanship defects under normal and proper use for the term of this agreement. G4S will repair or replace equipment that fails due to manufacturer defects in parts or workmanship under normal use at no additional charge. Additionally, **G4S confirms that all equipment provided to the West Virginia DOC will be newly manufactured equipment, not used, refurbished or reconditioned.**

Lost, Damaged and Stolen Equipment

G4S will provide a ten percent (10%) annual allowance for lost, damaged and/or stolen equipment at no cost to West Virginia DOC. G4S' proposed solution and pricing includes the replacement of lost, damaged and/or stolen equipment up to the allotted allowance **at no additional cost**. G4S requests the opportunity to work closely with West Virginia DOC to ensure programmatic and participant policies reduce lost and damaged equipment.

Replacement Costs

Following are replacement costs for lost, damaged and/or stolen equipment that exceed the 10% annual allowance:

RF Patrol® Landline PHMU:	\$ 700.00
RF Patrol® Cellular PHMU:	\$1,000.00
RF Patrol® PTX2:	\$ 300.00
RF Patrol® OPID:	\$ 90.00
RF Patrol® Key FOB:	\$ 75.00
RF Patrol® Power Cord:	\$ 30.00
RF Patrol® Drive-by:	\$ 300.00
Portable Monitoring Device (PMD):	\$ 300.00
Pocket PC:	\$ 500.00
OM210 GPS	\$ 695.00
OM210 GPS Charger	\$ 60.00
OM210 Backplate	\$ 50.00
ViCAP Patrol™ Video Capture Home Unit	\$ 800.00
ViCap Patrol™ Portable Breath Tester	\$ 500.00
CAM Patrol Plus™ Bracelet	\$ 895.00
CAM Patrol Plus™ Handset	\$ 300.00
Mobile Monitoring Unit	\$ 300.00



Project Understanding

G4S Justice Services is pleased to submit this proposal outlining its Electronic Monitoring Equipment and Services as the best and most proven solution to address the requirements and needs of the West Virginia Division of Corrections (DOC). G4S is highly experienced in the effective management of similar programs and has a clear and concise understanding of the goals, objectives and unique requirements of the West Virginia DOC program. G4S management has carefully reviewed Request for Quotation (RFQ) No COR61536 and Addendums released and anticipates establishing a successful partnership with the West Virginia DOC.

G4S Justice Services, LLC is a wholly owned subsidiary of G4S Secure Solutions (USA), Inc., a part of the G4S plc group of companies, and can provide West Virginia DOC industry leading corporate stability and correctional expertise. G4S Justice Services' Corporate Headquarters is located in Atlanta, Georgia and monitoring operations are located in Irvine, California. The G4S group of companies has an extensive presence in the United States, exceptional financial stability and resources that provide the ability to continue investing in the development and research of new technology. G4S plc has the corporate infrastructure, experience and expertise to provide West Virginia DOC with proven equipment and reliable customer service. Additionally, highlighted throughout this response are areas where G4S provides advantages over other electronic monitoring providers.

As a company, G4S offers the following advantages to West Virginia DOC and summarizes G4S' ability to supply the requested products and services to meet the requirements of this RFQ:

- **Corporate Stability:** As a subsidiary of one of the world's leading security solutions providers, G4S plc, G4S Justice Services has a strong parent company and qualified resources to draw upon when needed. G4S plc employs more than 625,000 staff in over 125 countries and had annual revenues of \$11.8+ billion in 2010. As a financially sound and stable company, the G4S group of companies are dedicated to providing the best equipment and services to its customers.
- **Superior Staff Knowledge:** G4S Justice Services' staff have unrivalled qualifications and in-depth experience in the electronic monitoring industry and are very familiar with operating similar programs. G4S Justice Services has a proven track record of providing excellent support to its customers and looks forward to providing outstanding performance and flexibility to this program. The experienced staff members that will be assigned to this project include Mike Dean, Senior Vice-President of Sales who will be the Project Manager for the Contract and Transition phases of the contract and brings 21 years of electronic monitoring experience to G4S and its customers. Mr. Dean will be joined by Jarrett Smith, Director of Customer Relations Management who has four (4) years experience in electronic monitoring and will be responsible for the overall satisfaction of this program through all phases of this contract including transition and performance during the contract term. Reporting to Mr. Smith will be Don Fulton, Regional Account Manager who will provide customer service and back-up technical support and has a thorough understanding of all proposed G4S products and services. This strong local presence of qualified G4S Justice Services' staff will ensure that needs are met satisfactorily and expediently, guaranteeing the highest possible quality of service for the duration of this contract.
- **In Depth Experience:** G4S has extensive knowledge and experience with delivering state-of-the-art technology and monitoring services to many large programs such as City of Memphis Police Department, Arkansas Department of Community Corrections, Mississippi Department of Corrections, Massachusetts Department of Youth Services, Connecticut Judicial (Adult and Juvenile), Connecticut Department of Corrections, Delaware Department of Services for Children, Youth and their Families, Cook County Juvenile Probation, Cook County Adult Probation, Miami-Dade County Corrections, Maricopa County Juvenile Detention, Alameda County Juvenile Probation to name a few. All of these agencies went through an RFP process; each agency's



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

stakeholders evaluated a variety of proposals and after significant testing chose G4S' solution as "Best Value" for their programs.

- **Expertise:** G4S Justice Services has provided electronic monitoring for more than 13 years. As the world's largest security solutions provider, the G4S plc group of companies is also one of the world's largest providers of monitoring services, currently providing comprehensive monitoring services to more than 40,000 participants world-wide including more than 25,000 U.S. participants on radio frequency (RF) monitoring, GPS tracking, alcohol monitoring and voice verification telephonic reporting and equipment. G4S plc has successfully contracted with Her Majesty's Government, Home Office in the United Kingdom since 1997, supplying in excess of 12,500 radio frequency cellular monitoring units to one (1) of the world's most demanding electronic monitoring programs featuring intensive installation and case management functions with stringent performance measures for both time and productivity. G4S Justice Services is proud of its well-trained and stable workforce that includes many who have worked their way up through the business and understand the realities of monitoring participants on a day-to-day basis. G4S plc's domestic and international footprint coupled with its broad experience in correctional services in and outside the U.S. promotes the sharing of best practices from a diverse group of government agencies allowing a better understanding of agency needs and the expertise to translate those needs into exceptional service delivery.
- **Leading Edge Technology:** G4S was the first company to introduce a web-based information system broadly utilized across the United States by more than 2,500 users every day. As the designer, manufacturer and service provider for the majority of its systems and equipment, G4S is responsive in making changes that will improve the services offered to its customers and is continuously improving its software, hardware and operational systems. The integration of third-party products into its systems allows G4S to achieve the best of both worlds. G4S can offer its customers choice in hardware while still providing access to the world leading web-enabled monitoring software. G4S offers a full continuum of electronic monitoring products including radio frequency monitoring (landline and cellular), active, passive and hybrid GPS tracking, voice verification services, alcohol consumption monitoring, full case management, install and retrieval services and participant pay programs.
- **Customized Training:** G4S has a fully staffed training department dedicated to ensuring all West Virginia DOC staff are properly trained on the proposed equipment and use of the software. To supplement the system training, the User Manuals provided during the training have step-by-step instructions for each system function and transaction. G4S understands that training and customer service are crucial to the success of any electronic monitoring program and will be dedicated to meeting the training needs of West Virginia DOC for this contract.
- **Quality of Service:** G4S is dedicated to delivering quality services, equipment and software to its customers. G4S has deployed the proposed equipment internationally and domestically. G4S equipment and services have met stringent U.S. and international standards for performance and reliability. G4S Justice Services is the only U.S. based company whose equipment has met the most stringent of standards with more than 17,000 units deployed and operating internationally in various countries in Europe, Middle East and Australia. In addition, G4S was the first company to introduce an online Ticket Management System (TMS) that allows customers to make inquiries, complaints or suggestions in a formal and measured way. G4S has excellent target response times for all TMS inquiries and is able to proactively track trends across its customer base. Additionally, G4S Justice Services has achieved ISO 9001:2008 accreditation for the Provision of Electronic Monitoring Services and for the Manufacturing of Electronic Monitoring Equipment.



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

G4S Justice Services understands that the West Virginia DOC is seeking a qualified vendor to enter into a contract for provision of electronic monitoring equipment and services that are available 24 hours a day, seven (7) days a week. **G4S believes it is that vendor** based on staff experience, corporate reliability, technologically advanced products, superior customer service and excellent financial stability. G4S also understands the community corrections program requested will serve approximately 125 participants with the possibility of increasing this number to 300 or more participants under the supervision of the Division of Corrections.

If awarded this contract, G4S will ensure that all services provided to West Virginia DOC successfully meet the specifications for the provision of electronic monitoring services as described in this proposal.

Project Approach

G4S is a leader in providing state-of-the-art and latest generation technology equipment and monitoring and has extensive experience in operating similar programs. This response details an efficient, cost-effective solution that meets, and in many cases exceeds West Virginia DOC's requirements and provides a total turn-key solution that includes all technology systems, equipment, accessories, installation, training, monitoring, reporting, maintenance and support services.

G4S has extensive knowledge and experience delivering state-of-the-art electronic monitoring technology and services to similar programs. G4S will draw on its experience to provide a world-class program that successfully achieves the vision, goals and objectives of ensuring public safety and participant rehabilitation through innovative and high quality court services. As a company, G4S Justice Services provides:

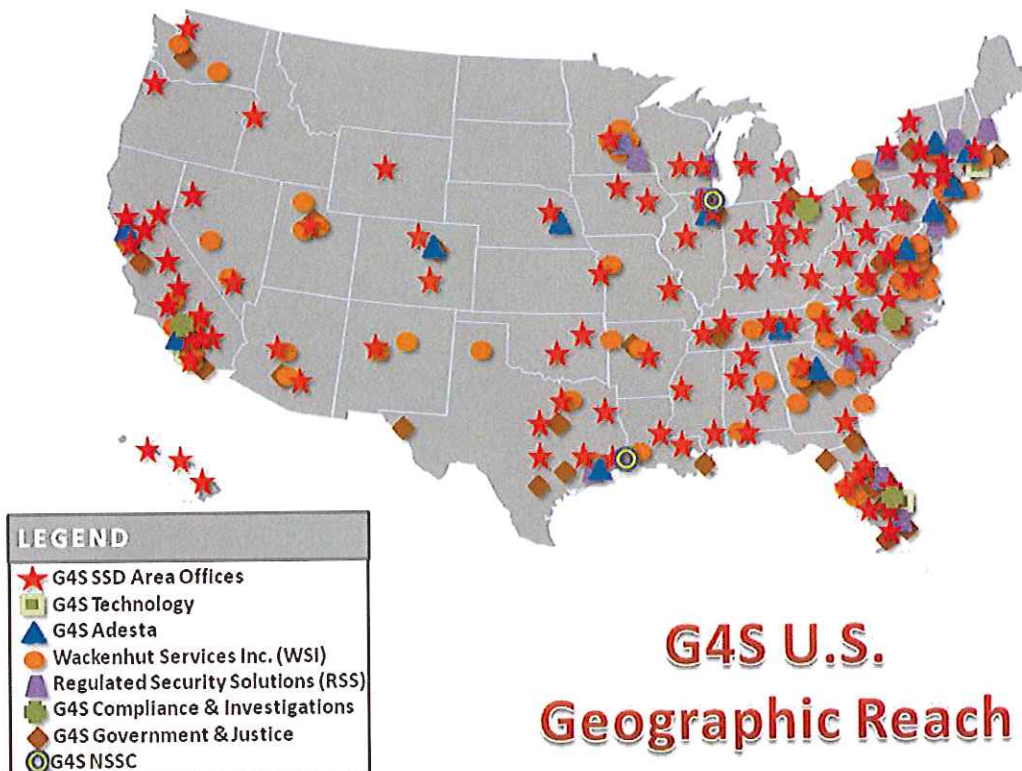
- **Over 13 years of electronic monitoring experience**
- **Over six (6) years of providing global positioning tracking**
- **Industry leading financial stability**
- **Unparalleled confidence in its ability to serve specialized needs**
- **G4S group of companies has provided secure government solutions for over 110 years**
- **G4S group of companies monitors over 40,000 active daily participants world wide**
- **Employs the most qualified and educated staff in the industry that is bi-lingual so services can be properly provided to a variety of geographic populations**
- **Enhanced technology and innovation that continues to evolve as new technologies are made available**
- **Continued investment in research and development**
- **Operates programs based on best practices collected from across the criminal justice field**
- **West Virginia DOC unparalleled confidence in G4S' ability to serve its specialized needs with industry leading financial stability and continuum of product and services**

As the world's largest security solutions provider, G4S is also one of the world's largest providers of monitoring services. The G4S plc group of companies currently provide comprehensive monitoring services to more than 40,000 participants world-wide including more than 25,000 U.S. participants on radio frequency (RF) monitoring, GPS tracking, alcohol monitoring and voice verification telephonic reporting and equipment. Additionally, G4S' has extensive experience with GPS tracking technologies and currently provides GPS tracking and location based monitoring devices and services to agencies throughout the world. **G4S' success worldwide is a testament of G4S' ability to perform the services required by the program more efficiently and with less risk to the West Virginia DOC.**

The following graphic displays G4S' geographic reach within the United States. G4S believes this is important to provide an overview of G4S' vast presence throughout the nation to ensure G4S' ability for continued growth in the industry and the financial stability to provide superior service solutions to West Virginia DOC.



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services



If selected for this contract, G4S pledges to deliver high quality equipment and services to the West Virginia DOC. As evidenced throughout the proposal, G4S Justice Services has the corporate infrastructure, financial resources, staff experience and customer service capabilities to support this West Virginia DOC contract. In addition, G4S' exceptional financial stability provides the ability to continue investing in the development of new technology. G4S is offering state-of-the-art equipment with proven use nationally and if awarded a contract, **agrees to provide newly manufactured equipment to the State of West Virginia.** For ease of use, G4S offers as an alternate, multiple monitoring platforms for its proposed products. This has proven to be acceptable and the preferred method for most agency's throughout the United States as officers do not need to be burdened with software and equipment details they do not plan on using.

G4S has extensive knowledge and experience delivering a full continuum of state-of-the-art electronic monitoring technology and services that have proven to be very effective in the electronic surveillance of participants in similar programs. This proposed solution outlines G4S' electronic monitoring technologies and will serve to provide unsurpassed value to West Virginia DOC as well as help ensure public safety and maintain participant confidentiality. G4S is pleased to propose **RF Patrol® Landline, RF Patrol® Cellular and RF Patrol Drive-By**, the most secure radio frequency models offered in the industry; the one-piece **OM210**, an innovative and one-of-a-kind GPS tracking device that will transmit information twenty-four (24) hours each day regarding a person's precise location; and **Voice Patrol®**, an innovative and effective voice verification and telephonic reporting solution that meets step-down or reduced supervision needs. In addition, for Remote Alcohol Monitoring, G4S is proposing **ViCAP Patrol™**, the only **fully supervised remote** alcohol test available in the industry. Monitoring center operators speak with each participant throughout each test, visually supervise each test through the on-board camera and record each positive test result for absolute participant identification. Also, for cellular-based alcohol monitoring, G4S is proposing **CAM Patrol Plus™**, a continuous alcohol monitoring system.



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services



Following are detailed discussions of G4S' advanced continuum of technology and services including highlighted areas where G4S can provide an advantage over other electronic monitoring providers.

Radio Frequency Monitoring

G4S is pleased to propose **RF Patrol®**, its latest generation Radio Frequency (RF) electronic monitoring technology platform. This technology platform is supported by G4S' web-based information exchange, **WEB PATROL II®**. **RF Patrol®** is specifically designed for house arrest monitoring and provides more reliable home supervision and intensive heightened notification including unauthorized absences, late returns, equipment malfunctions and tamper alerts. The first two (2) elements of the highly advanced and secure system known as **RF Patrol®** include the following:

- PTX2: Personal Transmitter
- PHMU: Personal Home Monitoring Unit

Some unique features of **RF Patrol®** include:

- **Ease of Installation:** Installers can enroll the PHMU after the PTX2 is on the participant. Installers can complete PHMU enrollment through easy to follow prompts on the LCD screen in agency offices or at the participant's home. A telephone line is not required to complete the enrollment process.
- **Group Monitoring Capabilities:** One (1) PHMU can simultaneously monitor up to 50 PTX2s.
- **Programmable Leave Window:** The standard leave window is five (5) minutes, but G4S can easily modify it upon request.
- **Advanced Range Testing:** The PHMU indicates RF signal strength during range testing. Additionally, the officer determines the length of the range test.
- **Guest Transmitter Detection:** The system detects guest transmitters within range of the PHMU.
- **Unauthorized Telephone Number Reporting:** The system will detect and report when a PHMU calls in from an unauthorized telephone number.
- **LCD Screen:** Information regarding the equipment's programming and monitoring status are available through the Setup Menu options.
- **LED Lights:** LED lights provide a clear indication of connection and/or pending alerts to assist during programming or troubleshooting.

"Often times in our business, we depend upon the vendor to not only provide a quality product but the much needed service after the sale. With G4S, we have experienced a company that provides ease of communication, technical support, and personnel willing to assist any of our officers with questions about the unit operation."

Craig D. Cook, Supervisor-Electronic Monitoring
Unit- Lebanon County Probation & Parole

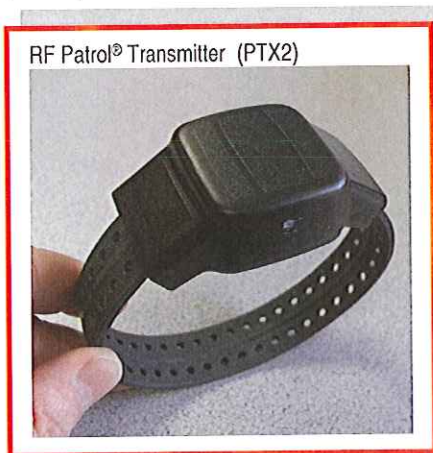


G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

- **Menu Options Reporting:** The PHMU records and reports any time its menu options have been accessed.
- **Ease of Termination of Service:** Simple decommission procedures offer a variety of methods to power down one (1) or both devices.
- **Battery Level Indicator:** The improved PTX2 continuously reports the remaining battery life to the Personal Home Monitoring Unit (PHMU) ensuring the agency will never be surprised by transmitter battery depletion. Agency personnel will have the ability during device installation or subsequent participant home visits to check the remaining battery life of the PTX2 directly through the Liquid Crystal Display (LCD) on the PHMU.

RF Patrol® Transmitter (PTX2)

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 transmitter units 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.



RF Patrol® will detect and store with a date and time stamp the low battery condition of the transmitter and the receiver. The 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 18 months 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 G4S ADVANTAGE:** The transmitter is battery powered with a battery that has an **18 month useful life**. If the battery depletes,

G4S will provide a replacement PTX2 at no cost.

IMPORTANT G4S ADVANTAGE: G4S is proposing its advanced transmitter (PTX2) which provides added confidence of reliable monitoring. This improved PTX2 continuously reports the remaining battery life to the Personal Home Monitoring Unit (PHMU) ensuring the agency will never be surprised by transmitter battery depletion. Agency personnel



will have the ability during device installation or subsequent participant home visits to check the remaining battery life of the PTX2 directly through the Liquid Crystal Display (LCD) on the PHMU. As the example illustrates, the transmitter's remaining battery life is shown on the PHMU's LCD display reflecting current remaining power of 97.1% ("P: 97.1") and remaining battery life of 535.3 days ("D: 535.3"). Agency personnel can view this display through the simple process of selecting the **INFO Menu** on the PHMU's main display, then

selecting **Next** to scroll to the **Enrolled PTX2** options. The officer would then select **VIEW** to access the enrolled PTX2 serial numbers, their presence, percentage and number of days of battery power remaining, and firmware version.

The RF Patrol® PTX2 emits a unique, constantly changing signal **more frequently than once every 25 seconds**. Each time the PTX2 transmits its signal, it reports the serial number of the PTX2 associated to

PTX2 Battery Display on PHMU

PID: 150363 Present
P: 97.1 D: 535.3 U51K



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the participant, its power status and tamper status. **IMPORTANT G4S 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. G4S 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 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 dead zones, hit or miss signaling and false alerts. This technology has improved accuracy and provided 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®** transmitter signal has a 64-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®** transmitter 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 transmitter) during every other pulse to provide added protection against signal duplication and/or frequency interference.
- **Encrypted Radio Transmissions:** The **RF Patrol®** transmitter uses more than **four (4) million** unique transmission combinations. The constantly changing pulse rate is unique for each active transmitter, 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 transmitter will vary transmissions. **No other electronic monitoring companies have currently incorporated this intelligence into their radio frequency monitoring systems units or devices.**

RF Patrol® has a highly advanced tamper detection scheme. G4S was the first to introduce its sophisticated field replaceable 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 once every 18 seconds while in range. G4S transmitters 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.

G4S provides varying length straps designed to fit any ankle size. When properly installed, participants



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cannot remove the transmitter 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 transmitter, and then reset the transmitter 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 G4S ADVANTAGE: The following chart highlights the technology advantage of G4S transmitters over other companies in the industry:

Transmitter Features	G4S – RF Patrol® PTX2
Participant Worn Device	Unique watch-size transmitter device for wrist or ankle
Participant Worn Device Specifications	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
Tamper Alert	Yes, patented multiple fiber-optic circuits
Transmitter Battery Life	18 months in-use, four (4) year shelf life LED light indicating low battery life
Activation	On-site programmable range during installation (no software required)
Deactivation	Shutdown of transmitter via two-way RF link
Required Assembly of Transmitter	Easiest to install in the industry Transmitter is a sealed unit Four (4) easy to install transmitter pieces
Transmission Signal	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

RF Patrol® Home Monitoring Unit (PHMU)

The **RF Patrol®** PHMU is 7.5 x 8.6 x 1.7 inches and weighs less than one (1) pound, making it one (1) of the smallest devices on the market capable of storage at 100% humidity. The **RF Patrol®** PHMU operates properly in households containing normal household goods and appliances. The **RF Patrol® Landline** PHMU is installed in a central location, using a standard two-prong 110 volt AC power cord certified to UL standards and two (2) standard, universal RJ11C connectors that are common in participant homes. It is virtually impossible to connect the unit incorrectly, as installers can connect either RJ11C connector to the wall phone jack or the telephone. The PHMU also has internal surge protectors for the power supply and telephone line incorporated into the internal architecture. The **RF Patrol® Landline** PHMU uses common





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telephone lines or cellular network to transmit data to the monitoring center. The **RF Patrol® Landline PHMU** is programmed remotely to report over toll-free telephone numbers using rotary, pulse or touch tone telephone systems.

Upon activation, the PHMU automatically identifies the PTX2 in range and synchronizes itself and the PTX2 as a matched set. The PTX2 and PHMU are also interchangeable components, enabling easy replacement of either component without replacement of the entire system. **In addition, any PHMU can be programmed to recognize and report statuses from multiple transmitter units (up to 50 PTX2s on one (1) PHMU),** including multiple participants in the same home or guest transmitters in the vicinity of the PHMU.

The **RF Patrol®** monitoring system has a variable signal range between the PTX2 and PHMU that is agency programmable with three (3) settings as follows:

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

RF Patrol® PHMU with Handset



Dual Transceiver, Two-way RF Link Approach: G4S' unique dual transceiver approach incorporates both a transmitter and receiver in the PHMU, as well as having both in the PTX2. 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®** signalling 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. Some of the unique features of this innovative transceiver approach are:

- **Intelligent two-way transceiver technology**
- State-of-the-art Frequency Shift Keying (FSK) transceiver-based design
- Compliance with all applicable United States and International requirements
- Dual Transceiver with multi-path mitigation
- Acknowledgment of message delivery (PHMU will send acknowledgment to PTX2)
- Robust over-the-air (OTA) radio protocol, checksums and automatic retries
- Bidirectional protocol enabling the PTX2 to know:
 - ✓ When it's in "range test mode" through a blinking light on the PTX2 on successful message delivery
 - ✓ When it's in range of the PHMU and conserves power when out of range
 - ✓ Information used to optimize RF communications

RF Patrol® Transceiver Technology



Any trained personnel can install the **RF Patrol®** PHMU in the participant's home (or applicable base monitoring location) in less than five (5) minutes. The PHMU communicates all reports to the monitoring center via a landline communications network. (G4S also offers an optional **RF Patrol® Cellular** PHMU, as described later in this proposal.)

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



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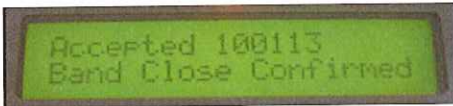
in the back of the device and ensure that the Officer Personal Identification Device (OPID) is in the vicinity of the PHMU.

IMPORTANT G4S ADVANTAGE: To access the PHMU setup mode, installers must have both the PHMU Menu Key and the OPID. This requirement provides added confidence to the agency that participants will never have access to the setup menu, even if an officer leaves the PHMU Menu Key at the participant's residence or loses an OPID.

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.

RF Patrol® PHMU LED Display



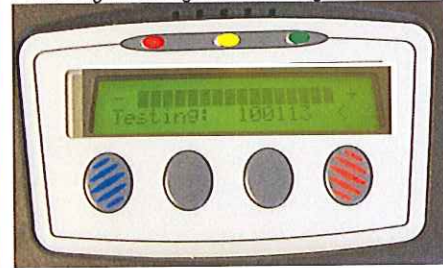
RF Patrol® PHMU Menu Key



G4S' **RF Patrol®** PHMU 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

PHMU Signal Strength and LED Lights



IMPORTANT G4S ADVANTAGE: G4S can offer the agency added confidence that its participants are reliably monitored while in their residences. G4S **RF Patrol®** equipment offers a unique feature that allows for visual range testing during the installation process. While installing the PHMU in the participant's residence, installers have the capability to test the range between the PTX2 and the PHMU to ensure the agency will not receive false out-of-range alarms when the participant is inside their residence. This capability also assists the installers through ensuring that the range setting between the PTX2 and the PHMU is small enough to securely confine the participant to his or her home during curfew hours.

Performing a Range Test

- Turn the PHMU Menu Key to the horizontal position
- Select RNG (range) from the Setup Menu
- Select TEST from the RNG Menu
- The LCD screen will display the words "Testing" and a negative (-) sign to the upper left and a positive (+) sign to the right of the LCD screen.
- The transmitter will immediately begin to blink
- One (1) blink from the PTX2 indicates excellent range, two (2) blinks indicates good range, three (3) blinks indicate poor signal reception and four (4) blinks indicate no signal reception (no longer in range)



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- Installer may walk with the participant to each section of the home during the range test to confirm range
- Once all areas of the home have been covered, select the [<] less than symbol to end the range test and return to the main menu
- Once the range test ends, the PTX2 will stop blinking

The **RF Patrol**® PHMU unit is designed to detect and report multiple types of tampering, including but not limited to power disconnect/reconnect, phone disconnect/reconnect, and attempts to open the receiver housing. The PHMU housing is made of high impact ABS plastic, is tamper resistant and reports tamper alerts. The unit has non-commercially available security hardware sealed with tamper evident tape to reflect visual signs of tampering. If a participant opens the case of the unit providing access to the internal circuitry, the unit's internal architecture has an internal tamper switch that will detect and report tampering of the internal PHMU. In addition to PHMU tampers, the unit will detect and communicate all other alerts and notifications, including but not limited to PTX2 tampers, arrival and departures of the PTX2, loss and restoration of power or telephone service, and HMU Overdue (as described later in this proposal).

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 Overdue**" 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 case manager to go to the participant's home.

IMPORTANT G4S ADVANTAGE: The **RF Patrol**® 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. G4S can notify the agency immediately each time there is a power outage or restoration of power.

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**® PHMU 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.** G4S' 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.

If the PHMU needs to report a status and cannot due to telephone usage, the PHMU delivers courtesy beep tones alerting the participant to 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



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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.

RF Patrol® Back-up and Storage Capabilities during Outages		
Power Outage	Communication Outage	G4S Solution
X		RF Patrol® units provide for 48 hours of full continuous operation in the event of a power outage. The units will continue to report all alerts and events to the monitoring center during this 48 hour period.
	X	G4S' RF Patrol® units will continue to monitor the participant and store data in its internal non-volatile memory with the capability to store 1,024 events. The units will report all stored data to the monitoring center upon restoration of communications.
X	X	G4S' RF Patrol® units will operate on the 48 hour battery back-up and store information in the internal non-volatile memory with the capability to store 1,024 events. The units will report all stored data to the monitoring center upon restoration of communications.

IMPORTANT G4S ADVANTAGE: As the previous table indicates, G4S' RF Patrol® provides agencies added confidence that a participant is monitored even during commercial power or telephone outages. Through offering expanded non-volatile memory capabilities and 48 hours of battery back-up power, G4S provides the agency sufficient time to investigate the source of the outage once it receives notification from G4S of a power or telephone disconnect and take the necessary precautions to ensure public safety is maintained.

If the participant does not have a residential telephone line, G4S offers optional RF Patrol® Cellular at an additional cost. The RF Patrol® Cellular units utilize the same transmitters and have all of the advanced features as the landline units. The RF Patrol® Cellular PHMU incorporates a cellular modem for reporting information to the monitoring center in lieu of using a conventional land-based phone line.

IMPORTANT G4S ADVANTAGE: The RF Patrol® Cellular unit is one "integrated unit," meaning that the PHMU receiver and cellular unit is an all-in-one "integrated" device requiring only a power cord for installation. Both RF Patrol® units incorporate an industry-leading intelligent movement sensor known as "tilt detection" built-in that can aid the officer in differentiating between momentary movement and attempted relocation of the unit. The G4S RF Patrol® Cellular unit is equipped with signal strength capabilities and does not permit outgoing voice communications, only data communication. The RF Patrol® Cellular unit is superior to competitor products because it was designed specifically for electronic monitoring. It is not a modified cell phone requiring a secondary device cabled to the unit for communication. This G4S technological advantage eliminates the need for additional device inventory and lowers the overall cost of cellular radio frequency monitoring as it utilizes fewer devices. Additionally, G4S' RF Patrol® Cellular guarantees longer operating battery charge as it is not limited by a traditional cell phone battery.

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IMPORTANT G4S ADVANTAGE: The following chart highlights the technology advantage of G4S' PHMUs over other companies in the industry:

Home Monitoring Unit Features	G4S – RF Patrol® Landline	G4S – RF Patrol® Cellular
Device	Fully integrated one (1) piece unit Dual antennas and transceivers	Fully integrated one (1) piece unit Dual antennas and transceivers
PHMU Specifications	Smallest and lightest available on the market at 7.5 X 8.6 X 1.7 inches and weighs 16 ounces 100% humidity resistant	Smallest and lightest available on the market at 7.5 X 8.6 X 1.7 inches and weighs 16 ounces 100% humidity resistant
Tamper Alert	Yes, including tilt detection	Yes, including tilt detection
Back-up Battery Life	48 hours of continuous operation	48 hours of continuous operation
Front Panel LED Display Activation	Provides setup prompts for enrollment through LED display On-site programmable range testing during installation (no software required) Reports battery life of the PTX2 on screen	Provides setup prompts for enrollment through LED display On-site programmable range testing during installation (no software required) Reports battery life of the PTX2 on screen
Deactivation	Shutdown of transmitter (PTX2) via two-way RF link	Shutdown of transmitter (PTX2) via two-way RF link
Required Assembly	None	None
Transmission Signal	Transceiver technology with the PTX2 Landline communication with the monitoring center	Transceiver technology with the PTX2 Wireless cellular communication with the monitoring center
Multiple Transmitters	Ability to monitor up to 50 PTX2s at the same time	Ability to monitor up to 50 PTX2s at the same time
Guest Detection	Detects and reports unauthorized PTX2 units in range	Detects and reports unauthorized PTX2 units in range
Memory/Storage	Internal non-volatile memory capable of storing 1,024 events indefinitely	Internal non-volatile memory capable of storing 1,024 events indefinitely

RF Patrol® Drive-By

G4S' RF Patrol® technology platform also includes the RF Patrol® Drive-By that incorporates a Portable Monitoring Device (PMD) and the Pocket PC. The Portable Monitoring Device (PMD) is a portable, hand-held, battery operated receiver unit. An officer can utilize this device on foot or in a surveillance vehicle. The PMD transmits data to the Pocket PC, a small hand-held device similar to a Personal Digital Assistant (PDA), via a Bluetooth connection for easy viewing.



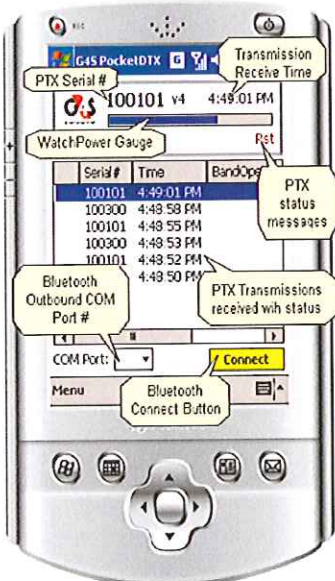
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The device detects and identifies all **RF Patrol®** transmitter (PTX2) signals in 300 to 500+ feet open field range and determines the condition of the transmitter including tamper and battery status of the PTX2. The PMD provides a remote, discrete and safe means of verifying a transmitter's presence without interfering with the participant. The PMD units do not acknowledge receipt of PTX2 status signals. The PTX2 will report all alerts and events stored in the PTX2's memory to the monitoring center when the participant returns within range of his or her Personal Home Monitoring Unit (PHMU) eliminating the need to download data from the PMD.

RF Patrol® Drive-By PMD



RF Patrol® Drive-By Pocket PC



The PMD unit measures approximately 2.5" wide X 1.1" deep X 4" high, weighs approximately one (1) pound, making it one of the smallest and lightest units on the market. This unit can be belt worn or hand-held. The device is equipped with a low battery indicator and comes with 110VAC and 12VDC charging cables and is capable of multiple power functions including a stand-alone rechargeable battery that exceeds 10-hour capacity, a DC car cigarette lighter and an AC adaptor.

The Pocket PC is rechargeable through a standard wall or car charger and offers a LCD backlit display, a handheld case and quick signal recognition. This device's standard PDA design will allow officers to covertly verify a participant's whereabouts while walking or driving. The main display panel shows information about the last transmitter transmission received, including the transmitter serial number, its message version number, the date and time that the transmission was received, a gauge indicating the transmitter power and the **RF Patrol®** PTX2 status messages (Band Open, Tamper, Low battery, and Restart). A list view displays the latest 100 transmitter transmissions received.

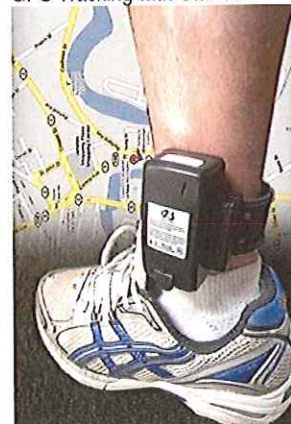
If an agency or individual officer desires to utilize an agency-owned standard PDA device, G4S will provide the necessary software in lieu of the Pocket PC.

Global Positioning Satellite Tracking

G4S Justice Services' sole business is community-based electronic monitoring dedicated exclusively to providing reliable cost effective security and correctional services. G4S is pleased to provide the following information detailing an innovative and effective solution to meet the needs for Global Positioning System (GPS) services.

A traditional GPS monitoring challenge is the reliance on multiple devices including a transmitter, portable tracking unit and base station. Currently, there is a trend in this industry to focus on a dependable one-piece device. Additionally over the past two (2) years, active and passive GPS location monitoring equipment has evolved and agencies now have broader choices in selecting GPS equipment to fit their needs. This proposal offers

GPS Tracking with OM210





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a state-of-the-art one-piece GPS device design that exceeds the agency's stringent location monitoring service needs.

The following list highlights some of the unique features of the proposed GPS tracking solution:

- **Unique Location Technology:** The OM210 GPS location-tracking device was the first device on the market to utilize Advanced Forward Link Trilateration (AFLT) in addition to GPS to monitor participants.
- **Impaired Locate:** The OM210 device reliably provides location monitoring from a single device in impaired environments where GPS alone does not work, for example, in the participant's home, as well as areas outside the home such as the car floorboards, shopping malls, buildings, buses, etc.
- **Most Accurate GPS Points:** The OM210 device features the proprietary "Precision Engine" generating the most accurate GPS points available.
- **Decreased Loss Rates:** The OM210's one-piece design and unique location technology provides the lowest loss rate for devices in the industry.
- **Reduction in False Alerts:** Compared to other electronic monitoring and GPS systems, officers will spend far less time working with the equipment and responding to "false positive alerts" leading to increased efficiency and productivity.
- **Truly Safe Device:** The proposed device is truly 100% waterproof, safe to the wearer, engineered for heavy-duty shock resistance and FCC, CE, ROHS, IC and SAR compliant.
- **Easiest Installation Process:** The proposed device is the easiest one-piece GPS device to install in the industry, no tools or strap cutting are needed. The OM210 works out of the box each time and the GPS acquisition time is less than 60 seconds.
- **Widely Variable Intensity Rate Plans:** The proposed device allows agency staff to match monitoring intensity with level of supervision needed within the field. This capability provides tremendous cost savings.
- **Long Battery Life:** The OM210 tracking system features one (1) of the longest battery lives at the most intense monitoring levels and does not require the participant to carry extra batteries, car chargers, home units or phone lines. The batteries also have rapid charging capability.
- **Triple Layer Tamper Detection:** The proposed device has an adjustable, replaceable hypoallergenic strap with a tamper evident locking mechanism and multi-level tamper detection including 1) strap tamper, 2) device tamper and 3) device removal.
- **Mobile Exclusion Zones:** Staff will have the ability to create mobile exclusion zones around a victim by providing the victim with his or her own OM210 device. The agency determines the size of any zone.
- **Victim and Gang Member Tracking:** The OM210 unit can track monitored gang members or victims (carrying a device) in relation to program participants to provide needed proximity alerts. This capability is of significant value to expand the notification capabilities to victims of domestic violence that have restraining orders in place.

Some Benefits of OM210 Devices

- OM210 device loss rates are lower because the one-piece device is attached to the participant unlike current two-piece devices.
- AFLT locates unreturned units if there is remaining battery power.
- The unit has internal and external tracking labels with a toll free number and reward information to improve recovery rates for the device.
- Inventory carrying costs are significantly lower than traditional two-piece devices as only one device must be stored.

"The (Omnalink) tracking system alone is heads above anything else that's out there. The entire solution has been problem-free for us." – Bill Delehanly,
Director Clark County Courts Home Incarceration
Office



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- **Buffer Zones:** The agency will have the unique ability to create buffer zones around fixed or mobile exclusion zones to alert participants of an upcoming potential violation.
- **Crime Scene Correlation:** The agency will have the ability to locate multiple defendants' proximity to any location or crime scene.
- **Maximum Up-time Performance and Redundancy:** The system has geographically redundant servers and redundant personnel to ensure optimum up-time.
- **Superior Technical Support:** Twenty-four hour a day staffed technical support and optional managed monitoring center services ensure all service requests and response protocols will be handled quickly and accurately.
- **100% Web-based Solution:** G4S offers 100% secure web-based solution for accessing participant data and case management functions. Officers can view participants and victims on a laptop or desktop computer from anywhere. The secure web application allows changes to be made in real time.

OM210 Tracking Device

G4S is pleased to propose the OM210 device, a single unit device that is both the receiver of location information and the transmitter of status and location information supported by the innovative, user-friendly web-based information exchange, **WEB PATROL II®**. The OM210 is a one-piece device that does not require a base or docking station, or landline communications.

OM210 Tracking Device



The device's dimensions are 3.5 X 1.5 X 1.75 inches and it weighs 5.3 ounces. The device casing is hardened and waterproof to a depth of 50 feet in both salt water and fresh water. The unit can withstand temperatures between -20° Celsius and 60° Celsius, normal household and atmospheric conditions and up to 500 MHz of random vibration of 1.25G rms. It is also dishwasher safe, which is

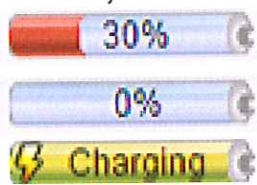
the easiest and safest way to sterilize the device.

The OM210 features an internal battery that boasts the industry's longest battery life and has a three (3) year shelf life. Participants charge the unit through a standard 110V plug with a 15-foot cord easily connected directly to the front of the unit. The unit has an intensive monitoring battery up-time of 24 hours to 60 hours depending upon the rate plan used by the agency and is rechargeable in 1.5 hours. The OM210 features a multi-colored LED light that will illuminate during battery charging.

OM210 LED Lights



OM210 Battery Status



The device reports the battery status each time it reports to the monitoring center. If the device's power is low, the monitoring center will generate a low battery alert. A low battery alert is generally generated when the device is at 35% or less of battery power, but is configurable to occur between four (4) and twelve hours of remaining power. This alert will clear when battery power is restored above 85%. To mitigate low battery issues, agencies can incorporate a mandatory recharging schedule into the participant's daily schedule. If the device is not charging at the scheduled time, or if it is unplugged prior to the expiration of the charging

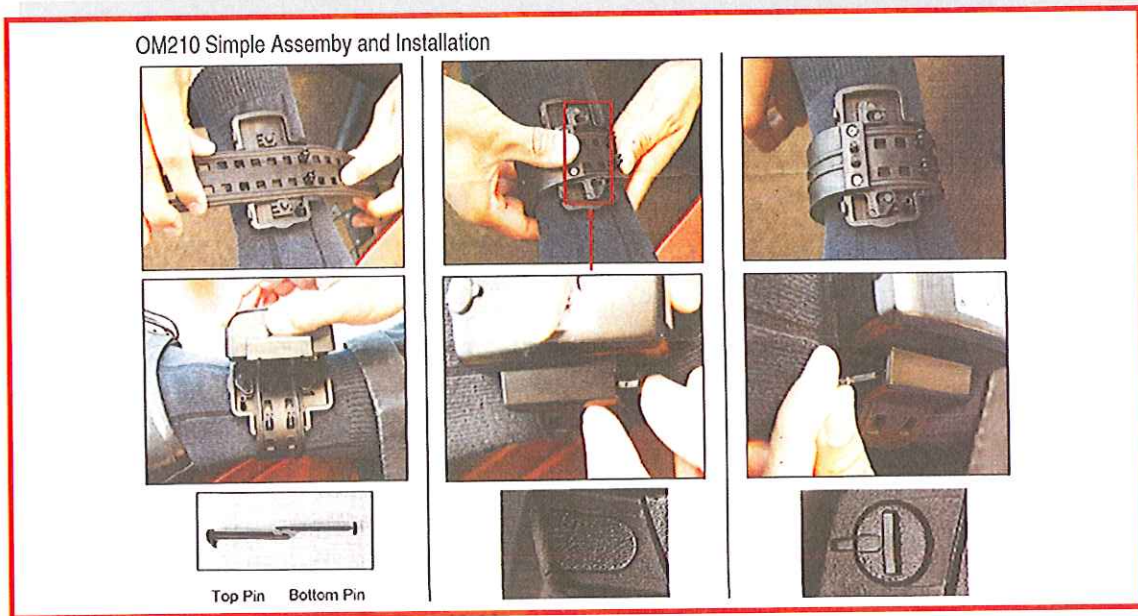
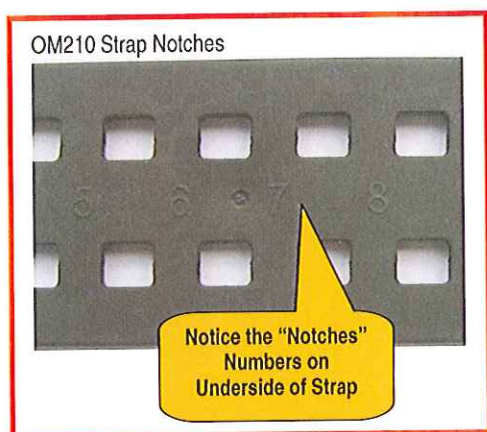
schedule, the monitoring center will send an alert to the assigned officer.



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The device is extremely easy to attach to the participant's ankle with a reusable, adjustable and replaceable strap. The strap includes a permanently embedded fiber optic cable and is fully adjustable, eliminating the need for strap cutting during installation. Two (2) locking pins connect the unit to the back plate. Personnel installing an OM210 on the participant need **no tools**. The installer will connect the device to the ankle of a participant with only their thumb and forefinger. Once properly attached, the device will detect and report a tamper message if it is removed. The OM210 strap is easily sanitized and reusable on multiple participants without the need for replacement. The device is attached to the participant's ankle with an extended length band to accommodate the largest of ankles. The strap's design allows for a secure fit and has multiple holes to assist in finding the proper fit on each person. The strap is adjustable as needed prior to locking the pins in place to allow the participant to stand up and/or walk around to determine the best fit possible.

The next two (2) pictures illustrate the sizing of the strap followed by an installation diagram:



The OM210's unique design will allow the agency complete confidence that the device installation is successful. G4S staff will enroll a participant in the **WEB PATROL II**® application. The enrollment process is quick, simple and completed in five (5) to 10 minutes by entering basic data and selecting the respective officer. Upon a participant's enrollment, the installer will fit a sanitized unit on the participant



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through a straightforward configuration process which consists of 1) adjusting the strap to the participant's ankle, 2) securing the device on the participant, 3) changing the status of the device to active and 4) assigning the device to the participant on the web-based platform, **WEB PATROL II®**. The software recognizes the device as soon as it is activated and assigned to the participant, providing confirmation that the device is working properly.

IMPORTANT G4S ADVANTAGE: Upon program enrollment, installers will not need to stand outside with the OM210 device to obtain GPS signal due to its secondary location technology, Advanced Forward Link Trilateration (AFLT).

The OM210 unit detects three (3) tamper types including 1) strap tamper, 2) device tamper and 3) device removal. Within one (1) second of a tamper attempt, the device will communicate and send a unique alert to the **WEB PATROL II®** web interface. **The OM210 device will automatically and instantly communicate to the WEB PATROL II® software when a participant attempts to remove or tamper with the strap.** The **WEB PATROL II®** system then immediately sends the alert to the appropriate agency defined personnel. The elapsed time for a device tamper to be executed and then have a notification via text message and/or voice call is under 45 seconds. The OM210 device will send a tamper alert if the participant severs the strap or if the unit loses contact with the back plate attached to the leg. Additionally, the unit will send a tamper alert if the unit is broken or if the unit's back plate is separated from the rest of the unit.

When properly installed, attempts to defeat, remove or tamper with the OM210 will also be visually obvious to trained personnel. The strap will show signs of cutting or dislodging as it is made of durable hypoallergenic materials that are molded into a uniform design. The back plate fits precisely in place and any attempts to pry it open are easily noticeable.

The OM210 devices offer the most advanced tamper detection and reset methodology. The devices have been proven to be highly reliable and reduce the production of false tampers. The devices remain in tamper until inspected and reset through the **WEB PATROL II®** software. The reduction in excessive tamper events that are a nuisance to officers reduces tamper events to only those that truly warrant investigation and necessitate oversight. If an officer is not near a computer, he or she may call the G4S monitoring center to clear any tamper event. For each tamper event, officers can program multiple notifications, such as reminders.

The OM210 device, through its supporting software, provides the flexibility an agency needs for controlling the level of supervision each participant receives to meet individual monitoring needs and budget constraints. This level is defined by the type of monitoring assigned in the participant's risk profile. The risk profile not only defines the monitoring intensity, but also allows the agency to change the level, based on a participant's current monitoring status. Risk profiles available include, but are not limited to:

Risk Profile	Description of Risk
Active Monitoring	Riskiest participants requiring a very high level of supervision
Passive Monitoring	Less risky participants requiring only strong supervision

An officer can change a participant's risk profile at any time during monitoring. For example, an officer may initially assign a participant with a passive monitoring profile for low risk monitoring, but determine the need to increase the monitoring intensity to active monitoring if the participant has recurring violations. In contrast, if an officer determines during a participant monitoring timeframe that the participant poses less risk to the community than originally observed, the officer can easily modify that participant's risk profile from active monitoring to passive monitoring. Any single OM210 device can be software controlled to operate at increased and decreased intensities, allowing for real-time monitoring changes without the need to have contact with the participant or the monitoring equipment. This capability will provide tremendous cost savings to the agency responsible for paying the cost.

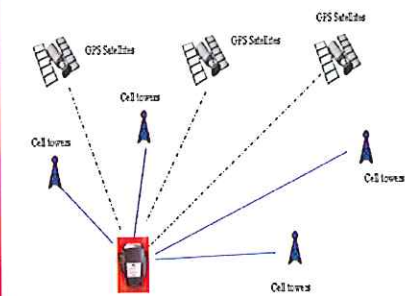


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In addition to the use of GPS, the OM210 has secondary location technologies including Assisted GPS and Advanced Forward Link Trilateration (AFLT).

IMPORTANT G4S ADVANTAGE: GPS alone does not reliably work in some impaired environments such as the participant's home, car floorboards, buildings, buses and/or other weak satellite locations. Unique to the OM210 device is the utilization of both **Advanced Forward Link Trilateration (AFLT)**, GPS and Assisted GPS to locate the unit. This enhanced dual-monitoring 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 and Qualcomm employ this technology to locate cell phone users who dial 911. In ideal conditions, the OM210 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, the **OM210 device's AFLT will provide the agency unmatched confidence that the device is reliably monitoring the participant's location.** Older technologies that use GPS alone cannot do this and will not track participants in areas where GPS is impaired (for example: inside buildings) but OM210 devices will.

AFLT Diagram



In the sample screen below, the participant is being tracked while inside a large building commonly not possible for GPS alone however, the AFLT may enable tracking in such impaired locations.

AFLT Tracking Inside a Large Building



The OM210 device communicates over the Sprint mobile broadband network as the primary wireless provider. The device will automatically roam to other CDMA cellular networks if a viable Sprint signal is not available. Any CDMA cellular service can provide service to the OM210. Through the following cellular coverage map, G4S has shown proof of the robust cellular coverage provided through this network in West Virginia:



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IMPORTANT G4S ADVANTAGE: The chart below highlights the technology advantages of the OM210 GPS tracking device over other devices in the industry:

Features	OM210
Participant Worn Device	One piece device 3.5" X 1.5" X 1.75" and weighs 5.3 ounces
Participant Worn Device Specifications	100% Waterproof in fresh and salt water to a depth of 50 feet Reusable, adjustable, hypoallergenic strap
Tamper Alert	Multi-level tamper detection Fiber optic cable tamper resistant strap Tamper evident locking mechanism
Transmitter Battery Life	Industry leading battery life exceeding 24 hours on one (1) charge Has a three (3) year shelf life Charge from completely empty to completely full in less than two (2) hours
Memory Capacity	Internal non-volatile memory to store events in excess of 200 tracking and alert events during communications failures and indefinitely in the event of battery depletion
Activation	Straightforward configuration process which consists of (1) adjusting strap to the participant's ankle, (2) securing it on the participant, (3) changing the status of the device to active and (4) assigning the device to the participant on the web-based platform
Signal Acquisition	Signal acquisition time for the OM210 is within 60 seconds due to its ability to not only get location through GPS but also through cell phone tower triangulation. There is no need to have the participant stand outside in a clear line of site to the sky to acquire a signal.
Tracking and Location Accuracy	The OM210 is the most accurate device in the industry for several reasons: <ul style="list-style-type: none">▪ Location is determined not only by GPS but a combination hybrid model using cell tower triangulation▪ Accuracy is as tight as three (3) meters▪ It locates indoors and outdoors
Required Assembly of Transmitter	Three (3) easy-to-install bracelet pieces Transmitter is a completely sealed unit attached with a fully adjustable strap and back plate
Transmission Signal	Both the receiver of GPS signal and the transmitter of location and alert information Transmissions sent to the monitoring center via the CDMA cellular network
FCC Certification	FCC compliant with Identifier Number TS5-6050M-OM210



Breath Alcohol Monitoring

G4S is proposing **VI-CAP Patrol™**, the only fully **supervised** remote alcohol test available in the industry. Agencies will have the option to conduct random, scheduled and/or on-demand alcohol monitoring tests 24 hours a day. The **VI-CAP Patrol™** equipment is easily installed in 10 minutes or less in the participant's home by the participant and requires only a home telephone line for communication. A live monitoring center operator speaks with each participant throughout each test and also visually supervises each test through the on-board camera that provides the live, streaming video image and records each positive test result for absolute participant identification.

In addition to a camera, each **VI-CAP Patrol™** device includes an Intoxilyzer S-D5 alcohol testing device designed to take a deep-lung sample and identify the participant's level of intoxication through a numeric display of Breath Alcohol Content (BAC). During each positive test, the **VI-CAP Patrol™** system records a color image of the participant and the BAC test results. These results are stored at the monitoring center and can be immediately emailed to the supervising officer for use in provoking an admittance or immediate action as a violation. It is important to note that test results are immediate at the time of testing and notifiable to the officer via email, text message, fax or optionally via phone.

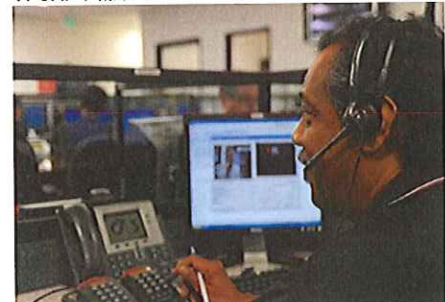
VI-CAP Patrol™ Test Results



Subject Name: John Smith **Camera Number:** 2229
Violation Document: Violation-14994-20070307-2346.doc
FIRST TEST Mar 7 2007 11:31PM BAC Reading: 0.144
 Photo Name: Photo14994-20070307-2303.bmp
 Comments: Positive BAC
SECOND TEST Mar 7 2007 11:50PM BAC Reading: 0.143
 Photo Name: Photo14994-20070307-2304.bmp
 Comments: Positive BAC

G4S' multi-lingual monitoring center operators conduct each test, thus **VI-CAP Patrol™** has multi-language capabilities. G4S staff are highly trained to complete or assist customers in **all stages** of enrollment, testing, test scheduling or schedule changes as well as terminations. If the agency elects not to utilize G4S' state-of-the art software package, **WEB PATROL®**, to enroll and schedule testing times, officers can call in or fax client profile information to the G4S monitoring center. Monitoring center staff will then manually enter the data into the software application.

VI-CAP Patrol™ Test Administration





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G4S conducts all **VI-CAP Patrol™** monitoring services at the same G4S monitoring center utilized for GPS tracking, radio frequency monitoring and voice verification services that currently, supervise approximately 25,000 participants. G4S' monitoring center is available to customers 24 hours a day, seven (7) days a week, 365 days a year staffed with trained and experienced personnel to provide support for **VI-CAP Patrol™** and report client violations.

Management of Breath Alcohol Monitoring Participants

The following notification exceptions list depicts the circumstances in which a violation would be generated. Please use this as a guide to determine the exceptions for which you wish your agency to be notified.

Notification Exceptions	Description
High Alcohol Reading	The participant blew an alcohol reading above the acceptable level, participant did NOT pass the alcohol test.
Alcohol – Line Busy	Two (2) attempts within a 15-minute period to contact the participant for a scheduled alcohol test resulted in a busy signal from the host site.
Notification Exceptions	Description
Alcohol – No Answer	Two (2) attempts within a 15-minute period to contact the participant for a scheduled alcohol test resulted in a no answer at the host site.
Alcohol – Participant Call Emergency	While speaking with a participant during a scheduled alcohol test, the participant requested we contact the primary officer/officer regarding an urgent request.
Alcohol – Participant Call Emergency Schedule	While speaking with a participant during a scheduled alcohol test, the participant requested we contact the primary officer/officer regarding an urgent alcohol test schedule change.
Alcohol – Test Passed	The participant blew a zero or passing level on the scheduled alcohol test.
Alcohol – Test Refusal	The participant refuses to cooperate with the scheduled alcohol test.

Continuous Alcohol Monitoring

Alternate to Remote Alcohol Cellular: G4S is pleased to present continuous alcohol monitoring and location tracking of participants through the **CAM Patrol Plus™** technology. This solution is a unique, cost-effective alternative to the high cost of incarceration, providing an option for participants to be continuously tracked via an **active GPS-enabled solution** incorporating a small, lightweight ankle bracelet **with alcohol consumption monitoring capability** through built in alcohol sensors.

CAM Patrol Plus™ continuously monitors indicators of alcohol use, tracks a participant's location, delivers this information to public safety officials in real-time and provides the following unique features and benefits:

- **Totally Wireless Solution:** The **CAM Patrol Plus™** unique patented design allows for constant communications with the transmitter and ability to communicate with monitoring center through the wireless network.

CAM Patrol Plus™ Solution





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- **Alcohol Test Results Every 15 Minutes:** The CAM Patrol Plus™ has the ability to detect traces of Ethanol in a person based on their alcohol consumption and to communicate alcohol test results to the monitoring center every 15 minutes providing the agency the ability to respond immediately to an alcohol violation as it happens rather than after the fact as the agency doesn't have to wait until the participants gets home for the unit download the data.
- **Reliable Cellular Coverage for Reporting:** As the normal use of cellular technology is increasing across the United States, it has become more and more common for participants to not have landline telephone communications in their home. As such, leading electronic monitoring companies have adapted to use cellular communications for reporting of monitoring data. G4S is in a unique position to offer continuous alcohol monitoring using multiple cellular carrier option including Nextel, Sprint and Verizon.
- **Continuous Active GPS:** The CAM Patrol Plus™ incorporates GPS tracking and location based monitoring rather than simple house arrest technology and provides for the ability to set inclusion zones and exclusion zones to track program participants throughout the community providing an increased level of monitoring above traditional house arrest technology allowing the agency to know where a participant is, not just whether or not they are not at home.
- **Adjustable Location Points:** The CAM Patrol Plus™ solution's GPS tracking unit handset can send GPS location points as frequently as every 60 seconds regardless of violation status and provides the ability of the agency to customize the frequency setting for each participant's handset.
- **Flexible and User Friendly Web-Interface:** The CAM Patrol Plus™ solutions incorporates a web-based Internet information exchange, the View User Interface (VUI), to configure the alcohol sensors remotely, for accessing participant alcohol levels and location maps including satellite images for more precise, pinpoint GPS locations and to run monitoring reports.
- **Automatic Alerts and Notifications:** The CAM Patrol Plus™ solution offers automated alerts for both zone and alcohol violations. Additionally, G4S monitoring center operates 24 hours a day 365 days per year and is always there to work with agency staff regarding alcohol readings and alarm resolutions.
- **Two-Way Voice Communications:** The CAM Patrol Plus™ tracking handset provides the ability to communicate directly with any participant at any time through two-way voice communications.
- **Mobile Monitoring Capability:** Agency can monitor offender activity using Mobile Software on a Blackberry.

Also unique to the CAM Patrol Plus™ technology, the overall solution does not require several cumbersome or expensive features required by other vendors including:

- **No Receiver in the Home:** The CAM Patrol Plus™ technology solution does not require a receiver unit to be installed or maintained in the participant's residence.
- **No Need for Landline Communications:** The CAM Patrol Plus™ technology solution does not require a standard pulse or touch-tone telephone to be installed at the participant's residence.
- **No Need for Downloads:** The need for downloads is eliminated with this solution because the CAM Patrol Plus™ bracelet and handset continuously transmits via the cellular provider, the GPS location and alcohol level data, to the monitoring center.

The CAM Patrol Plus™ continuous alcohol monitoring device incorporates a small lightweight transmitter bracelet with built-in alcohol sensor to detect traces of Ethanol in a person based on their alcohol consumption. In addition, the electronics contain tamper detection mechanisms and system controls for collecting and transmitting data. The device allows authorized agency personnel to configure the alcohol sensors remotely, as well as review location monitoring data from the web-based information exchange, View User Interface (VUI), via the Internet.



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This solution provides for the lease of continuous alcohol monitoring and GPS tracking equipment. This solution distinguishes episodes and severity of alcoholic consumption on an on-going basis. This solution is designed to work as a stand-alone solution or in conjunction with a GPS enabled cellular telephone to track the location of a participant and consists of four (4) independent components that are all integrated to deliver a comprehensive solution:

1. Patented alcohol monitoring bracelet with six (6) individual alcohol sensors
2. Bluetooth-enabled wireless GPS tracking handset
3. Wireless network for data transmission resulting in no waiting for the participants to return to home to download the data
4. Monitoring software application with "View User Interface"

The proposed alcohol monitoring bracelet does not simply measure Blood Alcohol Content (BAC) but instead uses six (6) individual alcohol sensors to measure alcohol consumption transdermally. The device is designed as a screening tool to verify compliance with court orders for abstinence of alcohol over a given period of time. The alcohol monitoring bracelet monitors and measures the changes in the molecules of ethanol gas emitted transdermally through the skin on a continuous basis.

Alcohol Monitoring Bracelet

The alcohol monitoring bracelet has the capability to provide a normal operating level or baseline on a per participant basis. The agency will be able to choose individual alcohol trip levels for each participant. Changes in the ethanol molecules accumulated in the test chamber are measured against the trip level to determine if the participant has been drinking alcohol. The measurements are continuously monitored by the bracelet and logged in fifteen-minute cycles. The alcohol monitoring bracelet performs and stores alcohol measurements 96 times a day at minimum. This constitutes over 480 individual tests per day. If an alert level is surpassed with any readings, the bracelet will immediately respond by sending an alert signal to the agency.

CAM Patrol Plus™ Alcohol Monitoring Bracelet



The alcohol monitoring bracelet contains electronics for tamper detection and system controls for collecting and transmitting data through a modem. The alcohol monitoring bracelet's six (6) alcohol sensors can be accessed remotely from the proposed monitoring software's View User Interface (VUI). This will save the agency time and money. The alcohol monitoring bracelet is tethered to the companion GPS enabled cellular phone through Bluetooth and if the participant gets too far away from the companion device, an alert is triggered. Furthermore, this solution also has the ability to provide a voice alert to the participant when the battery needs to be recharged.

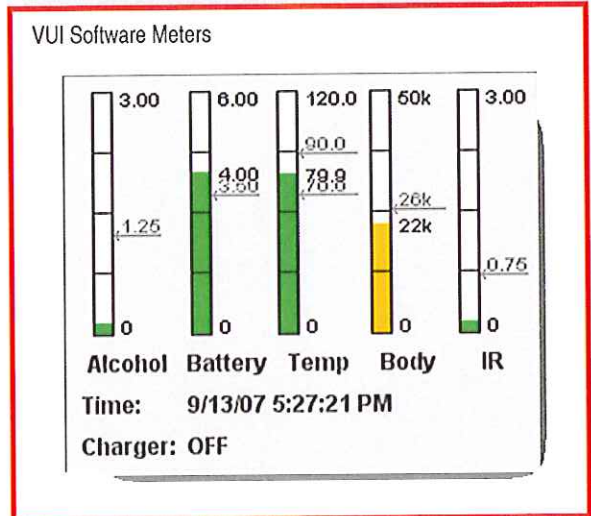
The alcohol monitoring bracelet is unique in that it uses a test chamber where ethanol molecules released from the skin are accumulated. Measurements are taken from the chamber, stored into the alcohol monitoring bracelet logs and simultaneously transmitted to the VUI software via a GPS enabled cellular phone. The alcohol monitoring bracelet takes the following measurements to ensure a constant assessment of compliance with court orders:

- 1. Transdermal Alcohol:** Alcohol diffuses throughout the body and is present in various bodily substances including blood, breath, urine and perspiration. When alcohol is ingested into the body, most of the alcohol is metabolized in the liver, some is metabolized through breathing and some leaves the body unchanged in urine. Approximately one percent (1%) of ingested alcohol passes through the skin either as sensible (liquid) or insensible (gaseous) perspiration. The alcohol monitoring bracelet utilizes a semiconductor sensor to measure changes in gaseous molecules emitted during insensible perspiration.



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2. **Body Mass:** The alcohol monitoring bracelet measures the baseline density of the participant's body type and the proximity of the bracelet to the skin. A sudden change in body mass will show tampering, removal and/or excessive exposure to water detection.
3. **Infra-Red:** An infrared beam (IR) is emitted in the gas chamber underneath the bracelet. If light is sensed, it will show the bracelet is being tampered with or removed and send a quantified alert.
4. **Battery Level:** Constant awareness of the bracelet's battery voltage as well as low battery alerts. Included are acknowledgements of bracelet charging on and off. This creates an opportunity to confirm participant compliance. A backup battery is also in place to store bracelet events.
5. **Body Temperature:** It is a well-known fact that body temperature rises for a period of time during an episode of alcohol consumption. By reading temperature in close proximity to the skin, the alcohol monitoring bracelet will monitor and report any sudden increases in overall body temperature. In addition, if body temperature decreases below normal, the alcohol monitoring bracelet sends a tampering/removal message to the corresponding agency.
6. **GPS Mapping:** Through a Bluetooth connection, the alcohol monitoring bracelet can be partnered with a GPS enabled cellular telephone and uploads location and alcohol consumption levels to the VUI monitoring software. VUI includes full exclusion and inclusion zone mapping capabilities allowing violations to be reported within minutes to the participant.



Assisted by the monitoring software, the agency will establish the participant's baseline levels for various sensor items shown above during the initial installation of the ankle bracelet.

The alcohol monitoring bracelet is a durable, lightweight, hypoallergenic, small, waterproof and shock resistant device securely attached to the participant that does not pose a safety hazard or unduly restrict activities. The alcohol monitoring bracelet contains electronics for tamper detection and system controls for collecting and transmitting data through a modem. The alcohol monitoring bracelet measures the baseline density of the participant's body type and the proximity of the bracelet to the skin. A sudden change in body mass will show tampering, removal and/or excessive exposure to water detection. An infrared beam (IR) is also emitted in the gas chamber underneath the bracelet. If light is sensed, it will show the bracelet is being tampered with or removed and send a quantified alert. By reading temperature in close proximity to the skin, the alcohol monitoring bracelet will monitor and report if body temperature decreases below normal indicating tampering or removal of the device.

The alcohol monitoring bracelet features an internal rechargeable battery with an operational life that is exceeding four (4) years, eliminating the need for battery replacement in the field. In the unlikely event that a battery does fail in the field, G4S will promptly install a new alcohol monitoring bracelet on the participant.

The bracelet is charged by the participant through a standard wall-charging unit. The bracelet must be charged every three (3) days and can have up to 500 recharges. The bracelet and monitoring system are constantly aware of the bracelets battery voltage as well as low battery status. The agency can receive notifications of when and for how long the participant charges the bracelet. This creates an opportunity to confirm participant compliance with program rules. A backup battery is also in place to store bracelet



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events. Furthermore, this solution also has the ability to provide a voice alert to the participant when the battery needs to be recharged.

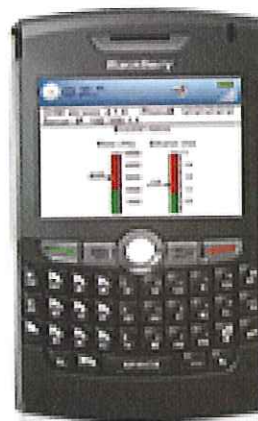
Companion GPS Tracking Device

The proposed **CAM Patrol Plus™** continuous alcohol monitoring solution is designed to operate with a companion GPS-enabled tracking device cellular telephone, Bluetooth enabled handsets. Agencies can choose handsets designed to operate on either the Nextel, Sprint or Verizon wireless data networks. This solution enables the handsets to interact through a Bluetooth connection with the alcohol monitoring bracelet worn by the participants.

The alcohol monitoring bracelet functions as an independent ancillary device and is integrated with the wireless network via the monitoring software downloaded to the handsets. The software utilizes Bluetooth technology as the primary communications protocol between the handset and the ankle bracelet.

The software is designed so the handset serves as the Master and the alcohol monitoring bracelet operates in Slave mode. This configuration indicates that the handset is responsible for locating, establishing and maintaining a connection with the alcohol monitoring bracelet. As the master device, the handset must continue to query the alcohol monitoring bracelet to determine if its location is within Bluetooth Range. Based on the level of Bluetooth connectivity in the alcohol monitoring bracelet, the Bluetooth Range is approximately 30 feet between the devices. Each Alcohol monitoring bracelet has a unique 12-character Bluetooth address that allows the VUI monitoring software to locate each **CAM Patrol Plus™** bracelet. Following baseline configurations, the application requests the status of the six (6) sensors on the alcohol monitoring bracelet.

Verizon Cellular Handset



CAM Patrol Plus™ Software Interface - VUI

The View User Interface (VUI) software is supported by technology and infrastructure to provide secured access to the monitoring software application. The VUI software is a web-based application. **The agency will not have to purchase any software to operate the system.** With Internet Access and Internet Explorer 6.0, agency personnel will have access to the participants' secured information from any computer or laptop. The VUI monitoring software provides access to participants on continuous alcohol monitoring with real-time Active GPS data 24 hours a day, seven (7) days per week and 365 days per year. The VUI monitoring software includes a feature rich, user-friendly graphical user interface to assist users with the overall management of the continuous alcohol monitoring program. The VUI monitoring software was designed to develop an overall monitoring software solution for probation officers used to monitor, track and manage participants.

The software is flexible and allows agency personnel to define specific time periods for when GPS locations and alcohol consumption information is obtained and transmitted across the wireless network. These parameters are configurable on an individual participant basis. So if monitoring a higher risk participant, agency can establish more active tracking parameters versus someone who is less risky and can be monitoring more passively. With the VUI monitoring software, agency personnel will have the capability to customize unique specifications and conditions for individual participants. This cutting edge solution will provide agency with all the necessary information needed to ensure program compliance, promote public safety, and effectively and efficiently monitor participants.

Officers or installers can enter the participant's demographic information, contact information and standard monitoring rules such as curfew schedules and zone restrictions. The monitoring software offers flexible curfew scheduling options on a per participant basis and allows supervising officers to set



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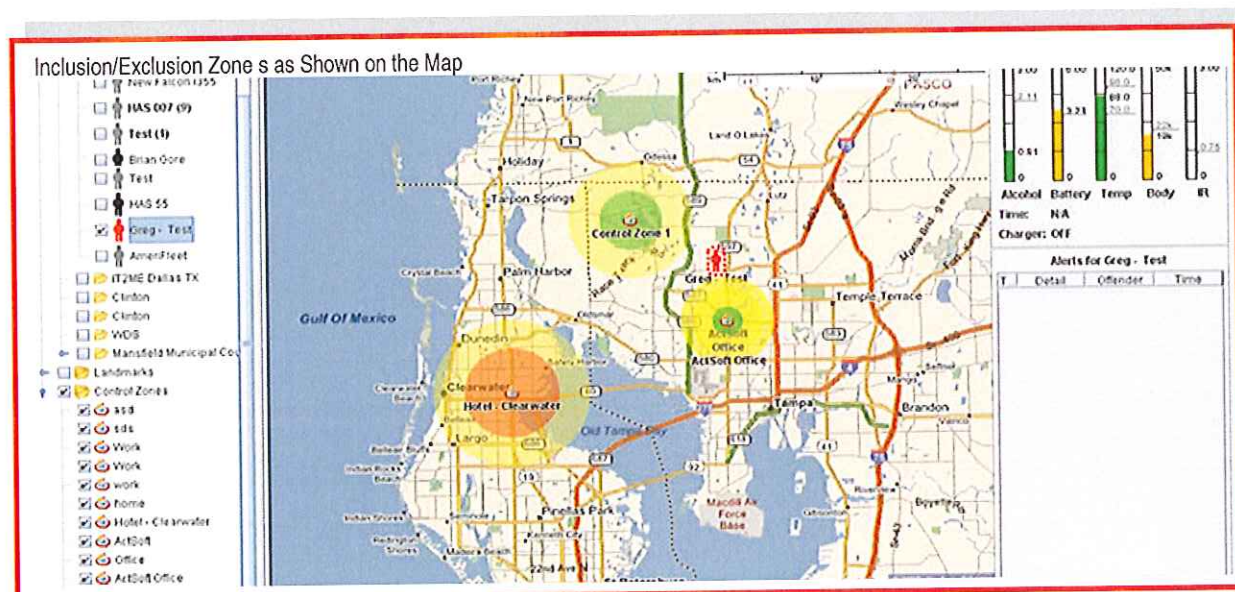
up daily, weekly or monthly schedules in requiring the participant to be at home, work or scheduled rehabilitation meetings.

The proposed monitoring system will store participant locations and rules, process violations and send out the appropriate officer notifications of alerts or violations. Division officers can define how they want to receive alerts and notifications for any Control Zone Violations. In addition, alerts and notifications are automatically generated if any alcohol sensor trip levels are exceeded based on the original baseline of the sensors on the alcohol monitoring bracelets.

Additionally, the VUI monitoring software will store all participant events and alerts in a history file available for officer viewing and printing.

Events/Alerts for a Participant													
Maps Setup History Reports Send Data Entry Payroll Tools Preferences Downloads Support What's New Logout													
Get as PDF Download MapPoint Dispatch Dispatch status lists													
#	Event	Date	PhoneTime	GPS	Accuracy	Speed	Heading	Satellites	Miles	MaxSpeed	Events	Detail	Source
1	HAS 007	Feb 28, 2007	23:58:45	10701 Rochester Way Tampa, FL 33626	60	-	-	5	0.0	-	HAS Status	Body Proximity 13741 Alcohol 1.65 Temperature 97.7 Battery 3.7 Key Selection None State Start command mode Bracelet Address 1000E66AF5ED Charge State OFF	Mullet
2	HAS 007	Feb 28, 2007	23:55:33	10701 Rochester Way Tampa, FL 33626	108	-	-	4	0.1	-	HAS Status	Body Proximity 13344 Alcohol 1.65 Temperature 97.2 Battery 3.7 Key Selection None State Start command mode Bracelet Address 1000E66AF5ED Charge State OFF	Mullet
3	HAS 007	Feb 28, 2007	23:47:42	10009 Rochester Way Tampa, FL 33626	133	61	SW	4	0.6	-	HAS Status	Body Proximity 13325 Alcohol 1.65 Temperature 96.6 Battery 3.7 Key Selection None State Start command mode Bracelet Address 1000E66AF5ED Charge State OFF	Mullet

The View Monitoring Software allows Control Zones to be defined by type including Inclusion or Exclusion Zones and apply specific parameters to each Zone. Personnel can use the Control Wizard to define Control Zones by day-of-the-week and time-of-day or personnel can zoom in on a specific participant's location to monitor if any Exclusion Zones were violated.

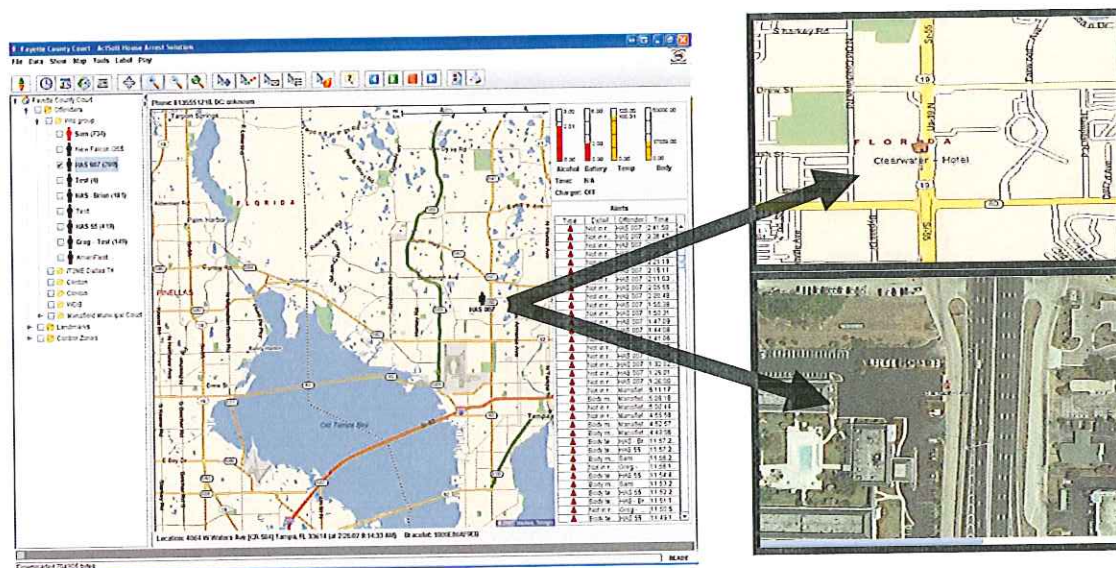




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The View User Interface uses NAVTEQ mapping content, which is an industry leading source of mapping information. The View User Interface allows Division personnel to obtain a Historical Breadcrumb Trail for each participant, displaying where he/she went including Date, Time, Location and Status of the alcohol sensors. Division personnel can obtain Street Level Mapping or Satellite Images based on their specific requirements.

Mapping Capability – Both Street Level and Satellite

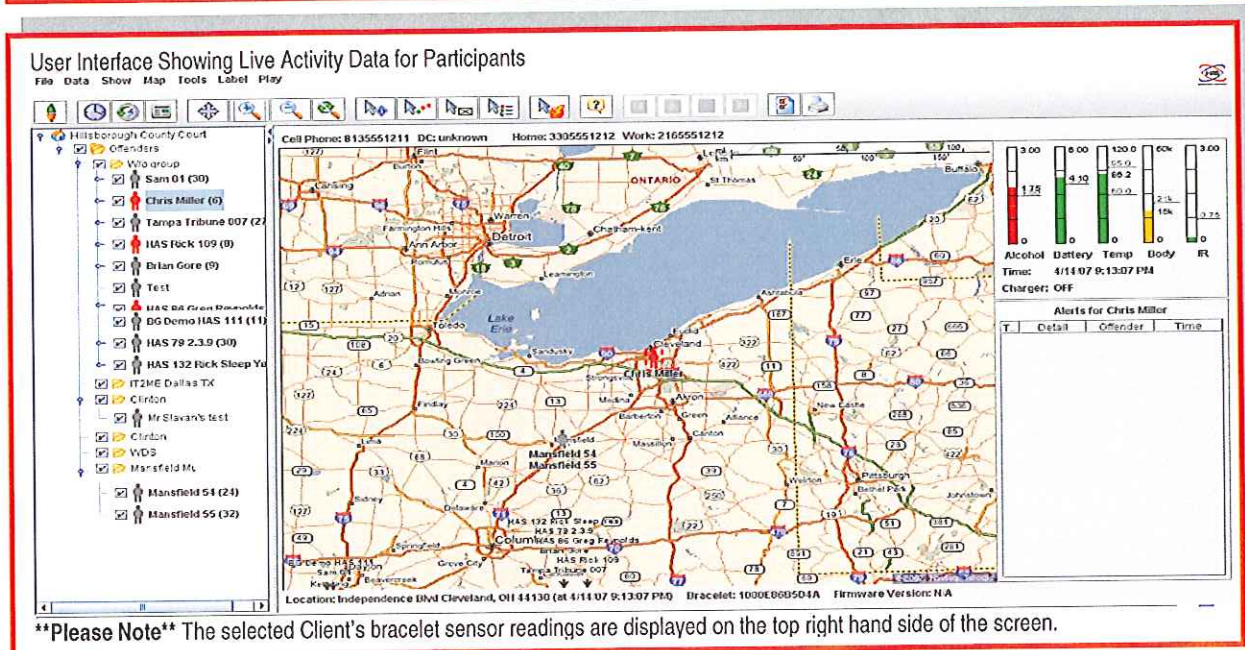


The proposed monitoring system will store participant locations and rules, process violations and send out the appropriate officer notifications of alerts or violations. Division officers can define how they want to receive alerts and notifications for any Control Zone Violations. In addition, alerts and notifications are automatically generated if any alcohol sensor Trip Levels are exceeded based on the original baseline of the sensors on the alcohol monitoring bracelets.

Additionally, through the monitoring software, officers can receive Active GPS location data for each participant wearing the alcohol monitoring bracelet and the wireless handset. Personnel can track the date, time and location information including the current status of each alcohol sensor on each alcohol monitoring bracelet. Division personnel will be alerted when an offender steps out of range or violates a condition set by personnel (e.g. a sex offender cannot go within 500 feet of a school or mall). Additionally, the participant is alerted through a voice alert sent in the form of a WAV file from the server directly to the handset device. There are a number of reports available for personnel to review, including information for each participant or a group of participants. The VUI monitoring software will store all participant events and alerts in a history file available for officer viewing and printing.



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All participant and monitoring data will be collected, maintained and retained in the central computer system. The proposed monitoring system will store participant locations and rules, process violations and send out the appropriate officer notifications of alerts or violations by fax, text message, email, optional voice telephone or through the proposed web-based information exchange. Division officers can define how they want to receive alerts and notifications for any Control Zone Violations. In addition, alerts and notifications are automatically generated if any alcohol sensor Trip Levels are exceeded based on the original baseline of the sensors on the alcohol monitoring bracelets.

G4S confirms the proposed system has the capability to alert the Division for the following events:

- Time and date of drinking episodes
- Tamper and/or removal of equipment
- Time and date of communication disruptions
- Time and date of power/battery interruptions
- Time and date of battery low alerts
- Confirm device communication every 30 minutes

The VUI system allows notifications to be sent to agency personnel through several methods including e-mail, text message/page, and facsimile or any combination. The application allows the agency personnel to enter information to initiate multiple alert notifications (e.g., victims, Agency Personnel, law enforcement) for specified key events or non-compliance to monitoring parameters. The system is very flexible in that it provides agency personnel with the ability to customize which agency person or law enforcement agencies should receive alert notifications. The software provides flexibility regarding whether notifications are sent via text, email or voice alerts. Division personnel can also customize the software to send different notifications for specific participants.

View User Interface is the monitoring software application agency personnel use to monitor, track and manage participants. Officers will have the capability to manage all participants placed on the proposed monitoring solution through the monitoring software. Through this software, officers will have the capability to view and print participant or agency reports 24 hours a day, seven (7) days a week including date restricted event logs, violations reports and inventory reports.

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The system will allow agency personnel to filter and export report results from mapping, tracking, violation and event reports. Division personnel can prepare reports for a selected participant, group of participants or all participants. Some of the reports available are:

- Offender Activity
- Inventory
- Battery/Charger
- Events
- Notifications
- Monitoring Dates
- Account Logins

All monitoring records are stored with a clear audit trail and can be made available to the Division upon request. G4S has provided the following example of reporting capabilities:

Participant Location Data and Bracelet Information

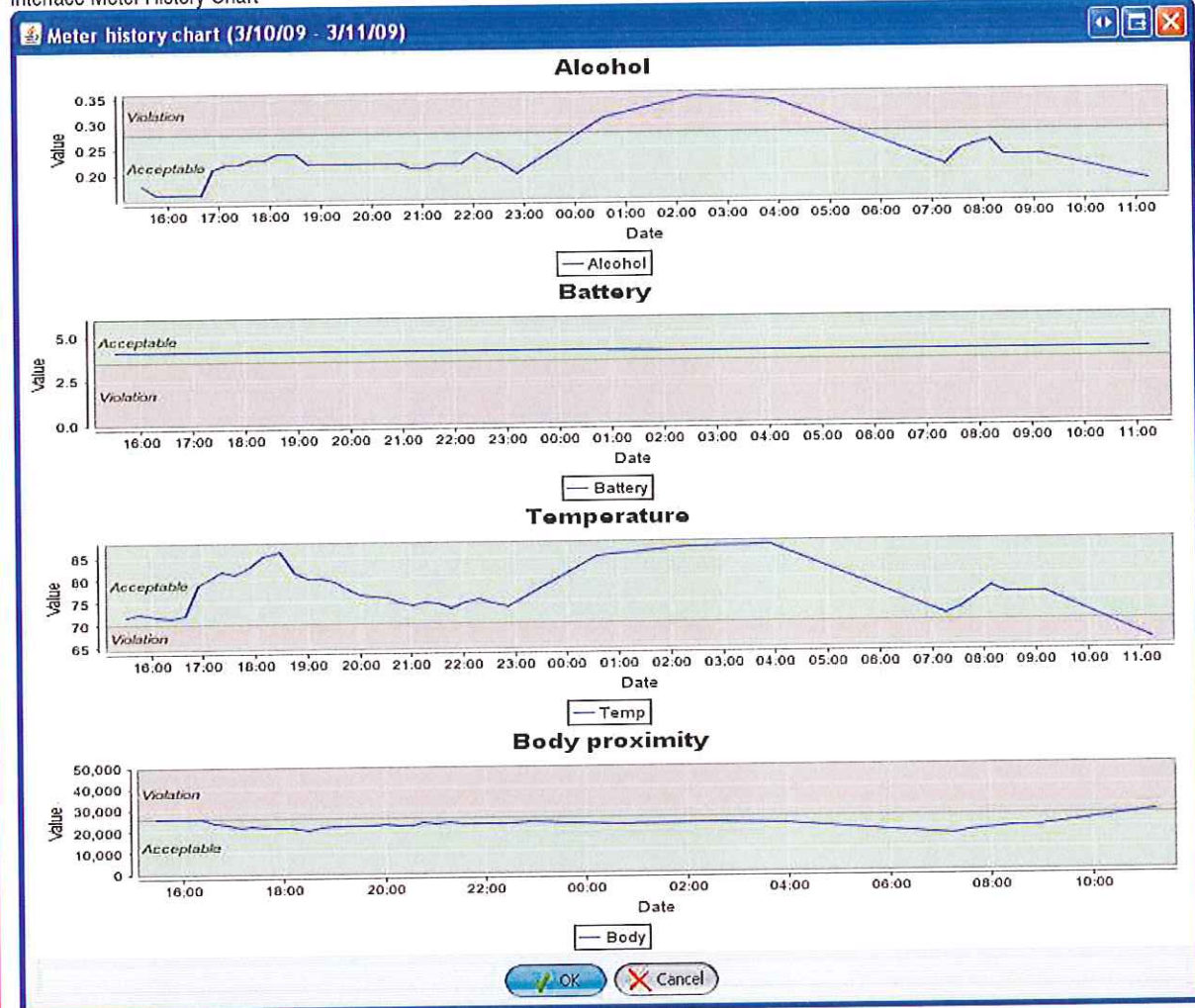
[illegible]

[The remainder of this page intentionally left blank.]



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

Interface Meter History Chart



IMPORTANT G4S ADVANTAGE: West Virginia DOC personnel can locate, monitor activity, view history, as well as generate and analyze data, using the application's extensive reporting capabilities. Division personnel in the field, using the wireless handsets with the 'Officer View' application, can view and track on a displayed map the location of a participant or a group of participants. Personnel can zoom in or out on the map to view their selected group or individual participant's location. They can also select to view on the map a participant's location history (breadcrumb trail). With this solution, Division personnel, when away from their office or computer, can have the tools they need to continue managing their assigned participants.

Software on Blackberry





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Mobile Monitoring Device

Alternate Solution: G4S offers email notification to a portable data device such as a BlackBerry. In addition to receiving email notification directly from the monitoring center, G4S offers a unique FocalPoint™ Mobile software application enabling officers to view GPS defendant location and mapping including Virtual Aerial view mapping using the BlackBerry. Screens on the next page reflect samples of the optional BlackBerry capabilities including email notification and FocalPoint™ Mobile mapping capabilities. Also, officers will have the ability to access offender details on CAM Patrol Plus via separate unique login and password.

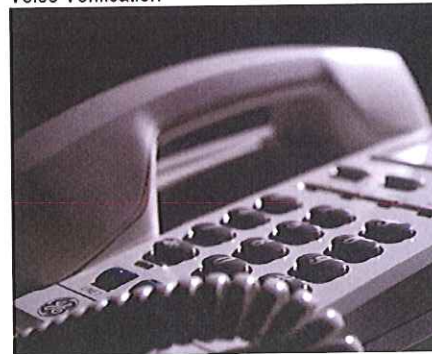
FocalPoint™ Software Capability with BlackBerry Devices



Voice Verification

For minimum risk participants, G4S proposes **Voice Patrol®**, an innovative and effective voice verification solution to meet step-down or reduced supervision needs. The **Voice Patrol®** system is an electronic monitoring program that uses voice verification technology, the Public Switched Telephone Network and a standard telephone to verify the presence of an individual at a specified location or locations. The system uses regular telephone lines and services and does not require installation of additional hardware or equipment on the participant or in their homes. This system has the unique capability to monitor individuals in both the English and Spanish languages. **Voice Patrol®** identifies imposters with an exceptional level of accuracy. This technology incorporates several advanced design features that significantly enhance system reliability and performance.

Voice Verification





Voice Patrol® Monitoring Technology

Voice Patrol® provides the latest technology, utilizing a computer to generate scheduled, random or on-demand calls. The computer can also receive calls to and from authorized locations during specific time periods. The identity of the person can be confirmed and their presence at specific locations can be verified. On all incoming calls, the Automated Number Identification (ANI) of the originating phone number is validated in addition to the verification of the individuals' identity. By combining these two calling processes, the **Voice Patrol®** system has the ability to monitor and track individuals throughout the day, even though they may be authorized to leave their permanent residence.

Based on the call schedules entered during the pre-enrollment process, the **Voice Patrol®** system generates random verification calls to the enrollee's monitoring location. Calls are generally distributed throughout the calling period based on the length of the calling period and the number of calls to be placed. Optionally, a verification call can be placed at the beginning and/or end of a call schedule (for curfew monitoring) with the remainder of the calls distributed throughout the calling period. In addition to the random calls automatically generated by the system, scheduled verification calls can be manually added for a specific time using the call maintenance facility incorporated into the system.

When a verification call is placed and answered, the system will play a brief welcome message and then instruct the answering party to "press any key to continue". The system will then prompt the enrollee to repeat two (2) paired number sequences. Following the final response, the system will inform the enrollee that the verification session is completed. Verification sessions take approximately 15 seconds to complete.

Voice Patrol® records and stores participant voice responses and allows authorized users to listen to voice messages left by participants through G4S' **WEB PATROL II®**, an advanced web-based information exchange platform. Authorized users may access the exception voice message system via **WEB PATROL II®** or telephone. Users may also view or change participant data or schedules 24 hours a day, seven (7) days a week via Internet from any computer using **WEB PATROL II®** login and passwords.

When a scheduled call is not received or answered and/or the voice verification fails, an exception is created and the participant's supervisor is automatically notified by the system. There are six (6) distinct types of verification failures identified by the **Voice Patrol®** system: Busy Signal, No Answer, Hang Up, Voice Failure, No Response and Bad Speech.

Management of Voice Verification Participants

Should a verification call result in a failure, the system will automatically generate a follow-up verification attempt or retry to the enrollee. The numbers of retries that are generated vary by enrollee and are based on the security level that has been assigned by supervising agency. The interval between verification attempts can also vary based on the failure type and is determined by supervising agency.

When consecutive verification attempts fail, the system will create an exception and immediately generate a notification. The **Voice Patrol®** system supports four (4) different methods of alerting proper personnel of violations or exceptions including an immediate email message, a pager message a telephone call to a specified supervisor, a printed/faxed exception report or any combination of the four (4). Any supervising agency can choose from the available notification methods to create agency specific notification profiles. The agency may choose to incorporate only one (1) notification profile or as many notifications profiles as deemed necessary for diverse monitoring needs. Should an agency choose to utilize multiple notification profiles then individual participant supervisors have the ability to select from the predetermined notification profiles on a per participant basis through **WEB PATROL II®**. For example, an officer can choose to receive only an email notification of violations for a particular participant but may choose to receive an email, a telephone call and a faxed report of the violation for a different participant.

In addition to the immediate notification of an exception, the **Voice Patrol®** system can be configured to automatically generate an exception report every night at midnight. This report lists all of the enrollees' exceptions created and notifications generated during the previous 24 hour period.



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Users also have the ability to directly access participant information to **Voice Patrol®** through G4S' **WEB PATROL II®**. Once logged in, any authorized user including agency administrators are able to review their own caseload and participant statuses. The "Caseload Review Screen" lists all participants for a user and utilizes two (2) columns featuring easy to recognize symbols to help users quickly identify a participant's violation status and monitoring statuses.

WEB PATROL II® Caseload Review Screen

You are here: Caseload / (Brett Harding)

Brett Harding | ID: 4000257 | Record Detail | Agency: FISMA

Participant Violation Status

Participant Name

Participant Monitoring Status
(Symbols appear here if the participant is in violation)

Caseload

Participant Name	Participant ID	Service	Monitoring Status	Notification Profile
doe, John	4009947	Telephonic Reporting		

Saved Enrollments

There are currently no saved enrollments.

Symbol Key

Clicking a participant's name in the Caseload Review Screen opens the Event Log screen where a user can view a participant's event log, monitoring statuses or alerts. This Event Log can be limited or expanded through the start date and end date fields.

WEB PATROL II® Participant Event Log

You are here: Caseload / Participant (Claudius SAMMS)

Claudius SAMMS | ID: 4002198 | Record Detail | Reporting Officer: Larry Eisenstein

Event Search

Start Date: 06/01/2008 | End Date: 07/20/2008 | Refresh | Print

Event Log (Filters)

Curfew	Report Date	Event	Received Date	Notes
	06/25/2008 09:55:01	Activation Success		
	09:57:31	Activation Success		
	10:01:04	Enrollment Call Successful Complete		
	07/17/2008 13:01:52	Unsolicited Call Unsuccessful		

Click to Get Call Details



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Voice Patrol® Call Details Screen

Call Details - Windows Internet Explorer

Start Date Time: 06/25/2008 10:01:04
End Date Time: 06/25/2008 10:04:39
Call Length: 3:35

Date/Time	Action	Details
06/25/2008 10:01:04	Inbound Call Started	
06/25/2008 10:01:04	Prompt Played (ADDRESS)	No
06/25/2008 10:01:04	Prompt Played (EMPLOYMENT)	No
06/25/2008 10:01:04	Prompt Played (PHONE)	No
06/25/2008 10:01:04	Prompt Played (ARRESTED)	No
06/25/2008 10:01:04	Enrollment: Language Selected	ENGLISH
06/25/2008 10:04:18	Enrollment: Verification Score	100

06/25/2008 09:55:01 Activation Success
09:57:31 Activation Success

Authorized users can enter case notes on a "per participant" or "per event" basis. To enter a case note for an event, click the Add Notes icon on the Event Log screen to open the Notes section. Enter the note and click the Add button. **WEB PATROL II®** adds the note to the bottom of the screen with a Note in System icon. Once a note has been entered, it cannot be removed from the system. All notes are archived to create a clear audit trail of all participant' monitoring activities.

The following example shows a case note previously entered by a user. Users can view previously entered case notes by clicking the Note in System icon.

WEB PATROL II® Entering Notes on the Event Log

You are here: Caseload (RF Officer) / Participant (9112 GYA)

RF Officer 9112 GYA

(ID: 4010018)

Participant Details Create Ticket

Event Search

Start Date: Refresh Print

Event Log (

Curfew

1) Click Add Notes Icon

2) Type Note Here

3) Click to Upload File

4) Click to Add Note to System

This is Keri typing a note in the Participant's event log.

Upload File Add Clear



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The **WEB PATROL II**® software supports an unlimited number of schedules per participant, per day. A user is able to create schedules for participants through the simplified process illustrated by the following monitoring screens

The screenshot displays the 'WEB PATROL II® Scheduling Screen' within a web browser. The interface includes a left-hand navigation menu with options like Home, User Search, Create Organization, Create User, Participant Enrollment, Task Manager, Profile Manager, and Reports. The main area shows a 'Call Schedule Editor' window for a participant named 'John doe (ID: 4009947)'. The window has tabs for Record Detail, Schedule, Service, Notes, and Change Log. The 'Schedule' tab is active, showing a 'Call In' schedule type. Fields for Start Date (08/05/2008), End Date, Number of Calls (1), and Call Frequency (Monthly) are visible. A 'Phone Number(s)' field contains 'Father's Home'. A 'Next' button is at the bottom of the editor. A calendar view on the right shows dates from August 1 to 16. Red arrows and text boxes highlight the steps: 1) Clickable Tab (pointing to the 'Schedule' tab), 2) Enter Dates and Number of Calls (pointing to the date and call count fields), and 3) Click Next (pointing to the 'Next' button).

G4S Web-based Information Exchange

G4S was the first to develop and is the most experienced company providing Internet information exchange for monitoring and tracking information. G4S' legacy Internet information exchange platform, **WEB PATROL**®, has been in successful operation with G4S customers over the past nine (9) years and is currently used by over 2,500 officers nationwide. **WEB PATROL II**®, G4S' advanced Internet information exchange platform, functions fully with G4S' **RF Patrol**® monitoring equipment and the OM210 GPS tracking equipment, resulting in consistent report format for all information and technologies and unparalleled continuity of information.

G4S' internal IT department developed, owns and operates the **WEB PATROL II**® system, providing in-house maintenance expertise as well as total control over the database, data field queries, reports and overall operations. **WEB PATROL II**® software uses leading Internet security features, including 128-bit encryption and Secure Sockets Layer (SSL), the same security features employed by top banking and insurance institutions. **G4S customers do not need to purchase or download any custom hardware or software.** Upon program enrollment, G4S assigns security passwords and unique login names to **WEB PATROL II**® users. **WEB PATROL II**® allows all authorized users with a computer and Internet browser (i.e. home computer, office computer, other) to exchange

What is **WEB PATROL II**®?

- ✓ Easy to use web-based monitoring platform
- ✓ Operates in a windows environment
- ✓ Capable of monitoring all participants on location tracking devices including Radio Frequency and GPS
- ✓ Will give agencies flexibility to manage offenders
- ✓ Will give agencies the ability to define user rights and privileges
- ✓ Ability to enroll, set permanent and temporary schedules, de-activate offenders, work and close alerts
- ✓ Provides real time monitoring and alert notification
- ✓ Provides automatic alert notifications to pagers, text messaging to cell phones and e-mail notification



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monitoring and tracking data, such as enrollment, curfew and zone assignment or changes, caseload review, reports and terminations, with the G4S monitoring center using secure website access.

The central computer system immediately and automatically stores all of the data entered at the time of enrollment without the need for monitoring center staff to re-type information faxed to the center. This feature provides a quicker, more efficient and accurate method for entering data into the central computer. The central computer date and time stamps, and records the user login name for all remote data entries. If a user in the field opts to call information into the monitoring center, monitoring center staff will enter the information and the central computer will store the entries with a date and time stamp and the name of the monitoring center associate. **WEB PATROL II®** has proven to increase efficiency, reduce data entry time, increase accuracy, and will provide the most cost effective and virtually paperless solution to G4S clients.

Users have the ability to directly access participant information through G4S' **WEB PATROL II®**. The **WEB PATROL II®** system provides users with real-time access to view, print or download caseload data, including participant events, violations and daily statuses. G4S' software system also allows users to set or modify participant monitoring information, curfew schedules and GPS zones on a per-participant basis and provides alert notifications to its customers for a wide array of violations and events.

The following is a walk-through of the **WEB PATROL II®** system, which provides an overview of its capabilities while highlighting some of its unique features.

IMPORTANT G4S ADVANTAGE: **WEB PATROL II®** offers specific advanced features and benefits above and beyond all other vendors and will enhance the agency's information management by improving access to information. These advanced features include but are not limited to:

- Calendar-based scheduling for quick schedule entry and modifications
- Customizable circular and polygon zone creation
- Clickable selections to replace text entries
- "Purpose" references for authorized leaves for easy case notations
- User capability to enter comments and/or alert resolution notes attributed to any system event
- Greater access to information with fast and efficient navigation tools
- User-friendly interface employing icons and symbols for fast operation
- Roll-over dialogue boxes to increase same-screen productivity

To access the **WEB PATROL II®** system, the user first launches the application to display the Login Screen and then enters the G4S provided user name and password.

WEB PATROL II® Login Screen

Enter G4S provided user name and password

User Name: 1234567 Password: Login Forgot Password ?

You are here: Home

- Home

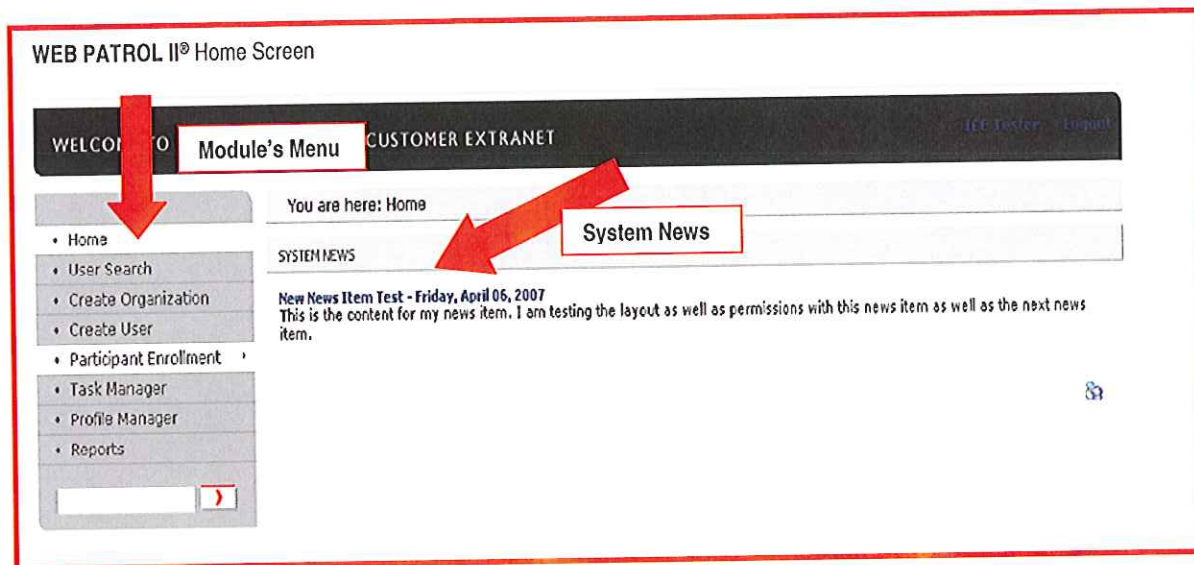
Search Site

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Once logged in, the system displays the Home Screen of the application.



G4S believes open communication is important to maintaining effective partnerships with its clients; therefore, the **WEB PATROL II** Home Screen features a continuously updated System News panel, conveniently located in the middle of the screen to broadcast news and events.

In **WEB PATROL II**, a user selects a desired function from a list of functionality modules appearing in the Module's Menu on the left side of the screen. The contents of this list can vary by user, as it is based on the level of permissions granted.

Administrative Functions

The **WEB PATROL II** system provides administrative capability for managing a user's access level. The program administrator controls whether users have subordinate or peer-level access and assigns user names and passwords. Access can be set to a limited level where a user has access only to his or her caseload status or it can be set to a tiered-level, based on hierarchy of users and agency administrators. Typically, only senior level staff are assigned the highest access level, allowing access to all officers and all participant information and statuses. Regardless of the access level assigned, all users have access to the options for viewing, saving and/or printing data and/or reports, ensuring effective and efficient information exchange and report generation.

To make administrative changes to user access levels, an administrator selects the Access Control Choices option from his or her Module's Menu to display the Access Control Choices screen. From this screen, the administrator can select any individual user and select the user's Security Tab to perform the following administrative tasks:

- **Password Changes:** Click the (Change) option in the "Manage Password" column to change or reset passwords.
- **Permissions:** Click a permission option in the "Permissions" column to grant, change, or delete the level of user permissions.



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WEB PATROL II® Access Control Choices

Record Detail | Support Directory | Notes | Change Log | Security

Makalii Pawasarat (ID#: 4000838)

Manage Password (Change) **Change User Passwords**

Permissions **Grant Permissions Access**

Name	Description
Peer Enroll	Allows a user to enter an enrollment for another user that is under the same organization.
Peer View	Allows a user to view other users information that are under the same organization.
Subordinate View	Allows a user to view users that are found in organizations underneath their organization.
Subordinate Edit	Allows a user to edit users that are found in organizations underneath their organization.
Peer Edit	Allows a user to edit other users information that are under the same organization.
WebPatrol Admin	Allows a user to view tabs that are only visible to administrators.

The Access Control Choices Screen also displays a Record Detail Tab that the administrator can click to view any user's caseload.

User Caseload Review

Once logged in, authorized users including agency administrators are able to review their own caseload and participant statuses. To view a caseload from the Home Screen, users can click on his or her name on the Caseload Tree Legend found on the bottom left side of the screen. The Caseload Tree Legend is a hierarchical representation of the agency and individual agency users. Clicking on the user name will open the Caseload Review Screen to view caseload details.

WEB PATROL II® Caseload Tree Legend

You are here: Home

- Home
- User Search
- Create Organization
- Create User
- Participant Enrollment
- Task Manager
- Profile Manager
- Reports

Training Agency (Admin) Admin Training

The folder represents the agency

The officer icon represents the caseworker in the agency

Symbol Key

- More than 40% in violation in the last 24 hours.
- More than 20% in violation in the last 24 hours.
- Less than 20% in violation in the last 24 hours.
- The violation status was unable to be calculated.

The symbol key provides an explanation of the colored dots next to an officer's name.

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The "Caseload Review Screen" lists all participants for a user and utilizes two (2) columns featuring easy to recognize symbols to help quickly identify a participant's violation status and monitoring statuses.

WEB PATROL II® Caseload Review Screen

Officer A (ID: 4003773) Agency: Site 1

Buttons: Record Detail, Create Ticket, Symbol Key

Participant Name	Participant ID	Service	Monitoring Status	Notification Profile
De Witt, Casper	4003774	RF Monitoring	[Symbol]	Orange County Corrections Home Confinement
French, Bob, L	4003839	RF Monitoring	03/11/2009	Web Only - Red
Teller, Andreas	4003781	RF Monitoring	[Symbol]	Orange County Corrections Home Confinement
Woods, Cindy	4003805	RF Monitoring	03/30/2009	Orange County Corrections Home Confinement

At any time, a user can click the Symbol Key button to view the User Caseload Symbol Key, a popup window that defines each monitoring status symbol and the red, green, yellow or blue violation status symbols.

WEB PATROL II® User Caseload Symbol Review Key

Symbol Key

- Overdue
- In Tamper
- Present
- In Curfew
- Power Connected
- Currently in Violation
- Not currently in Violation, but Violated in the last 24 hours
- No Violations occurred in the last 24 hours
- Current status could Not be calculated

Clicking a participant's name in the Caseload Review Screen opens the Event Log screen where a user can view a participant's event log, monitoring statuses or alerts. This Event Log can be limited or expanded through the start date and end date fields.

WEB PATROL II® Event Log

You are here: Caseload (UK Officer) / Participant (GPRS 300481/100376)

Peerless Tester UK Officer GSM New 105/352 Landline 299/318 GPRS 300481/100376 Reporting Officer: UK Officer

(ID: 4000405) Buttons: Record Detail

Event Search: Start Date: 11/01/2007 End Date: 11/29/2007 Refresh Print

Event Log (Filters)

Curfew	Report Date	Event	Received Date	Notes
[Symbol]	20:21:25	Scheduled Report		
[Symbol]	20:54:00	HMU Power Up		
[Symbol]	20:54:21	Power Reconnect	11/15/2007 08:00:04	
Date and Time Created By Note				
11/29/2007 09:37:41 Peerless Tester Participant moved FHMU				



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Record Detail

Clicking the Record Detail button on the Event Log screen opens the following Record Detail Screen where users can view a participant's enrollment record, or click one of the tabs to display additional screens related to the participant's schedule, current services, notes, change log or simply to return to the Event Log.

WEB PATROL II® Record Detail Screen

You are here: [Caseload \(Officer A\)](#) / [Participant \(Andreas Teller\)](#) / Record Detail

Clickable Tabs (indicated by a red arrow pointing to the tabs):

- Record Detail
- Schedule
- Services
- Notes
- Change Log
- Return to Events

Andreas Teller (ID#: 4003781)

Officer Information (Edit)

Agency Name: Site 1
Officer Name: Officer A
Officer Profiles: Web Only [No Notifications]

Participant Information (Edit)

Salutation: [icon]
First Name: Andreas Middle Initial:
Last Name: Teller Suffix:

Participant Attributes (Edit)

Gender: Alias:
Date of Birth: Social Security:
Participant Number: Legal Status/Case Type:
Placed in Program as a Result of Supervision Violation:

Addresses (Add | Edit Checked | Delete Checked)

Type	Name	Street Address 1	Street Address 2	City, State	Postal Code
<input type="checkbox"/> Home		1 High Street		Orlando, FL	32839

Case Notes

Authorized users can enter case notes on a "per participant" or "per event" basis. To enter a case note for an event, click the Add Notes icon on the Event Log screen to open the Notes section. Enter the note and click the Add button. **WEB PATROL II®** adds the note to the bottom of the screen with a Note in System icon. Once a note has been entered, it cannot be removed from the system. All notes are archived to create a clear audit trail of all participant monitoring activities.

The following example shows a case note previously entered by a user. Users can view previously entered case notes by clicking the Note in System icon.

WEB PATROL II® Notes Icons on Event Log

Curfew	Report Date	Event	Notes
	20:21:25	Scheduled Report	
	20:54:00	HMU Power Up	
	20:54:21	Power Reconnect	

Note Details:

Date and Time	Created By	Note
11/29/2007 09:37:41	Peerless Tester	Participant moved PHMU
	11/15/2007 01:54:21	HMU Overdue



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Part of the Notes functionality includes the ability for users to upload and view Word or PDF attachments. The following screen depicts how to upload and attach files when adding notes.

WEB PATROL II® Entering Notes on the Event Log

You are here: **Caseload (RF Officer) / Participant (9112 GYA)**

RF Officer 9112 GYA
(ID: 4010018)

Participant Details Create Ticket Rep

Event Search
Start Date: 01/11/2010 End Date: 01/11/2010 Refresh Print

Event Log (Curfew)

WEB PATROL II® File Browser Pop-up Menu

File Manager - Window...
https://patrolsuite.com/webpatrol/

Browse...
Upload File

1) Click Add Notes Icon

2) Type Note Here

3) Click to Upload File

4) Click to Add Note to System

This is Keri typing a note in the Participant's event log.

Upload File

14:14:56 Officer PIO Disappeared (600197)
14:15:00 Foreign PTX Detected (112852)

Received Date	Notes

Once a user uploads notes and/or files to the Event Log, a user can click the corresponding icon to view notes or uploaded files.

WEB PATROL II® Viewing Files Added to Notes on the Event Log

Event Search
Start Date: 04/02/2008 End Date: 04/05/2008 Refresh Print

Event Log (Filters)

Curfew	Report Date	Event	Received Date	Notes
🔒	04/02/2008 02:07:19	Scheduled Report		Click to View Notes
	04/05/2008 12:45:24	Makalii Pawasarat		Al Caholic.doc
🔒	06:07:48	Scheduled Report		Click to View Uploaded File
🔒	07:41:19	Foreign PTX Detected	02/2008 10:12:11	



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To enter a case note for a participant rather than an event, access the Notes Tab on the Participant Details Screen, enter the note and click Add. All archived participant notes are also available to view on the Notes Tab.

WEB PATROL II® Notes Screen

You are here: **Caseload (RF Officer) / Participant (9112 GYA) / Notes**

Record Detail | Schedule | Services | **Notes** | Manage Log

9112 GYA (ID#: 4010018)

New Note

This is Keri, typing a note in the Notes tab.

(max. length is 4000 characters)

Archived Notes

Date and Time	Created By	Note
---------------	------------	------

Annotations: 1) Clickable Tab (points to Notes tab), 2) Enter Note Here (points to text area), 3) Click to Upload File, if desired (points to Upload File button), 4) Click Add (points to Add button)

Location History

For GPS participants, real-time participant information including on-demand location verifications can be accessed through the Locations History panel. Users have the ability to view all historical GPS points. The mapping history will display every point recorded or it can group points for more clarity. This choice is made by using a selection button to "group points" or "ungroup points". If points are grouped, the system informs the user how many points are in a particular group at a location.

WEB PATROL II® Location History Screen

Location History

Last Known Location | Current Location | Location History | Track Location

☐ Today ☐ Yesterday ☐ Last 7 Days ☒ Custom

From: 01/11/2011 12 am To: 01/12/2011 Midnight

☐ Group Points ☒ View in Map ☐ Show All Points ☐ Export as KML

Show History for: McQuoid, Darren

McQuoid, Darren

Officer: [Darwin Reule](#)
Device #: [9139529461](#)
Serial #: [564620F](#)
Accuracy Settings: Yes
Zones: ☒ Work Zone 2

Map of location history for McQuoid, Darren

McQuoid, Darren
01/12/2011 11:34:18 AM
Type: MS Based Fix

Location: G4S Office
Address: 30201 Aventura
Rancho Santa Margarita,
CA 92688-2049

Latitude: 33.6364604358209
Longitude: -117.603066325456

Speed: NA
Alert: None

Device: 9139529461
Officer: Reule, Darwin



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The software also allows a user to view location history in an easy-to-read spreadsheet format giving each location point time, address, longitude, latitude and accuracy.

WEB PATROL II® Location History

Last Known Location | Current Location | Location History | Track Location

☐ Today ☐ Yesterday ☐ Last 7 Days ☒ Custom

From: 01/23/2010 12 am To: 01/26/2010 Midnight

☒ Group Points ☐ View in Map ☐ Show All Points ☐ Export as KML

Show History for: Shapiro, Todd

Show Location History

Shapiro, Todd

Officer: Todd Shapiro
Device #: 9133788397
Serial #: 5654684
Accuracy Settings: No
Offender Zones:

Add or Remove Entities

#	Name	Type	Min/Max	Device	Max/Min	Street	City, State, Zip	Latitude	Longitude	Accuracy	Comp	...	E...
1	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	Tucke...	Richm...	37.63...	-77.55...	4	G4ST...	18	E
2	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9595	Richm...	37.64...	-77.55...	6	G4ST...	5	E
3	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	Tucke...	Richm...	37.63...	-77.55...	4	G4ST...	90	E
4	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	7915	Henric...	37.62...	-77.52...	3	G4ST...	1	E
5	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	7111	Henric...	37.61...	-77.52...	8	G4ST...	34	E
6	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	7200	Henric...	37.61...	-77.52...	8	G4ST...	2	E
7	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	7818	Henric...	37.62...	-77.52...	3	G4ST...	1	E
8	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	8208	Henric...	37.62...	-77.53...	3	G4ST...	1	E
9	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	Home	Richm...	37.63...	-77.54...	8	G4ST...	1	E
10	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9206	Henric...	37.63...	-77.55...	3	G4ST...	1	E
11	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	3895	Glen A...	37.64...	-77.55...	3	G4ST...	1	E
12	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9597	Henric...	37.64...	-77.55...	8	G4ST...	25	E
13	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9523	Henric...	37.64...	-77.55...	12	G4ST...	6	E
14	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9587	Henric...	37.64...	-77.55...	16	G4ST...	1	E
15	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9523	Henric...	37.64...	-77.55...	8	G4ST...	5	E
16	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9746	Glen A...	37.64...	-77.55...	6	G4ST...	1	E
17	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	3808	Richm...	37.64...	-77.55...	3	G4ST...	7	E
18	Shapiro, ...	Offend...	01/23/...	91337...	01/23/...	9599	Henric...	37.64...	-77.55...	6	G4ST...	1	E

Export to Excel Refresh

Location histories can be exported to Excel to show every point or groups as well, at the user's discretion, allowing for the data to be easily transferred to the agency's crime analysis software.

WEB PATROL II® Location History Exported to Excel

	C	D	E	F	G	H	I	J	K	L	M
	Type	Minimum Time	Device	Maximum Time	Street	City, State, Zip	Latitude	Longitude	Accuracy	Compan	Gr
26	Offender	01/23/2010 09:20:25 PM	9133788397	01/23/2010 09:20:25 PM	Glenside Dr	Richmond Virginia 23228	37.60514458	-77.52385107	3	G4STes	
27	Offender	01/23/2010 09:21:32 PM	9133788397	01/23/2010 09:21:32 PM	1508 Glenside Dr	Richmond VA 23226-3751	37.58814076	-77.52942832	12	G4STes	
28	Offender	01/23/2010 09:22:39 PM	9133788397	01/23/2010 09:22:39 PM	6613 Monument Ave	Richmond VA 23226-2845	37.59225954	-77.5245492	6	G4STes	
29	Offender	01/23/2010 09:23:45 PM	9133788397	01/23/2010 09:23:45 PM	5901 Monument Ave	Richmond VA 23226	37.58508161	-77.5127455	3	G4STes	
30	Offender	01/23/2010 09:58:39 PM	9133788397	01/23/2010 11:49:47 PM	5558 Brevo Rd	Richmond VA 23226	37.58454674	-77.5136159	32	G4STes	
31	Offender	01/24/2010 10:07:40 AM	9133788397	01/24/2010 11:55:20 AM	4198 Meadowgreen Ct	Henrico VA 23294-5695	37.64575617	-77.55950153	24	G4STes	
32	Offender	01/24/2010 11:56:23 AM	9133788397	01/24/2010 11:57:28 AM	4651 Snow Goose Ln	Glen Allen VA 23060-6291	37.66297138	-77.56267165	6	G4STes	
33	Offender	01/24/2010 11:57:28 AM	9133788397	01/24/2010 11:59:38 AM	10954 Nuckolls Rd	Glen Allen VA 23060-6299	37.66679653	-77.57615336	12	G4STes	
34	Offender	01/24/2010 11:59:38 AM	9133788397	01/24/2010 12:00:41 PM	L295	Glen Allen Virginia 23059	37.67978116	-77.54365959	24	G4STes	
35	Offender	01/24/2010 12:00:41 PM	9133788397	01/24/2010 12:01:44 PM	L295	Glen Allen Virginia 23059	37.68138348	-77.52209057	3	G4STes	
36	Offender	01/24/2010 12:01:44 PM	9133788397	01/24/2010 12:02:47 PM	L295	Glen Allen Virginia 23059	37.6757412	-77.50105955	8	G4STes	
37	Offender	01/24/2010 12:02:47 PM	9133788397	01/24/2010 12:03:50 PM	L295	Glen Allen Virginia 23060	37.6659296	-77.48306552	6	G4STes	
38	Offender	01/24/2010 12:03:50 PM	9133788397	01/24/2010 12:04:54 PM	L295	Glen Allen Virginia 23060	37.65895505	-77.46344568	3	G4STes	
39	Offender	01/24/2010 12:04:54 PM	9133788397	01/24/2010 12:05:57 PM	Ramp	Richmond Virginia 23227	37.65422198	-77.44221031	16	G4STes	
40	Offender	01/24/2010 12:05:57 PM	9133788397	01/24/2010 12:06:57 PM	L295	Mechanicsville Virginia 23116	37.65110305	-77.42081176	12	G4STes	
41	Offender	01/24/2010 12:06:57 PM	9133788397	01/24/2010 12:07:18 PM	L295	Mechanicsville Virginia 23116	37.63646814	-77.4904528	6	G4STes	
42	Offender	01/24/2010 12:07:18 PM	9133788397	01/24/2010 12:08:29 PM	L295	Mechanicsville Virginia 23116	37.63126923	-77.37681261	3	G4STes	
43	Offender	01/24/2010 12:08:29 PM	9133788397	01/24/2010 12:09:37 PM	L295	Mechanicsville Virginia 23111	37.61954687	-77.36521372	6	G4STes	
44	Offender	01/24/2010 12:09:37 PM	9133788397	01/24/2010 12:10:42 PM	L295	Mechanicsville Virginia 23111	37.59633552	-77.35430193	3	G4STes	
45	Offender	01/24/2010 12:10:42 PM	9133788397	01/24/2010 12:11:49 PM	Street & L295	Mechanicsville Virginia 23111	37.56631585	-77.33826501	4	G4STes	
46	Offender	01/24/2010 12:11:49 PM	9133788397	01/24/2010 12:12:55 PM	L295	Mechanicsville Virginia 23111	37.57749769	-77.31842697	8	G4STes	
47	Offender	01/24/2010 12:12:55 PM	9133788397	01/24/2010 12:14:02 PM	L295	Mechanicsville Virginia 23111	37.56502421	-77.30135528	3	G4STes	
48	Offender	01/24/2010 12:14:02 PM	9133788397	01/24/2010 12:15:08 PM	L295	Highland Springs Virginia 23075	37.55124835	-77.2887248	12	G4STes	
49	Offender	01/24/2010 12:15:08 PM	9133788397	01/24/2010 12:16:15 PM	Ramp	Sandston VA 23150-3431	37.54670891	-77.30436384	16	G4STes	
50	Offender	01/24/2010 12:16:15 PM	9133788397	01/24/2010 12:17:21 PM	N Airport Dr	Highland Springs Virginia 23075	37.54160662	-77.31346105	24	G4STes	
51	Offender	01/24/2010 12:17:21 PM	9133788397	01/24/2010 12:18:28 PM	S Airport Dr	Highland Springs Virginia 23075	37.5331763	-77.32601925	6	G4STes	
52	Offender	01/24/2010 12:18:28 PM	9133788397	01/24/2010 12:19:35 PM	560 S Airport Dr	Sandston Virginia 23150	37.52402467	-77.32851987	6	G4STes	
53	Offender	01/24/2010 12:19:35 PM	9133788397	01/24/2010 12:20:41 PM	5644 Williamsburg Rd	Sandston Virginia 23150	37.51984493	-77.33226462	3	G4STes	
54	Offender	01/24/2010 12:20:41 PM	9133788397	01/24/2010 12:21:48 PM	5114 Williamsburg Rd	Henrico VA 23231-2930	37.51803855	-77.34291665	32	G4STes	
55	Offender	01/24/2010 12:21:48 PM	9133788397	01/24/2010 12:22:55 PM	4821 Williamsburg Rd	Richmond Virginia 23231	37.51722943	-77.34978937	16	G4STes	
56	Offender	01/24/2010 12:22:55 PM	9133788397	01/24/2010 12:24:01 PM	S Laburnum Ave	Richmond Virginia 23231	37.5105647	-77.35059377	24	G4STes	
57	Offender	01/24/2010 12:24:01 PM	9133788397	01/24/2010 12:25:09 PM	6004 S Laburnum Ave	Richmond Virginia 23231	37.49337817	-77.35691148	24	G4STes	
58	Offender	01/24/2010 12:25:09 PM	9133788397	01/24/2010 12:26:16 PM	S Laburnum Ave	Richmond Virginia 23231	37.48392029	-77.36099149	12	G4STes	
59	Offender	01/24/2010 12:26:16 PM	9133788397	01/24/2010 12:27:22 PM	2110 Darbytown Rd	Richmond Virginia 23231	37.49455119	-77.37924809	12	G4STes	
60	Offender	01/24/2010 12:27:22 PM	9133788397	01/24/2010 12:28:39 PM	6242 N Midview Rd	Henrico VA 23231-5212	37.49091247	-77.37909695	16	G4STes	
61	Offender	01/24/2010 12:28:39 PM	9133788397	01/24/2010 12:29:46 PM	6371 N Midview Rd	Henrico VA 23231-5212	37.48787872	-77.38105652	48	G4STes	
62	Offender	01/24/2010 12:29:46 PM	9133788397	01/24/2010 12:30:53 PM	6515 Varina Station Dr	Richmond Virginia 23231	37.45463828	-77.39563403	4	G4STes	
63	Offender	01/24/2010 12:30:53 PM	9133788397	01/24/2010 12:31:59 PM	1351 Midview Rd	Richmond Virginia 23231	37.47470179	-77.39003507	12	G4STes	
64	Offender	01/24/2010 12:31:59 PM	9133788397	01/24/2010 12:34:15 PM	1525 New Market Rd	Henrico VA 23231-5635					

Additionally, since the OM210 is always active and communicates through cellular coverage, authorized users will have the ability to perform on-demand location verifications. In fact, the software enables agencies to view Last Known Location and Location History, as well as Current Location. The software



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will supply approximate addresses for all tracking points as shown on the map. Each mapping point, when pointed to by the cursor, will show the relative address, time the location point was recorded as well as the latitude and longitude of the location.

Real-time participant information, including on-demand location verifications, can be accessed through the software's Location History window "Current Location" button as shown to the right. While this on-demand location information is accessed at the time of request, virtually instantaneously, Last Known Location gives the user the fastest information, taking the last point stored and displaying it on the map. The time of the point is given, along with the relative address and latitude and longitude. If more current information is needed, selecting Current Location will instruct the system to contact the device, perform an immediate location and display it on the map.

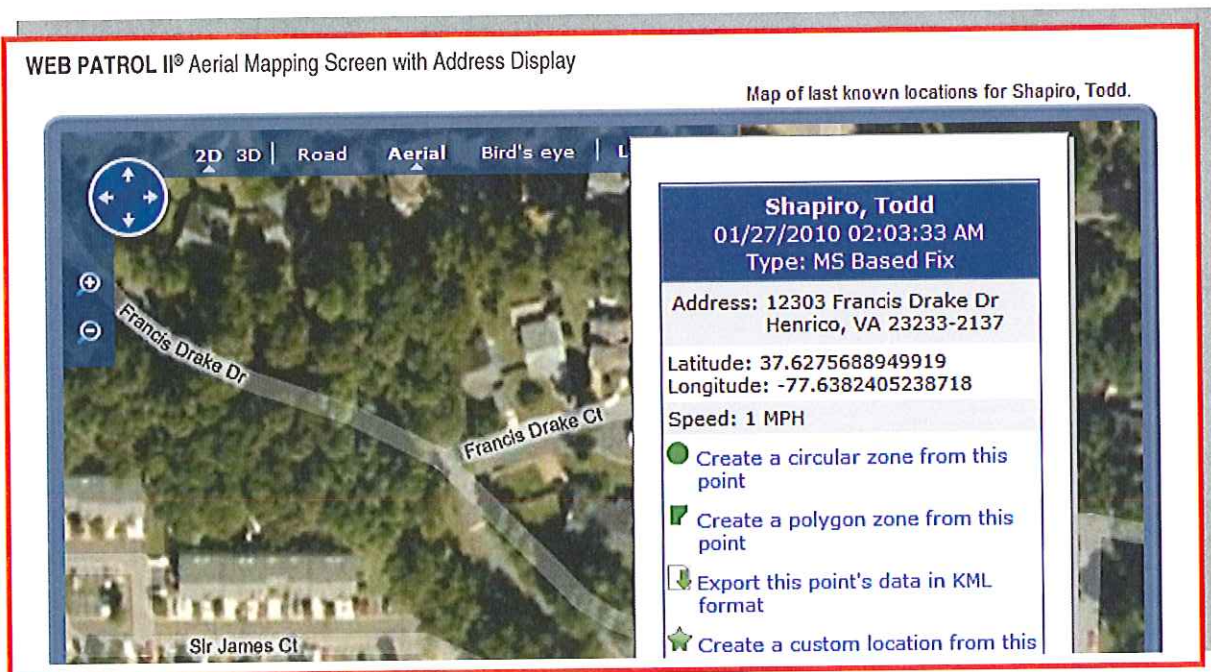
The interactive maps featured in the software have the capability to display the physical location of participants with varying degrees of detail through the zoom feature. The following maps are examples of aerial views and can show state, county, municipality and street names at the discretion of the user.

The **WEB PATROL II®** software will allow agency personnel to easily zoom in and out on any map by dragging the mouse to designate an area and clicking "+" or "-" or by using the mouse roller. All maps are easily moved by clicking on the area of interest and dragging the mouse to the center of the screen. The **WEB PATROL II®** software will allow the agency personnel to play, pause, stop, fast-forward and rewind the location history of any device. These buttons are available on the Location History screen as needed.

On any mapping screen, the **WEB PATROL II®** software will supply approximate addresses for all tracking points as shown on the map by postal zip code. Each mapping point, when pointed to by the cursor, will show the relative address, time the location point was recorded, as well as the latitude and longitude of the location.



WEB PATROL II® Aerial Mapping Screen with Address Display

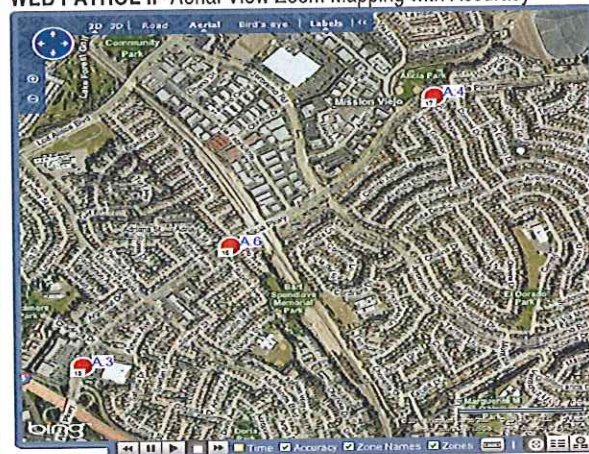




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IMPORTANT G4S ADVANTAGE: All GPS manufacturers utilize the same government satellites. For that reason, GPS accuracy can vary with any GPS manufacturer based on the satellite reception at any given point therefore it is important for officer's to be able to promptly determine the accuracy of any tracking point in order to determine the basis for compliance and/or potential violation. The mapping screen to the right shows a unique on-screen accuracy toolbar identified at the bottom of the screen with a check box for "Accuracy." Clicking this box adds a comment next to each tracking point referencing "A:XX." This references the accuracy at each point whereby the "XX" is the number of meters in deviance. (Example: The point with "A:12" is within approximately 12 meters (roughly 36 feet) of accuracy.) Additionally, the OM210 device utilizes Assisted GPS and AFLT to determine participant locations and the proposed software features the proprietary "Precision Engine" software that automatically maximizes the accuracy of the multiple location technologies into one (1) point, generating one (1) of the most accurate GPS points available.

WEB PATROL II® Aerial View Zoom Mapping with Accuracy



The following screen is the bird's eye view mapping format that can be used in WEB PATROL II®. This particular location shows an active device that was indoors on the first floor of a two story home. This map can be rotated 360 degrees for improved viewing and to assist officers who may need to visit this area to see alleys, fences, dog kennels and other fixtures.

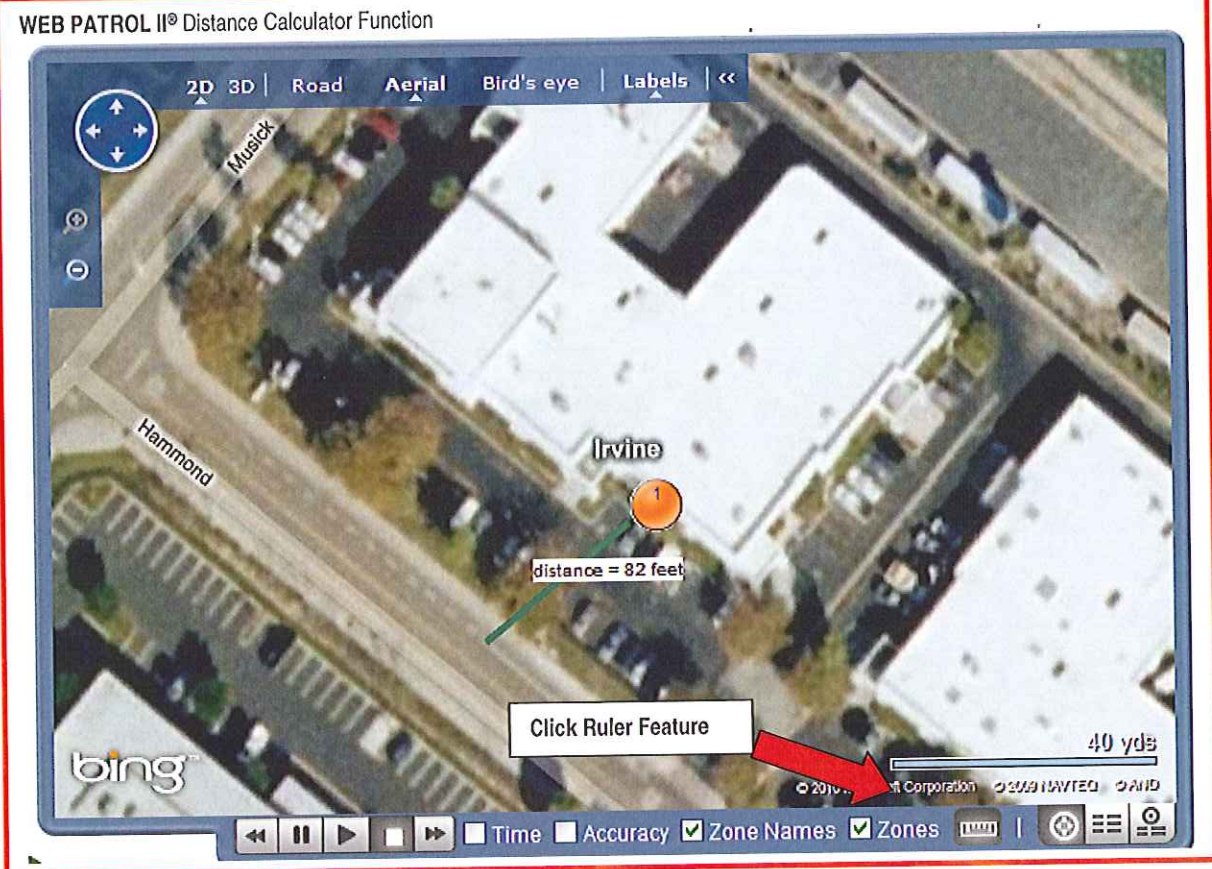
WEB PATROL II® Bird's Eye Mapping Screen





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The **WEB PATROL II®** mapping software also allows a user to measure the distance between any two (2) points with the easy-to-use, on-screen ruler by selecting the ruler feature and then selecting any point on the map and dragging the mouse to another location. The on-screen display will show the actual straight-line distance in feet.



Enrollments

Using **WEB PATROL II®**, officers can profile new participant enrollments. Enrollment information includes relevant personal information for each participant, including but not limited to name, address and telephone number(s). To complete a participant's enrollment for monitoring, G4S has established basic entry requirements which include the participant's name, relevant addresses and phone numbers, supervising agency and officer information, along with monitoring device and service type.

Please note that the **WEB PATROL II®** system allows agencies to request customized fields for additional agency specific participant information. In addition to entering the basic requirements, an agency can choose participant demographic information it deems necessary and G4S will add the agency specific enrollment fields to the Participants Agency Attributes section on the Enrollment Screens. G4S is the original developer of **WEB PATROL II®** and G4S engineers control the web-based data fields, reports and queries, ensuring G4S is fully capable of meeting agency data and reporting needs.

The following examples are participant Enrollment Screens which include some of the basic selections available for the Participants Agency Attributes section. Please note that users can choose to incorporate a picture of the participant in this section in addition to the items shown.



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WEB PATROL II® Enrollment Screen (Initial Screen)

You are here: Enrollment

Officer Information : A, Officer

Participant Information

Salutation:
* First Name: Middle Initial:
* Last Name: Suffix:

Addresses

* Address Type:
Name:
* Street Address 1:
Street Address 2:
* Zip Code:

Phone Numbers

* Phone Number Type:
Name:
* Phone Number: Extension:

Participant Agency Attributes

Gender:
Date of Birth: Alias:
Social Security:
Participant Number: Legal Status/Case Type:
Placed in Program as a Result of Supervision Violation:

Participant Agency Attributes Section

Click to Add
Participant Monitoring
Services

WEB PATROL II® provides many advanced features, including the capability to determine notification protocol. G4S will work with a client to determine and program appropriate levels of notification. Once users have completed the participant initial enrollments screen, users will click the Services button to select the appropriate notification profile on a per participant basis.

WEB PATROL II® Enrollment Screens Continued (Services Screen)

You are here: Enrollment / Services

Service Profile

* Notification Profile:

Select Notification
Profile from Agency
Defined List

Selected Services (Add | Edit Checked | Delete Checked)

No services have been created.

Click Add to Select the Monitoring
Type, Monitoring Dates and Assign
Equipment



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Clicking Add on the Selected Services section of the Services Screen will give users access to the Selected Services pop-up screen. Users will select participant's monitoring type (RF, GPS, Alcohol and/or Voice Verification), select the monitoring start and end dates, and assign the specific pieces of equipment through entering the equipment serial numbers.

Please note that the Address and Phone Number sections listed under the Equipment section are specifically used for the physical address where the home monitoring unit will be located and the telephone number from which the participant's home monitoring unit is required to place calls to the monitoring center. These fields will default to the home address entered during the participant's enrollment but can be modified should the participant be confined to an address other than his/her home.

WEB PATROL II® Selected Services Pop-up Screen

Available Services(s): RF Monitoring

Start Date: 04/01/2009 0000

End Date: 05/31/2009 0000

Equipment (Save | Cancel | Reset)

No equipment has been added.

Equipment Type: G4SPHMU

Serial Number: 11111

Address: Home Address Add New

Phone Number(s): Home Phone Add To Monitoring Add New

Monitoring Numbers: Home Phone Remove From Monitoring

Select Participant's Monitoring Type

Select Monitoring Start and End Dates

Assign the Specific Monitoring Units to the Participant Selecting

- 1) Equipment Unit Type (e.g. PTX2, PHMU, OM210)
- 2) Input the Serial Number Located on the Device

As an additional benefit, users can enroll participants in the system and activate them at a later date. Users have the option to save an enrollment on any screen (initial enrollment screen or services screen) of the enrollment process.

WEB PATROL II® Enrollment Screens Continued (Services Screen)

You are here: Enrollment / Services

Service Profile

* Notification Profile: Web Only - Red

Selected Services (Add | Edit Checked | Delete Checked)

No services have been created.

Click to Save an Enrollment for Future Activation

Personal Billing & Notes

Click to Activate a Participant

Save Activate



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A user can view any saved enrollment on the Caseload Status screen in the Saved Enrollment section in **WEB PATROL II®**. 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 by clicking on the participant's name and the Load Enrollment button.

WEB PATROL II® Caseload Status Screen (Saved Enrollments)

You are here: Caseload (Test OmniLink)

Test OmniLink (ID: 2008082) Record Detail Agency: OmniLink Agency

Caseload

Participant Name	Participant ID	Service	Monitoring Status	Notification Profile
Desiraju, Mohana	2008438	Active GPS		Arkansas DOC
Equipment, Test	2008557	Active GPS		GPS Events Profile
Location, Test	2008247	Active GPS		GPS Events Profile
Offender, G4S	2008551	Active GPS		GPS Events Profile
Offender1, G4S	2008552	Active GPS		GPS Events Profile
test9, test9	2008550	Active GPS		GPS Events Profile
Tillard, James	2008560	Passive GPS		GPS Events Profile

Saved Enrollments

Participant Name	Date Time Entered
Mohana Desiraju	12/03/2008 03:44:30
Ivan Wright	12/05/2008 10:47:54
test21 test21	12/17/2008 13:20:29

Load Enrollment Delete Enrollment(s)

Symbol Key

Saved Enrollments

Termination

Users have the ability to terminate a participant's monitoring through the **WEB PATROL II®** Caseload Screen on the Services Tab. Under the Enrolled Services menu, select the participant service to terminate and click on the Terminate Checked selection. The pop-up window provides authorized staff with the ability to force resolution when terminating clients from the system. Additionally, **WEB PATROL II®** users can schedule terminations for a time in the future. The following example displays a completed Termination Screen within the G4S system.

WEB PATROL II® Caseload Status Screen (Termination)

You are here: Caseload (Demo Officer 1) / Participant (Demo Participant 4) / Services

Detail Schedule Services Notes Change Log Return to Events

Demo Participant 4 (ID#: 4000080)

Notification Profile (Edit)

Notification Profile: Ken's Test Profile

Enrolled Services (Edit Checked | Terminate Checked)

Service Type: RF Monitoring

Terminate Service

Termination Type: Immediate
Termination Outcome: Successful
Termination Outcome Reason: Discharged

Update Service

Terminated Services (Ready)

Pop-up Window provides options for:
1) Immediate or Pending Termination
2) Successful or Unsuccessful Completion of Monitoring Program
3) Reason for Termination from the Monitoring Program

Click to Update Service



Radio Frequency Curfew Scheduling

The **WEB PATROL II®** software supports an unlimited number of curfew/absence periods per client, per day. G4S' advanced Radio Frequency Scheduler offers more options to better manage the variety of schedules within a user's caseload, such as:

- Permanent and Temporary Schedules
- Curfew Suspensions
- Lock Down Schedules
- Active and Expired Schedule Availability
- Schedule Conflict Warnings.

A user is able to create schedules for RF monitoring participants through the simplified process illustrated by the following RF Monitoring Screens and by following these steps:

- (1) Select the appropriate days to which the schedule applies.
- (2) Choose the start and end time, but only the start day and start time for an overnight schedule.
- (3) Select the destination.
- (4) Select the first box under the date if a participant will be absent for longer than a 24-hour time frame.
- (5) Check the mandatory box if the participant **MUST** be out during this time frame.

As the following screens illustrate, the Schedule Editor window changes according to which schedule type the user chooses.

WEB PATROL II® RF Monitoring Scheduling Screens

The image displays four overlapping screenshots of the WEB PATROL II® RF Monitoring Scheduling Screens. The top-left screen shows the 'Start Date' (05/11/2009) and 'End Date' (05/11/2009) fields, with checkboxes for 'Suspend Curfew (i.e. Participant in Jail/Hospital/etc.)', 'Leave Period > 24 Hours', and 'Lockdown Curfew'. Below these are radio buttons for 'Weekday' and 'Weekend', and a section for 'Clock of Occurrence' with checkboxes for Sunday through Saturday. The top-right screen shows 'Start Date' (03/06/2009) and 'End Date' (07/06/2009), with 'Suspend Curfew' checked, 'Leave Period > 24 Hours' selected, and 'Start Time' (0000) and 'End Time' (1900) fields. The bottom-left screen shows 'Start Date' (05/12/2009) and 'End Date' (05/12/2009), with 'Suspend Curfew' checked, 'Leave Period > 24 Hours' selected, and 'Start Day' (Friday) and 'End Day' (Sunday) fields. The bottom-right screen shows 'Start Date' (06/23/2009) and 'End Date' (06/25/2009), with 'Suspend Curfew' checked, 'Leave Period > 24 Hours' selected, and 'Start Time' (1900) and 'End Time' (0400) fields. All screens include a 'Destination' field and a 'Destination Details' field.

Key features of the **WEB PATROL II®** Schedule Editor screen are:

- Check boxes provide a quick and easy process for selecting the appropriate days of the week to apply a participant's schedule.
- Overnight schedules require only a start day and start time unless a participant will be absent for longer than a 24-hour time frame.
- A clock function is available for selecting a schedule's start and end times, or the user can manually enter these times.



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- The Destination drop-down menu provides a variety of standard monitoring destinations.
- A "mandatory" checkbox is available for the user to quickly indicate that the participant must be out during certain periods, including mandatory probation meetings or rehabilitation classes.
- Scheduling is flexible and comprehensive. A user can manually set up an override schedule for a participant needing to leave during a specified period of time or set up a permanent, temporary or mandatory schedule.

After a user enters curfew periods, he/she can access the Monthly Schedule View screen to see a monthly view of the schedule. Any authorized user can print these monthly calendar-based schedules and use them when making field visits. The Monthly Schedule View features the following unique capabilities:

- The system uses easy to view symbol keys so officers can review schedules and destinations on a monthly, weekly or daily at-a-glance view.
- The system provides mouse-over capability that lets a user hover the mouse over the symbol key icon to view the schedule time and destination.

WEB PATROL II® Monthly Schedule View

May 2009 <>

Schedule Editor

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27 09:30-17:00	28 09:30-17:00	29 09:30-17:00	30 09:30-17:00	1 09:30-17:00	2
3	4 09:30-17:00	5 09:30-17:00	6 09:30-17:00	7 09:30-17:00	8 09:30-17:00	9
10	11 09:30-17:00	12 09:30-17:00	13 09:30-17:00	14 09:30-17:00	15 09:30-17:00	16
17	18 09:30-17:00	19 09:30-17:00	20 09:30-17:00	21 09:30-17:00	22 09:30-17:00	23
				28 09:30-17:00	29 09:30-17:00	30
				31 09:30-17:00		1

Pop-up Information by Hovering Mouse

Work (09:30-17:00)
(23/02/2009 - 7)

Schedule Symbol Keys

Symbol Key	
Scheduled Free Time	Religious
School	Work
Court / Attorney	Program / Community Service
Report to Officer	Other

[The remainder of this page intentionally left blank.]



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

After entering a participant's enrollment and schedule, a user can view pertinent participant monitoring data on the Enrollments Screen by clicking Services.

WEB PATROL II® Enrollment Screens (Services Screen)
You are here: [Enrollment](#) / [Services](#)

Service Profile
* Notification Profile: WebPatrol Profile

Selected Services ([Add](#) | [Edit Checked](#) | [Delete Checked](#))

	Service Type	Start Date	End Date	Equipment
<input type="checkbox"/>	RF Monitoring	04/05/2008 1030		G4SPHMu: 3002299 G4SPTX: 1004776

Curfew Schedule ([Add](#) | [Delete Checked](#))

<input type="checkbox"/>	Dates	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Destination	Mandatory
<input type="checkbox"/>	04/05/2008 - 12/31/9999		2300- _____	0730 2300- _____	_____-0730 2300- _____	0730 2300- _____	_____- 0730		Work	false

GPS Zone Creation and Scheduling

Once entering a GPS participant's enrollment information, the system will allow authorized users to create, edit and delete all parameters for individual participants. Additionally, the system will allow approved staff the ability to apply monitoring schedules and zones for entire groups of participants. Officers will have the ability to save all created schedules and zones and create a library on the software interface. This capability will save officer time as saved schedules and zones can be used for multiple participants.

On the map, **Inclusion Zones** are green and **Exclusion Zones** are red. The **WEB PATROL II®** system allows for zones to overlap and change on a time basis. For example, a person may have to stay in the City of Charleston (Inclusion Zone) but not be allowed near a prior victim's house or any school or park (Exclusion Zone). Exceptions to any Zones rules can be created using calendars and time. Inclusion and Exclusion zones can switch throughout the day based on rules set forth by the courts. These changes are represented on the mapping software, i.e. the zone would switch from a green inclusion zone to a red exclusion zone. The system has a process to work with agency staff to match monitoring intensity with level of supervision needed within the field.

All zones are created in the **WEB PATROL II®** software as undifferentiated zones and can then be used as inclusion, exclusion or undifferentiated zones depending on a participant's assigned schedule. To create a zone for a specific participant, officers simply select Zones from the Manage Offender, name the zone, select the shape of the zone (circle or polygon), select the zone radius in feet and enter either the address or coordinate position of the zone (latitude/longitude).



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

Zone Creation

Create Entity Zone

Name:

Company:

Shape: ☒ Circle ☐ Polygon

Radius: feet [Preview Radius](#)

☐ Address ☐ Center Coordinates

Street Address:

City: Country:

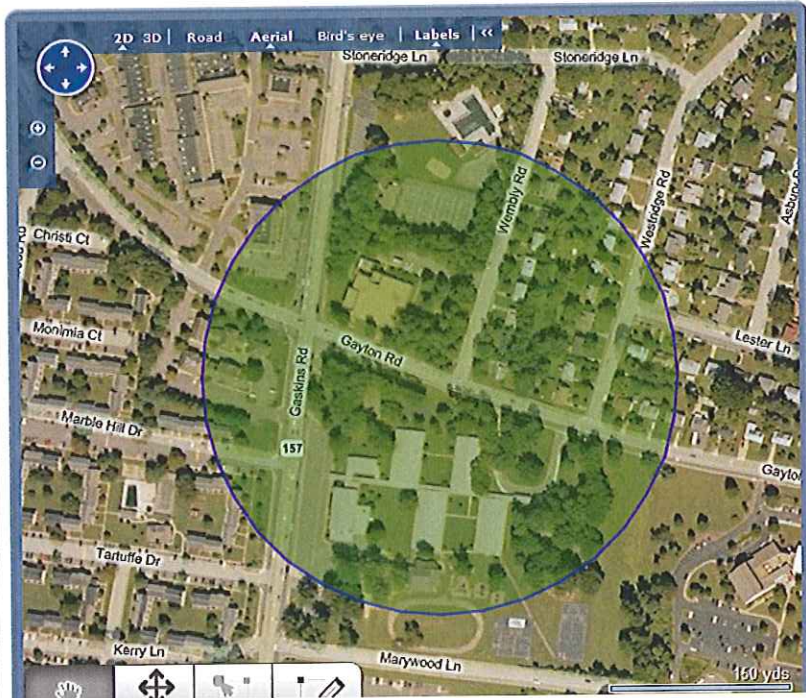
State/Province: Zip/Postal Code:

[Move Zone to This Address](#)

Record when an entity: ☒ Enters ☒ Exits

Zone Status: ☒ Active ☐ Inactive

[Save Zone](#) [Cancel](#)



Please note the previous example showed the creation of circular zone, however agencies will also be able to create square or polygon shaped zones. To create a square zone, officer have to simply toggle from a circular shape to a polygon shape.

Creation of a Square Zone

Create Entity Zone

Name:

Company:

Shape: ☐ Circle ☒ Polygon

☐ Address ☐ Center Coordinates

Street Address:

City: Country:

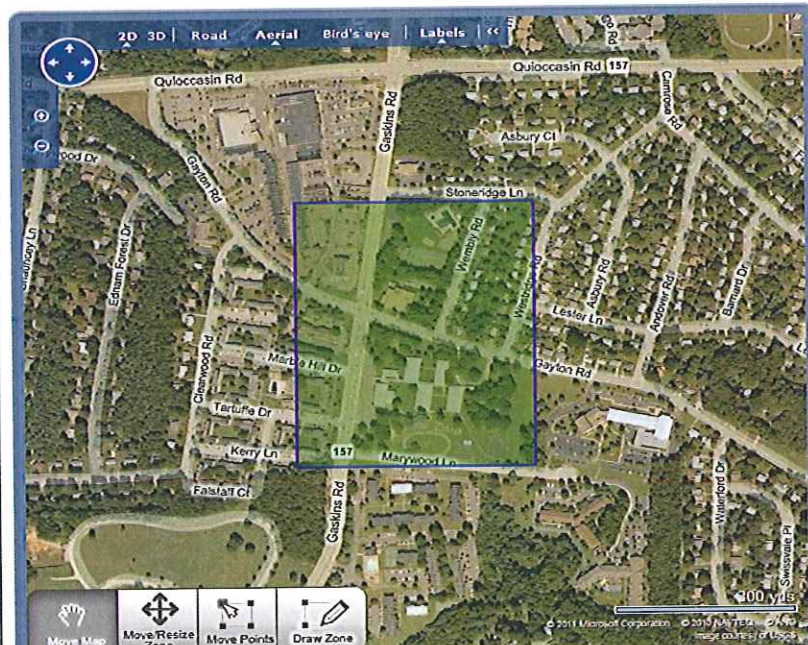
State/Province: Zip/Postal Code:

[Move Zone to This Address](#)

Record when an entity: ☒ Enters ☒ Exits

Zone Status: ☒ Active ☐ Inactive

[Save Zone](#) [Cancel](#)





G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

After making the zone a square, officers can select the Move Points button on the mapping screen and reshape the zone as desired.

Creation of a Polygon Zone

Create Entity Zone

Name:

Company:

Shape: ☒ Circle ☒ Polygon

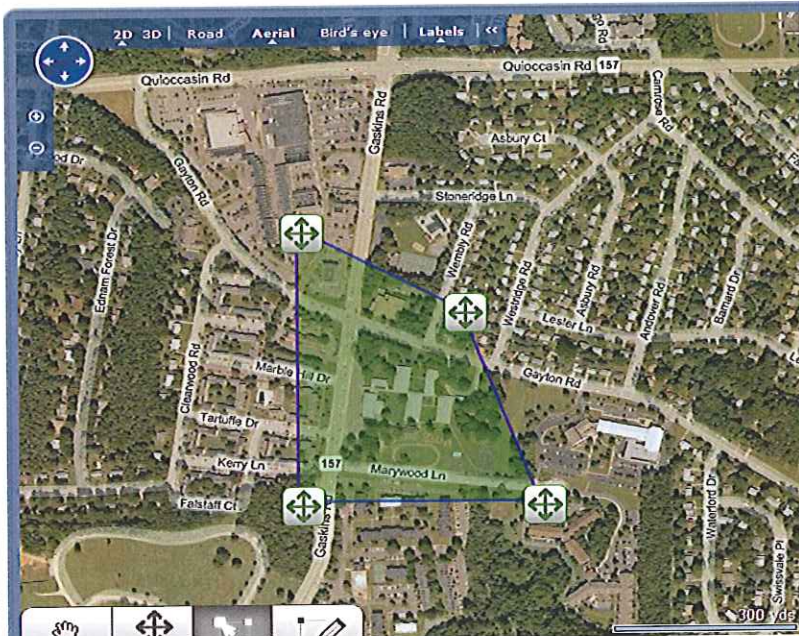
Street Address:

City: Country:

State/Province: Zip/Postal Code:

Record when an entity: ☒ Enters ☒ Exits

Zone Status: ☒ Active ☐ Inactive



IMPORTANT G4S ADVANTAGE: The G4S proposed solution allows agencies several options for zone creation including the ability to draw zones on the map around geographical landmarks. The map below is an example of an aerial view with geographical locations, state, county, municipality and street names which can be displayed at the discretion of the user and the drawing tool for zone creation.

Zone Creation on the Map around Geographical Landmarks through the Drawing Tools

Create Entity Zone

Name:

Company:

Shape: ☒ Circle ☐ Polygon

Radius: feet

Street Address:

City: Country:

State/Province: Zip/Postal Code:

Record when an entity: ☒ Enters ☒ Exits

Zone Status: ☒ Active ☐ Inactive





G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

The **WEB PATROL II®** system will allow authorized users to create, edit and delete all parameters for individual participants. Additionally, the system will allow approved staff the ability to apply monitoring schedules and zones for entire groups of participants. Users can create **unlimited** individual monitoring schedules as well as **unlimited** inclusion and exclusion zones for each participant.

WEB PATROL II® View Scheduling Screen

Zones and Schedules

- Work Zone 2
- Work Schedule
- Fat Zone
- Exclusion Fat Zone
- Daz Home Home Zone
- Home Schedule
- Battery Schedules
- Charging Schedule

Create a New Schedule

Map

Work Schedule

Zone: Work Zone 2

Days In Effect: 12/27/2010 - 12/27/2110

Duration: 07:15 AM - 06:00 PM

Map Edit Delete

WEB PATROL II® Creating New Exclusion Zone Schedule

Edit Schedule

Name: Exclusion Zones

Start Date: 01/10/2011 End Date: 01/10/2111

Active Days: all week

weekdays weekends

Start Time: 12:00 AM End Time: Midnight

Schedule Type: Zone Battery

Schedule Zone: School zone

☐ Inclusion ☒ Exclusion

☐ Set up an exclusion buffer zone by selecting either speed or distance

Speed: 3 Miles/Hour MPH

Distance: Feet

Exclusion Buffer Capture Rate: 60

Cancel Next >

Calendar

January 10 - 16, 2011

Mon Jan 10 Home Schedule Exclusion Fat Zone

Tue Jan 11 Home Schedule Exclusion Fat Zone

Wed Jan 12 Home Schedule Exclusion Fat Zone

Thu Jan 13 Home Schedule Exclusion Fat Zone

Fri Jan 14 Home Schedule Exclusion Fat Zone

Sat Jan 15 Home Schedule Exclusion Fat Zone

Sun Jan 16 Home Schedule Exclusion Fat Zone

Time exceptions to these rules can also be created using an easy to use calendar. Additionally, monitoring changes subsequent to installation can be completed through the **WEB PATROL II®** software and do not require interaction with the participant. Officers are alerted when participants are not where they should be during a specified time or if they get too close to an exclusion zone.



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

Additionally, the system allows users to easily **modify** curfew schedules and GPS zones on a per-participant basis remotely at any time by clicking the Edit Icon (pencil) on the Completed GPS Schedule Screen.

WEB PATROL II® Editing Inclusion Zone Schedule

Edit Schedule

Name: Work Schedule

Start Date: 12/27/2010 End Date: 12/27/2110

Active Days: all week

☒ weekdays ☐ weekends

☒ M ☒ T ☒ W ☒ Th ☒ F ☐ Sa ☐ Su

Start Time: 07:15 AM End Time: 06:00 PM

Schedule Type: ☒ Zone ☐ Battery

Schedule Zone: Work Zone 2

☒ Inclusion ☐ Exclusion

☐ Use a Starting Travel Time: 15 min

☐ Use an Ending Travel Time: 15 min

January 10 - 18, 2011

	12 AM	01 AM	02 AM	03 AM	04 AM	05 AM	06 AM	07 AM	08 AM	09 AM	10 AM	11 AM	12 PM	01 PM	02 PM	03 PM	04 PM	05 PM	06 PM	07 PM	08 PM	09 PM	10 PM	11 PM
Mon Jan 10																								
	Home Schedule												Work Schedule											
	Exclusion Fat Zone																							
Tue Jan 11																								
	Home Schedule												Work Schedule											
	Exclusion Fat Zone																							
Wed Jan 12																								
	Home Schedule												Work Schedule											
	Exclusion Fat Zone																							
Thu Jan 13																								
	Home Schedule												Work Schedule											
	Exclusion Fat Zone																							
Fri Jan 14																								
	Home Schedule												Work Schedule											
	Exclusion Fat Zone																							
Sat Jan 15																								
	Home Schedule																							
	Exclusion Fat Zone																							
Sun Jan 16																								
	Home Schedule																							
	Exclusion Fat Zone																							

IMPORTANT G4S ADVANTAGE: The software will allow the agency to create unlimited schedules for participants and apply inclusion or exclusion zones to these schedules. The following are examples of inclusion and exclusion zones:

Shows Participant inside required Inclusion Zone

Location History

Last Known Location Current Location Location History Track Location

☐ Today ☒ Yesterday ☐ Last 7 Days ☐ Custom

From: 6/3/2008 12 AM To: 6/3/2008 Midnight

☒ Group Points ☐ Show All Points ☐ View In Map ☐ Export as KML

Show History for: Holder, Eric

Offender

Map of location history for Holder, Eric from 6/3/2008, 12:00 AM to 6/3/2008, 11:59 PM

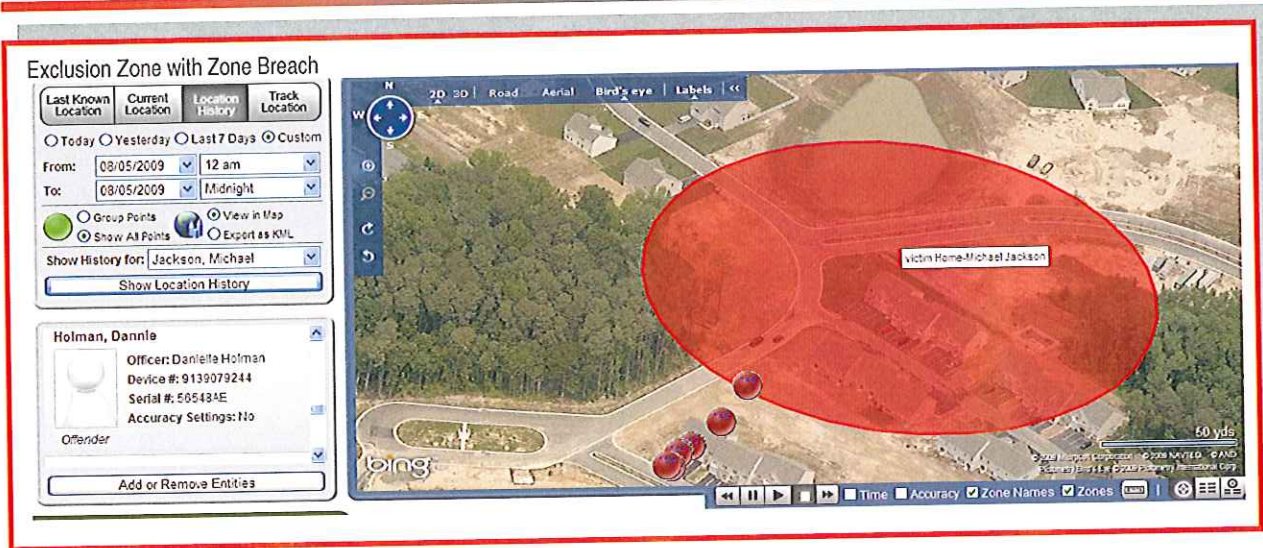
2D 3D Road Aerial Hybrid Bird's eye

30 yds

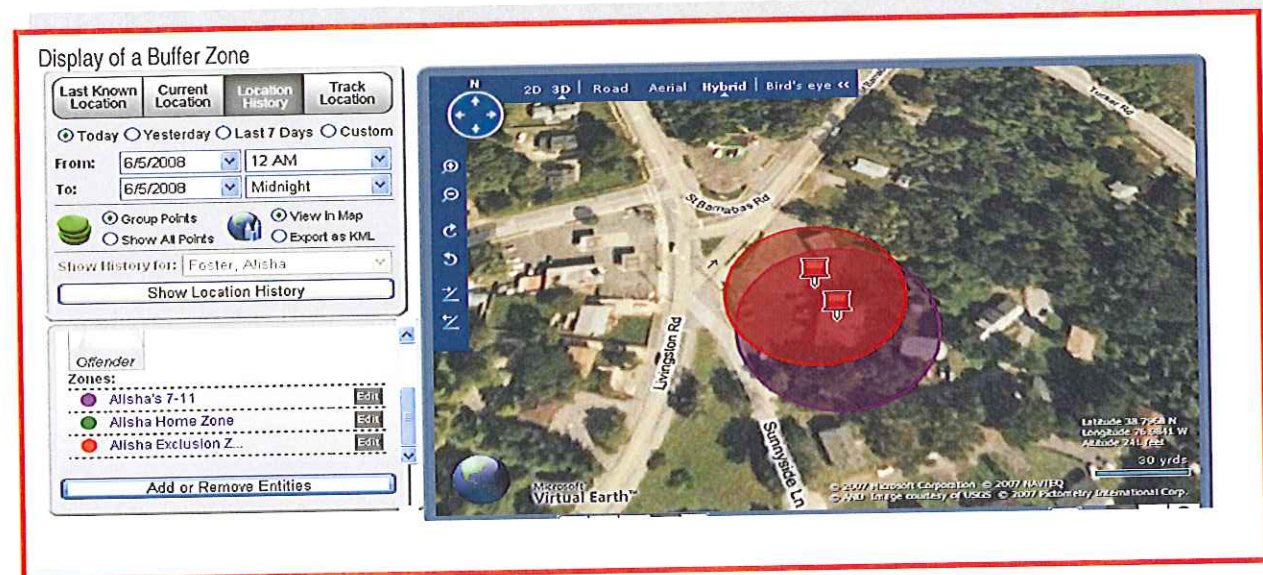
© 2008 Microsoft Corporation Image courtesy of USGS



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services



IMPORTANT G4S ADVANTAGE: The system provides the ability to create buffer zones around exclusion zones. Buffer zones can be attached to an exclusion zone and can be set at a 50-foot minimum radius with no maximum limit. Once a device is in a buffer zone, the device will automatically activate a constant tracking mode (get location information once every minute and report into the system once every minute) regardless of the participant's monitoring type until the device is located outside of the buffer zone. This capability allows agencies to more accurately track participants entering the exclusion zone with greater reliability.



Change Log

The **WEB PATROL II®** system automatically logs all changes performed in **WEB PATROL II®** with the user's name, date and time of the change, and change the user made. G4S tracks **all** changes to the application, including but not limited to participant or agency details, notes, alert resolutions, enrollments, terminations and service requests. This information is viewable through the **WEB PATROL II®** Change Log and provides agencies with a clear audit trail for user accountability.



WEB PATROL II® Caseload Status Screen (Change Log Tab)

You are here: [Caseload \(Demo Officer 1\) / Change Log](#)

Detail Support Directory Notes **Change Log** Return to Caseload

Change Log Tab

Demo Officer 1 (ID#: 4000074)

Effective Date & Time	User Name	Change(s)
2/6/2007 4:57:18 PM	Mike Dean	Created Person
2/6/2007 4:57:18 PM	Mike Dean	Created User
2/6/2007 4:57:18 PM	Mike Dean	Added Address
2/6/2007 4:57:18 PM	Mike Dean	Added Phone Number
2/6/2007 4:57:18 PM	Mike Dean	Added Phone Number
2/6/2007 4:57:18 PM	Mike Dean	Added Messaging
2/6/2007 4:57:18 PM	Mike Dean	Added Profile
2/7/2007 9:50:38 AM	Leo Carson	Added Support Officer
2/7/2007 10:49:16 AM	Leo Carson	Added Service Equipment
2/7/2007 10:49:16 AM	Leo Carson	Added Service

<< First < Previous Page 1 of 2 Next > Last >>

Alert Notifications

G4S abides by the ideals of providing accurate and timely information and provides several methods of automatic officer notification for monitoring participants. G4S supports standard methods of notification, such as page (alpha or numeric), electronic mail, manual voice phone call, and/or text message to a cell phone.

The following is a sample text message notification from G4S:

Sample Text Message Notification

From: SEMS, Inc. [monitoring_center1@emswp.com]
To: Leo Carson
Cc:
Subject: JOHN SMITH, Serial # 39365: Electrical Power Disconnect at 8/24/2004 11:25:34 AM [1-1]
JOHN SMITH, Serial # 39365: Electrical Power Disconnect at 8/24/2004 11:25:34 AM [1-1]

WEB PATROL II® also provides many advanced features including the capability to determine notification protocol(s). G4S 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. For example, an agency may choose to outline three (3) notification profiles:

- Level 1: The user will receive event notifications and alert violations in a daily summary and have access to view all participant event and alert information immediately through **WEB PATROL II®**.
- Level 2: The user will receive all tamper and curfew violations immediately by email and/or text message, all event notifications and alert violations in a daily summary and have access to view all participant event and alert information immediately through **WEB PATROL II®**.
- Level 3: The user will receive all event notifications and alert violations immediately by email, text message, and/or manual voice message, and have access to view all participant event and alert information immediately through **WEB PATROL II®**.



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Please note that the notification levels previously described are examples only. 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. Notification methods can also vary by supervising personnel. Agencies will be able to create these different and distinct profiles for officers to choose from in the Profile Manager module of the **WEB PATROL II®** software as shown on the example.

Additionally, individual users can choose to exclude certain events from notification if deemed unnecessary. These events would still be included on daily, weekly or monthly reports.

G4S provides alert notifications for a wide array of alert violations and events notifications. The following table gives an overview of potential alerts for agency notification for radio frequency participants:

Notification Exceptions	Description
Band Tamper	The participant has tampered with the PTX2 causing a disruption in the light passing through the fiber optic band for one second or more.
Electrical Power Disconnect	The power connection/supply to the PHMU has been removed or compromised.
Electrical Power Reconnect	The power connection/supply to the PHMU has been restored.
Equipment Movement	Movement of the home unit has been detected.
Foreign PTX detected	Another PTX2 is within range of the PHMU and has been detected.
Foreign PTX disappeared	The extra PTX2 detected by the PHMU is no longer in range of the PHMU.
HMU Case Tamper	The case of the PHMU has been compromised, opened or tampered with.
HMU Installation Complete	The installation process has been completed and the enrollment has posted to WEB PATROL II® .
HMU Report From Unauthorized Number	The PHMU is reporting in from a telephone number not authorized by the officer in the WEB PATROL II® system. This may occur if the participant physically moved it to a different location and/ or if the officer used the office phone for the installation, but did not authorize the participant's home phone.



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

Notification Exceptions	Description
HMU Report Overdue (>5 hours)	The default range for a scheduled report by the PHMU to the monitoring center is four (4) hours. By the 5 th hour, if the PHMU has failed to report in, an overdue is generated. Overdues may occur for reasons such as phone in use or telephone disconnect.
HMU Shut down in Progress	The PHMU back-up battery is low and power connection has not been restored, causing the PHMU to force an automatic shut down.
Leave During Curfew	The participant has an unauthorized leave.
Low Cellular HMU Signal	The GSM cellular strength is low and there is poor cellular reception.
Participant Not Present at Start of Curfew	Curfew has begun and the participant is not present at the host site.
Present at Start of Mandatory Leave	The participant's schedule specifies that he/she MUST be out during that time frame. If the participant remains at home, this violation will be generated showing he/she is present.
Participant Still Absent (24 hrs)	This occurs when a participant fails to return after 24 hours of a Leave During Curfew exception.
PHMU in Monitor Mode	The PHMU is now in the monitoring mode after having been in Range Test or Officer Mode. Typically, this will appear during the installation process and/or if changes were done to equipment forcing it from one mode back to the monitoring mode using the PHMU Menu Key.
PHMU in Officer Mode	The PHMU is in the Setup Mode. A PHMU Menu Key accessed the Setup Menu at this time to complete any series of tasks (ENRL, RNG, INFO, OFF).
PHMU in Range Test	The PHMU has initiated a Range Test of the equipment.
PTX added	A new or additional PTX2 has been added to the PHMU for monitoring.
PTX removed	One (1) or more of a series of PTX2s has been removed from the PHMU and will no longer be monitored by the PHMU.
Phone Disconnect/Reconnect	This occurs when the telephone connection has been restored following a disconnection or disruption in service.
Return After Curfew Exception	The participant has returned after an unauthorized leave.
Return During Mandatory Leave	This violation will be generated if a participant returns home during a scheduled leave period.

G4S provides alert notifications for a wide array of alert violations and events notifications. The following table gives an overview of potential alerts for agency notification for GPS tracking participants:

Notification Alerts	Alert Cleared Automatically/Manually	Description
Buffer Zone Alert	System Generated	Occurs when the participant enters a user defined zone. A buffer zone is an extra distance that can be attached to an exclusion zone and can be set at 50 foot minimum radius with no maximum limit. Once a device is in a buffer zone, it will automatically get assigned a one minute rate plan until the device is located outside of the buffer zone. It will then resume its normal rate plan.
Buffer Zone Clear	Auto or Manually Cleared	Occurs when the participant exits the buffer zone attached to the exclusion zone.
Communication Failure	System Generated	Occurs if device is unsuccessful in communicating with Sprint for two consecutive intervals according to the set Communication Failure System Generated rate plan. The device will attempt to use the cellular network two (2) times and then will start a 45 minute timer. If it is still unable to contact Sprint during this timeframe, a communication failure alert is generated.
Communication Failure Clear	Auto or Manually Cleared	This condition may be cleared by the user or by the system when the device is able to obtain a Sprint signal again. If data is saved in the device's memory, it is sent at this time.
Device Tamper	System Generated	Occurs if the participant attempts to remove /disassemble the device. This alert must be manually cleared through WEB PATROL II® .
Device Tamper Clear	Manually Cleared	Occurs after the device tamper condition has been corrected and the user clears the Device Tamper manually through WEB PATROL II® .



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

Notification Alerts	Alert Cleared Automatically/Manually	Description
Exclusion Zone Alert	System Generated	Occurs when a participant is in violation of his schedule by entering a user defined zone that is prohibited.
Exclusion Zone Alert Clear	Auto or Manually Cleared	Occurs when a participant has left a prohibited zone and the alert is cleared by the system or by the user.
Inclusion Zone Alert	System Generated	Occurs when a participant leaves a user defined zone they are required to remain within during scheduled times.
Inclusion Zone Alert Clear	Auto or Manually Cleared	The system will automatically clear this alert if the participant returns to the inclusion zone during the scheduled time. If the participant does not return to the inclusion zone during the scheduled time, the user must manually clear this alert through WEB PATROL II® .
Location Failure	System Generated	Occurs when the device is not able to obtain its location. This alert automatically clears through WEB PATROL II® .
Location Failure Clear	Auto or Manually Cleared	Occurs when the device is able to obtain its location and the system or user clears the alert.
Low Battery	System Generated	Automatic system generated message that occurs when the device reaches 35-40% of remaining battery power.
Low Battery Clear	Automatically Cleared	Automatically clears when the device has been recharged to 80% or more.
Recharge Schedule Alert	System Generated	Occurs when a participant misses their mandatory recharge schedule. Creating a battery recharge schedule is optional and managed by the WEB PATROL II® Administrator.
Recharge Schedule Alert Clear	Auto or Manually Cleared	Occurs when the Recharge Schedule alert is cleared by the user.
Strap Tamper	System Generated	Occurs when the participant attempts to cut, remove or tamper with the strap attached to the device. This alert must be manually cleared in WEB PATROL II® .
Strap Tamper Clear	Manually Cleared	Occurs when a strap tamper is cleared by the user in WEB PATROL II® .

Notification Event	Description
Zone Exit	Occurs when a participant exits an assigned zone. Zone Exits are standalone events and do not have to be in a target entities schedule to generate. These notifications are usually requested when an officer just wants to know if the participant has exited a specific area, but was not necessary prohibited from or restricted to this area.
Zone Enter	Occurs when a participant enters an assigned zone. Zone Enters are standalone events and do not have to be in a target entities schedule to generate. These notifications are usually requested when an officer just wants to know if the participant has entered a specific area, but was not necessary prohibited from or restricted to this area.

Log Events	Description
Initial GPS Success	Occurs when the device first establishes GPS after being assigned to a participant.
Recharge Begin	Occurs when a participant successfully plugs in their device. Once the participant has charged the device, the device will locate every 20 minutes minimum. If they are on a rate plan that is greater than 20 minutes then they will obtain location points per their specified rate plan.
Recharge End	Occurs when a participant disconnects the charging cord from their device.
Insufficient Charging Time	A system generated message that automatically records when a participant charges their device for less than an hour.
Battery Full	Occurs when the battery level reaches maximum capacity on a scale of 1 - 100%.
Device Logged In Successfully	Occurs when the device is plugged in to charge and the device communicates with the server.
Get Current Position Requested	User requests the current location for a participant.



Report Capabilities

All monitoring reports are available through the easy-to-use report generator application of G4S' **WEB PATROL II®** software. Any authorized user can view participant activity 24 hours a day, seven (7) days a week. Participant activity is posted **in real-time** so users can view violations online as they occur. G4S will work with its clients to ensure all needed reports, including on-demand reports, daily and quarterly reports are available.

Based on requests from correction administrators for top-level program statistics, G4S developed custom software to extract broad level program data for custom reports. These optional reports provide program administrators the ability to analyze performance measurements on a Statewide or Countywide, per agency, per office and per caseload basis in an "on-demand" basis or at regular specified intervals (commonly monthly, quarterly, semi-annually and annually). These optional reports have proven beneficial to program administrators as a means to better manage resources, identify trends in supervision and as a tool to balance caseloads among line staff.

WEB PATROL II® can provide the following radio frequency reports immediately or on an on-going basis.

- | | |
|--|---------------------------------------|
| ▪ Active Inactive Inventory | ▪ Inventory Returns |
| ▪ Active Participant Count | ▪ Inventory Shipped to Agency |
| ▪ Additions Deletions Report | ▪ Low Battery Status |
| ▪ Agency Inactive Inventory | ▪ No Leaves or Enters |
| ▪ Alarm Step History | ▪ No Remote Marry |
| ▪ Alarm Step History by Participant | ▪ No Schedule Entered |
| ▪ Alerts Not Viewed | ▪ Notification History by Officer |
| ▪ Caseload by Participant | ▪ Notification Sent to Command Center |
| ▪ Caseload Status | ▪ Officer Caseload |
| ▪ Caseloads Not Viewed | ▪ Officer User Report |
| ▪ Caseloads Viewed | ▪ Open Returns |
| ▪ Curfew Schedules | ▪ Organization Key Alerts |
| ▪ Current Open Alarms | ▪ Overdues |
| ▪ Daily Status Exception | ▪ Participant Not Home |
| ▪ Daily Status Report | ▪ Participant Event History |
| ▪ Daily Status Exception Report by Officer | ▪ Participant Location Report |
| ▪ Daily Status Exception Report by Region | ▪ Participant Notification History |
| ▪ Daily Status Exception Only Report by Officer | ▪ Participants Currently in Violation |
| ▪ Domestic Billing | ▪ Participants Without a SID Number |
| ▪ Domestic Billing by Type | ▪ Remote Marry |
| ▪ Drive-Bys | ▪ RF Review Exception |
| ▪ Electronic Monitoring Participants en US | ▪ Schedule Out After Hours |
| ▪ EM Program Totals | ▪ Tech Issues |
| ▪ Enrolled Participant Roster greater than 60 days | ▪ Termination Outcomes |
| ▪ Equipment Last Call Date | ▪ Violations Summary by Participant |
| | ▪ Web Only |

Additionally, **WEB PATROL II®** will generate the following standardized GPS tracking reports immediately and on an on-going basis.

- Alert Summary Report: Provides a statistical view of alert types by volume
- 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
- Zone Activity Report: Shows when a participant enters or exits any zone associated with that participant



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

- Speeding Report: Shows when a participant exceeds the speed defined by the user for any specified period of time
- Stops Report: Provides view of where and how long a participant stops
- User Activity Report: Displays all user activity in **WEB PATROL II®**
- Movement Report: Shows a record of the devices' movement including stops
- Device Report: Shows a view of all inactive and active units
- Proximity Report: Shows if a target participant was in proximity of a particular address

To export reports in **WEB PATROL II®**, users select a desired format and hit Export. To print reports, users click the Printer Icon.

WEB PATROL II® Report Viewer

Report Viewer - Windows Internet Explorer

https://reports.patrolsuite.com/ReportServer/Pages/ReportViewer.aspx?PeerlessReports/en-US/ParticipantEventHistory&rs:Command=Render&rs:Parameters=

1 of 13 100% Find | Next

Select a format

- Select a format
- XML file with report data
- CSV (comma delimited)
- TIFF file
- Acrobat (PDF) file
- Web archive
- Excel

Export

Printer Icon

1) Select a Report format
2) Hit Export

Participant Event History
3/16/2010 - 3/19/2010 11:59:59 PM

Participant: TEST G4S CUSTOMER SERVICE Service Type: RF Monitoring
D # 4001370 Equipment: G4SPTX 114654
Officer: Site Administrator Time Zone:
Agency: D

Event Date	Time	Curfew	Event Description / Comment	Notification Comment	Notification Complete	Received
3/16/2010	00:08		Officer PID Disappeared			
	00:09	X	XMTR Tamper			
	00:11		Officer PID Detected			3/16/2010 00:33
	00:34		Officer PID Disappeared			
	00:36		Officer PID Detected			
	00:46		Officer PID Disappeared			
	00:52	X	XMTR Tamper			
	01:06		Officer PID Detected			
	01:07		Foreign PTX Disappeared			

[The remainder of this page intentionally left blank.]



Ticket Management System

G4S was the first company to introduce an online Ticket Management System (TMS) that allows customers to make inquiries, complaints or suggestions in a formal and measured way. G4S has excellent target response times for all TMS inquiries and proactively tracks trends across the G4S customer base. The TMS system is fully accessible via **WEB PATROL II®** through the Create Ticket Button (available on many screens).

WEB PATROL II® Create Ticket Function

You are here: Caseload (G4S Testing User) / Participant (Mover Test)

G4S Testing User Mover Test

(ID: 2007994) Record Detail Create Ticket Reporting Officer: G4S Testing User

Event Search

Start Date: 12/21/2008 End Date: 12/24/2008 Refresh Print

Event Log (Filters)

Curfew	Report Date	Event	Received Date	Notes
Your date range of 12/21/2008 00:00:00 to 12/24/2008 23:59:59 returned no results.				

Left sidebar menu:

- Home
- User Search
- Create Organization
- Create User
- Participant Enrollment
- Task Manager
- Profile Manager
- Reports

User list:

- ERIC CLENDENING
- First Name
- G4S Testing User
- GPSTest
- GPSTest
- JOHN WOOLEN
- STW32
- MATTHEW DAVIS

Create Ticket Button (indicated by a red arrow)

When an issue arises and a customer needs to notify G4S of a system problem, inquiry, complaint or to simply request information regarding the system, the user can create an on-line inquiry and submit it directly to the G4S monitoring center.

The TMS immediately generates a unique ticket number and notification email to the submitting officer or monitoring personnel, verifying G4S' receipt of the request. G4S logs each ticket, sends the ticket to the appropriate department and follows up to ensure resolution. G4S has an excellent target response times for all TMS inquiries.

WEB PATROL - View/Create Tickets - Windows Internet Explorer

Create A Ticket

Date Created: 12/24/2008

Call Topic: General Inquiry

Enter Details Below:

Testing TMS

Save Cancel

WEB PATROL - Thank You For Your Feedback - Windows Internet Explorer

Your Ticket Has Been Created

Thank you for submitting this ticket. Your ticket number is 200812-00108. Please keep this number and refer to it during future correspondence with G4S Justice Services staff. Please allow 5 business days for a response. If this is an emergency, please contact our monitoring center at 1-800-589-6003.

Windows Internet Explorer

We have received your ticket submission.

OK



G4S Products and Services Overview West Virginia Division of Corrections Electronic Monitoring Services

G4S Monitoring Center

To continually provide services and superior technical support, G4S operates two (2) fully operational 24 hour a day, seven (7) day a week electronic monitoring centers in Irvine, California and Atlanta, Georgia.

IMPORTANT G4S ADVANTAGE: To G4S' knowledge, G4S is the only leading provider of monitoring services that operates two (2) redundant electronic monitoring centers in Irvine, California and Atlanta, Georgia that are both staffed and fully operational 24 hours a day. The equipment offering discussed in this proposal is designed specifically for continuous and real-time electronic monitoring and supported by these monitoring centers through multiple communication methods including toll-free telephone, email, fax and the proposed web-based software platform, **WEB PATROL II®**. West Virginia DOC can be confident that G4S is experienced and fully capable of providing the necessary transactional, technical and support services on a continuous basis, 24 hours a day, seven (7) days a week, 365 days a year.

Additionally, G4S technicians and customer service personnel are available to officers 24 hours a day, 7 days a week through toll-free phone access and are capable of resolving the majority of technical problems over the telephone or through remote diagnostics. In the unlikely event that problem solving requires a higher-level of involvement, G4S customer service is staffed by experienced technicians, has diagnostic computer equipment and access to the engineers that developed the system technology. This provides quick analysis and resolution of problems.

G4S Monitoring Center



G4S always strives to resolve any customer issue on the first contact. Each monitoring center operator is trained to easily identify, explain and resolve issues relating to customer needs such as clearing an alert, entering data into the system, performing participant enrollments, changing a participant's schedule or creating a zone. Operators also troubleshoot with basic Tier 1 level steps to resolve equipment overdues or software issues.

To enhance G4S' goal of resolving customer issues on the first contact, G4S offers an additional level of specialized support services during the busiest parts of the day. The specialized support services department (Help Desk) includes Tier 2 level advanced troubleshooting for resolving hardware and software issues for all products and services supported by G4S. Contract accounts can be maintained in all software platforms including but not limited to user set up, agency notification protocols, agency inventory, orders, returns, replacements and assistance with lost, damaged, stolen or excess inventory.

In addition, this specialized support services department performs testing of critical or on-going events and triages the events to the appropriate department(s) for permanent resolution. G4S is an innovator in providing this type of support and pro-actively seeks to identify re-occurring issues to prevent escalation into full blown problems that may affect G4S customers. This department also assists in researching issues to determine the root cause, provides written resolutions to customers, participates in user acceptance testing and round table discussions for product development enhancements, and serves as a secondary point of contact to the Regional Account Manager for customer enhancement requests, suggestions and ideas.



Quality Control Plan

G4S has a fully established internal quality assurance/quality control plan addressing all core business operations to demonstrate its willingness to be held accountable for the success of this program. A copy of this plan is included in the Exhibits Section of this proposal. Routine evaluations of the quality of the system, equipment and services are performed to ensure compliance with the terms and conditions of the contract. G4S is willing and open to discussion with the West Virginia DOC regarding any of the presented standards and will revise these reports to meet the requirements as needed.



References

West Virginia Division of Corrections Electronic Monitoring Services

References

G4S Justice Services is committed to ensuring that the programs operated on behalf of federal, state and local agencies support their goal of protecting public safety by providing quality service and innovative solutions. G4S strives to develop and maintain strong relationships with its customers based upon integrity, openness, and accountability and understands the need for officers to receive prompt, accurate information following any violation and that such communication is critical to the value of an electronic monitoring program. By providing a range of technology and services, G4S has established a strong presence and proven track record with corrections agencies all across the United States.

Following are three (3) customer references that can address G4S' commitment to continually provide quality equipment and services.

Client Name: San Francisco (City and County of) Sheriff's Department
Contact Person: Lieutenant John Ramirez, Community Programs
Address: 555 7th Street, Room 201
City, State, Zip: San Francisco, CA 94103
Phone: 415 734 3316 (Mobile: 415 850 5589)
Email: john.ramirez@sfgov.org
Contract Start Date: September 2008 - August 2013
of Participants: 100
Project Description: Contract awarded in 2008 and has been in operation for the past two (2) years. San Francisco is a national leader in using alternatives to incarceration and through its Home Detention Program prisoners are confined in their home except for pre-approved periods of employment, schooling, or counseling. Under our contract for services with the Department, G4S provides a local office, offender program fees collections, comprehensive case management services including collateral meetings/routine reporting, confirmation of work attendance, drug testing, in-field offender home/work checks, installation/retrieval of equipment for radio frequency (RF) monitoring, RF cellular monitoring, GPS and alcohol testing technologies for a daily population of 100 participants.

Client Name: Connecticut Judicial Branch
Contact Person: Mr. Michael Aiello, Program Manager II
Address: 936 Silas Deane Hwy, 4th Floor
City, State, Zip: Wethersfield, CT 06109
Phone: 860 721 2185 (Mobile: 860 721 2125)
Email: michael.aiello@jud.ct.gov
Contract Start Date: March 1998 - August 2012
of Participants: 1100 (3 agencies combined)



References

West Virginia Division of Corrections Electronic Monitoring Services

Project Description: G4S currently provides a complete continuum of technology in a state-wide basis that includes over 900 traditional RF Patrol® Landline units and RF Patrol® Cellular units, and approximately 200 active and passive GPS devices. In 2011, Connecticut selected G4S to develop a legislature-mandated Victim Notification Program pilot, which employs approximately 70 GPS units in three (3) specific Family Courts. To date, the program is a successful collaboration of Family Court Services, Law Enforcement, and G4S, and provides immediate Victim Notification and Law Enforcement response for GPS participants who are past violators of protective orders in Domestic Abuse cases. In addition, G4S provides local Connecticut-based G4S case workers that provide participant orientation, equipment installation, fee collections from participants (partially offender funded program), equipment/monitoring Services/field services, and equipment retrieval statewide to all major corrections agencies in the State including: The Judicial Branch (adult and juvenile), Board of Parole and Department of Corrections.

Client Name: Mississippi Department of Corrections

Contact Person: Ms. Beverly Walters

Address: 723 North President Street 2nd Floor

City, State, Zip: Jackson, MS 39202

Phone: 601 359 5677

Fax: 601 359 5731

Email: bwalters@mdoc.state.ms.us

Contract Start Date: February 1999 - January 2011

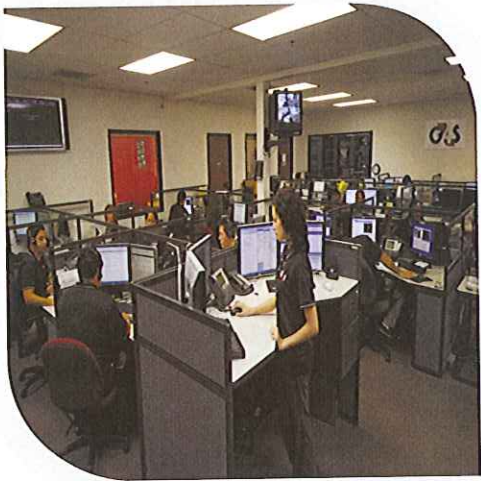
of Participants: 1300

Project Description: Contract began February 1999. G4S currently provides WATCH PATROL RF™ for RF and OM210 for GPS for Intensive Supervision Program (ISP) officers with the Mississippi Department of Corrections. This program is unique in that participants are considered "inmate status" requiring intensive officer response to violation and complex notification requirements. Officers choose G4S-provided monitoring technologies based on participant risks and supervision efficiency considerations. Mississippi Department of Corrections adopted the Western State Contracting Alliance to continue contracting with G4S in lieu of conducting another RFP.



Exhibits

- ✓ G4S Justice Services Brochure
- ✓ Radio Frequency Monitoring Brochure
- ✓ Mobile Compliance Monitoring Brochure
- ✓ GPS Tracking Brochure
- ✓ Breath Alcohol Testing Brochure
- ✓ Continuous Alcohol Monitoring Brochure
- ✓ Voice Verification Brochure
- ✓ WEB PATROL II® Brochure
- ✓ RF Patrol® FCC Certificate
- ✓ OM210 FCC Certificate
- ✓ G4S Quality Control Plan



G4S Justice Services is a full service electronic monitoring and community supervision service provider, dedicated to working in partnership with government agencies in providing integrated solutions that help solve the many challenges they face including budget constraints. G4S is uniquely positioned and capable of meeting customers' local requirements through the many nationally located G4S offices.



Securing Your World

G4S is proud to be the long-term first choice partner of many corrections and public safety agencies across the country at federal, state and local levels. With highly experienced management, innovative systems and products, strong partnerships with other technology providers, and processes capable of being adapted to meet individual agency needs, G4S combines value for money with a commitment to excellence. Our commitment to superior customer service provides government agencies with the peace of mind that G4S is a partner they can count on to help solve their problems. G4S is the only provider in the industry to have two fully redundant and staffed monitoring centers, providing enhanced disaster recovery capabilities.

Our products and services include:

ELECTRONIC COMPLIANCE MONITORING

- Secure Web-based monitoring platform for real time information access via desktop, laptop or mobile phone device
- Traditional "house arrest" services using radio frequency (RF) monitoring either via a landline or cellular connection
- GPS location based monitoring and tracking, using one or two piece devices to monitor participant locations continuously
- Alcohol monitoring using remote breath alcohol units located in the participant's home and supervised in real time by our monitoring agents via video
- Voice verification services using biometric voice prints to monitor participants randomly in one or more locations and in multiple languages

COMMUNITY SUPERVISION SERVICES

- Local field technicians install and retrieve equipment
- Case workers for offender funded electronic monitoring programs
- Day reporting centers and community based re-entry programs with evidence-based programs
- Pre- and post-trial case management services



Radio frequency (RF) monitoring is usually used to monitor a participant's presence or absence at a specified place. It does not track the individual, but rather monitors the compliance of individuals required to remain at a specific location for a specific time period.

G4S's innovative RF technology using dual transceivers in both the Personal Transmitter Bracelet (PTX2) and the Personal Home Monitoring Unit (PHMU) to provide an unique two-way radio frequency link in both its landline and cellular monitoring units. The advanced RF Patrol® system provides more accurate supervision, faster notification and is capable of continuous signaling to receive, store and disseminate compliance data to G4S' monitoring center without active involvement from the participant. The RF Patrol® PTX2 is easy to install, provides fiber-optic tamper detection and is one of the smallest and lightest available on the market.

RF PATROL® LANDLINE PHMU FEATURES

- Fully integrated one piece home monitoring unit incorporates dual antennas and receivers, an advanced front panel LCD display, and customized officer set-up menu and control buttons
- Small, unobtrusive design is easily connected to a wall phone jack and/or telephone
- Programmed remotely to report over toll-free numbers using rotary, pulse or touch-tone telephone systems
- Average 60 day back-up event memory
- 48 hour back-up battery that provides full monitoring capability

RF PATROL® CELLULAR PHMU FEATURES

- Includes the same features as the landline unit, excluding communication protocols
- Fully integrated one piece home monitoring unit that incorporates a cellular modem, and requires only power at the participant's home for installation
- Monitors accurately without the need for voice communications
- Intelligent movement sensor to identify if the device has been moved from its installed location
- Multiple GSM carriers supported

More details regarding the features and specifications of the products are shown overleaf.



Securing Your World

TRANSMITTER FEATURES**RF PATROL®**

Participant Worn Device (PTX2)	Unique watch-size transmitter device for wrist or ankle
PTX2 Specifications	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
Tamper Alert	Yes, patented multiple fiber-optic circuits
Transmitter Battery Life	18 months in-use, four years shelf life LED light indicating low battery
Activation	On-site programmable range during installation (no software required)
De-Activation	Shutdown of transmitter via 2-way RF link
Transmitter Assembly	Easiest to install in the industry Transmitter is a sealed unit Four easy to install transmitter pieces
Transmission Signal	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

**HOME
MONITORING
UNIT FEATURES****RF PATROL® LANDLINE****RF PATROL® CELLULAR**

Device	Fully integrated one-piece unit Dual antennas and transceivers	Fully integrated one-piece unit Dual antennas and transceivers
PHMU Specifications	Smallest and lightest available on the market at 7.5 X 8.6 X 1.7 inches and 16 ounces 100% humidity resistant	Smallest and lightest available on the market at 7.5 X 8.6 X 1.7 inches and 16 ounces 100% humidity resistant
Tamper Alert	Yes, including tilt detection	Yes, including tilt detection
Back-up Battery Life	48 hours of continuous operation	48 hours of continuous operation
Front Panel LED Display Activation	Provides set-up prompts for enrollment through LED display On-site programmable range testing during installation (no software required) Reports battery life of the PTX2 on screen	Provides set-up prompts for enrollment through LED display On-site programmable range testing during installation (no software required) Reports battery life of the PTX2 on screen
De-Activation	Shutdown of transmitter (PTX2) via 2-way RF link	Shutdown of transmitter (PTX2) via 2-way RF link
Required assembly	None	None
Transmission Signal	Transceiver technology with the PTX2 Landline communication with the monitoring center	Transceiver technology with the PTX2 Wireless cellular communication with the monitoring center
Multiple Transmitters	Ability to monitor up to 50 PTX2s at the same time	Ability to monitor up to 50 PTX2s at the same time
Guest Detection	Detects and reports unauthorized PTX2 devices in range	Detects and reports unauthorized PTX2 devices in range
Memory/Storage	Internal non-volatile memory capable of storing 1,024 events indefinitely	Internal non-volatile memory capable of storing 1,024 events indefinitely



G4S Patrol Suite™ product continuum includes the RF Patrol® system that collects and transmits the participants' house arrest compliance data to the monitoring center.

The RF Patrol® Drive-By is a portable hand-held receiver unit that detects RF Patrol® transmitter signals. The Drive-By transmits data to a small hand-held Personal Digital Assistant via a Bluetooth connection for easy viewing. This portable, battery-operated device can be used to identify participants that are wearing RF Patrol® transmitters in a location away from the home and determines the condition of the device. The Drive-By provides a remote, discrete, and safe means of verifying a participants' location without any interference. Additionally, the Drive-By operates as an Officer Personal Identification Device (OPID) and can be used to activate a transmitter.

RF PATROL® DRIVE-BY FEATURES

- LED indicators provide operation and battery status
- Transmitter condition display includes Band Open, Band Tamper, Low Battery, Reset, and Range Setting
- Four available modes include Off Mode, Wake Mode, External Antenna Mode, and Internal Antenna Mode
- Battery life is approximately 22 – 28 hours depending upon operational mode
- Audible beeps and visual status for setting range
- Monitors any number of transmitters up to a range of 200 – 500 feet
- Includes an optional specialized PocketPC for use in conjunction with the Drive-By



Securing Your World



The OM210 GPS device is a single unit that is both the receiver of participant location points and the transmitter of critical data pertaining to events and location information. This provides the ability to reliably monitor locations and movements of participants in the community.

The OM210 GPS location based monitoring and tracking device continues to be the product of choice for many federal, state, and local programs throughout the United States. This advanced device has the ability to monitor participants with a single device even in impaired locations, where other GPS products or RF products cannot through its capability to calculate a precise location from both GPS satellites and cellular phone towers. This enhanced dual monitoring feature is the primary reason more government entities select the OM210 device to meet their GPS location based monitoring and tracking needs. This device also incorporates a cellular modem and communicates information to the monitoring center over the CDMA wireless network.

FEATURES

- One-piece GPS system (an ankle-mounted tracking unit)
- Incorporates GPS satellites and Advanced Forward Link Trilateration (AFLT) to achieve reliable monitoring data
- Water proof and shock resistant
- Alerts provided include tamper alerts, curfew schedules and inclusion/exclusion zone violations
- Longest battery life in the industry, recharges in less than two hours
- FCC compliant, surge protected and made of hypoallergenic material
- Proprietary encrypted signal to prevent false communication and hacking
- Utilizes multiple location and transmission methods to ensure delivery and prevent signal jamming
- Utilizes the manufacturers' patented algorithm, Precision Engine, that provides accurate participant location reporting



Securing Your World



VI-CAP™ (Video Capture) is a Breath Alcohol Testing solution which provides accurate detection of alcohol and real-time visual verification of the participant during testing. VI-CAP™ is the only remote breath alcohol test supervised via a live operator. Color images of the participant with test results are immediately emailed to the officer upon violation.

VI-CAP™ can be used as a standalone system or in conjunction with radio frequency (RF) presence and absence monitoring or GPS tracking technology. Random and/or scheduled calls are placed to the participant's home by a live monitoring center operator who has verbal interactive communications with the participant during the test. Positive participant verification occurs via live streaming color video surveillance camera located in the residence.

The VI-CAP™ device uses an actual hand-held breathalyzer (fuel cell, deep lung, and quantitative value) to measure the Blood Alcohol Content (BAC). The live monitoring center operator administering the test ensures a valid test is completed.

The participant blows into the breathalyzer and holds up the numeric display result to the camera. The participant's face and the breathalyzer results are displayed in a full color image immediately and interactively at the monitoring center and all positive tests are recorded as evidence of violation.

FEATURES

- Monitoring operators supervise each test via video and audio, ensuring completion of a valid test, without the need for officer involvement
- Fuel cell technology ensures accurate BAC detection of alcohol consumption
- Color video of participant and test results are emailed to the officer upon violation

VI-CAP™ Breath Alcohol Testing users have access to participant data via WEB PATROL II®, which is accessible through any Internet connection.



Securing Your World



CAM Patrol Plus™ provides continuous alcohol monitoring plus GPS location tracking in one solution. CAM Patrol Plus™ continuously monitors indicators of alcohol use, tracks an offender's exact location and delivers this information to public safety officials in real-time.

Alcohol Monitoring Plus GPS Tracking

CAM Patrol Plus™ delivers 24/7 alcohol monitoring, real-time reporting of alcohol events and real-time tracking of offender location in one easy-to-use solution.

CAM Patrol Plus™ Overview

CAM Patrol Plus™ provides continuous transdermal alcohol monitoring and GPS location tracking in one solution. Using transdermal alcohol monitoring and GPS cell phone technology, the solution records and reports alcohol events in real-time 24/7 to G4S' geographically redundant monitoring centers. Real-time alerts allow public safety officials to respond quickly to violations.

CAM Patrol Plus™ monitors and identifies alcohol consumption on a continuous and ongoing basis through comparison to a sober baseline established at enrollment. The tamperproof bracelet monitors and measures ethanol gas emitted through the skin on a continuous basis using a test chamber where ethanol molecules released from the skin accumulate. Every 15 minutes, measurements are taken from the chamber; stored in the bracelet and, along with the location of the participant, simultaneously transmitted to our monitoring centers via a GPS cell phone. CAM Patrol Plus™ monitors and reports this information from any location with cellular coverage – no home base or landline required.

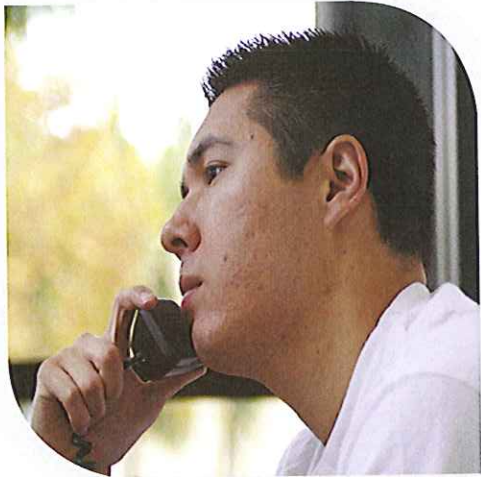
CAM Patrol Plus™ provides real-time location and movement tracking through included GPS technology, allowing for curfew, house arrest and exclusion zone monitoring in addition to alcohol monitoring.

Features

- Easy to use and install
- Secure and tamper-resistant
- Scientifically proven technology
- Continuous transdermal alcohol monitoring and GPS tracking in one solution
- No landline or home-based unit required
- Geographically redundant, fully-staffed 24/7 monitoring centers



Securing Your World



VoicePatrol® is a voice verification system, which is fully integrated with G4S proprietary WEB PATROL II® system.

Voice Verification is a tool often used with low risk participants, where continuous monitoring to a specific location or tracking movements is not required.

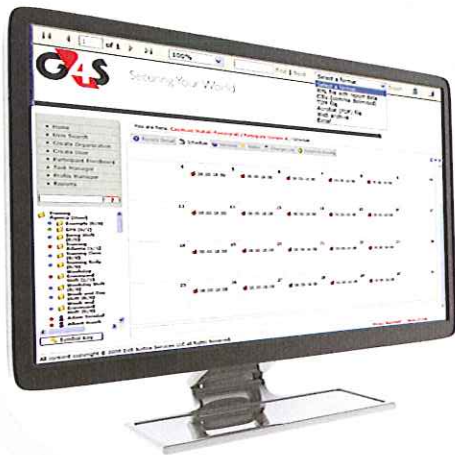
Voice Verification is often used by Immigration, Pretrial, Probation or Parole agencies that have large caseloads that cannot reasonably be managed via face-to-face supervision. This system provides a check-in capability where the participant can either check-in with the system on a scheduled or random basis. Also, the system can call out to the participant on a scheduled, random or on-demand basis. If desired the software will randomize the number of calls required and call out to the participant during specified time periods. Using the Persay voice engine, G4S voice verification system is based on technology that is internationally deployed in high value, high security situations, such as banking solutions as well as being used in high volume environments such as telecoms call centers. With exceptional levels of accuracy and easily understood prompts, the system verifies by using numbered pairs spoken in the participant's native tongue. This means that the system does not have to compensate for participant's accents or language challenges by requiring spoken English.

FEATURES

- Supports inbound and outbound calls which can accommodate a variety of schedules and time windows
- Participants have access to multiple authorized call-in phone numbers
- Supports 18 languages that include Arabic, Bengali, Cambodian, Cantonese, Chinese, English, Fuzhou, Hindi, Q'anjob'al, Creole, Laotian, Portuguese, Quiche, Russian, Somali, Spanish, Urdu and Vietnamese
- Customized voice prompts specific to agency's needs
- Seamlessly integrates with WEB PATROL II® monitoring platform
- Program participants have the capability to leave messages within the verification system for playback via web browser
- Configurable notifications and alerts customized for failed calls, message or schedule violations
- Custom reports for program and compliance analysis



Securing Your World



Using state-of-the-art Internet technology, WEB PATROL II® is a Web-based information and management system for public safety. It provides secure access to real-time monitoring/tracking information from the G4S Justice Services monitoring centers in California and Georgia.



Securing Your World

Using a secure password and firewall protected internet link, officers can view and exchange monitoring and tracking data over the web anytime, anywhere and from any computer. WEB PATROL II® does not require any additional software and allows users to access information from the participant database for enrollment, curfew schedules, caseload reviews, agency reports and terminations. With a user-friendly interface, WEB PATROL II® increases the efficiency of the monitoring process and provides convenience for corrections, probation, and parole officers.

FEATURES

- A single integrated, Web-based user platform for all monitoring data
- Advanced calendar based participant scheduling
- Secure Web-based system that is accessible at any time using a standard Internet browser
- Users receive unique login names with customized permissions levels and access rights
- Customized fields and reports for easy tracking and trend analysis
- Enrollments support instant and future participant activations
- Heightened use of icons and tabs for fast, easy navigation between selections
- Participant activity posted in real-time for up-to-date monitoring statuses
- Ability to customize authorized participant leaves and recurring schedules
- Pre-scheduled service terminations

BENEFITS

- Anytime, anywhere secure access from any computer with an Internet browser (IE6 and Firefox 2.0 and above)
- Permissions structured log in so only authorized individuals have access to caseload data
- Identify trends or patterns with calendar based screen, offering "at a glance" insight into participant compliance
- Customized reports can be exported electronically via CSV or Excel files and incorporated into customer's standard case management systems
- Faster access to participant data, improving productivity and efficiency

TCB

GRANT OF EQUIPMENT
AUTHORIZATION

TCB

Certification

Issued Under the Authority of the
Federal Communications Commission

By:

Ultratech Engineering Labs Inc.
3000 Bristol Circle
Oakville (Ontario), L6H 6G4
Canada

Date of Grant: 12/10/2001

Application Dated: 12/10/2001

G4S Justice Services Canada, Inc.
103 - 6592, 176 Street
Surrey, V3S 4G5
Canada

Attention: Harv Hundal , Software Engineer

NOT TRANSFERABLE

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

FCC IDENTIFIER: NSNPTX08

Name of Grantee: G4S Justice Services Canada, Inc.

Equipment Class: Part 15 Remote Control/Security Device Transceiver

Notes: Personal Identification Device

FCC Rule Parts
15.231(e)

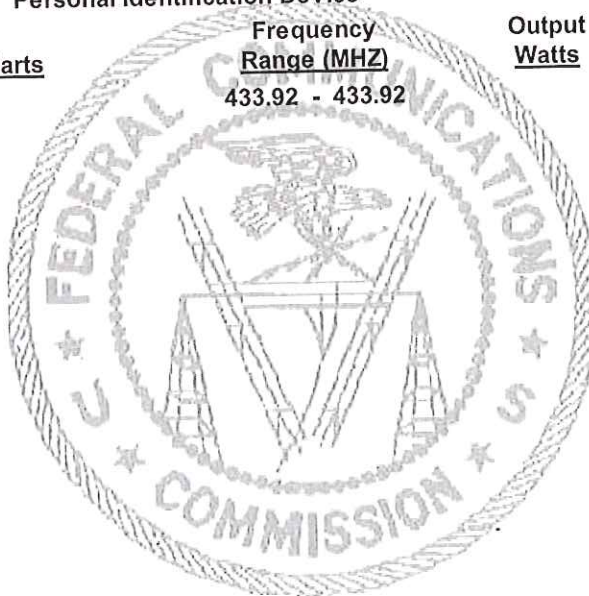
Frequency
Range (MHZ)
433.92 - 433.92

Output
Watts

Frequency
Tolerance

Emission
Designator

Grant Notes



TCB

GRANT OF EQUIPMENT
AUTHORIZATION

TCB

Certification

Issued Under the Authority of the
Federal Communications Commission

By:

Ultratech Engineering Labs Inc.
3000 Bristol Circle
Oakville (Ontario), L6H 6G4
Canada

Date of Grant: 12/11/2001

Application Dated: 12/11/2001

G4S Justice Services Canada, Inc.
103 - 6592, 176 Street
Surrey, V3S 4G5
Canada

Attention: Harv Hundal , Software Engineer

NOT TRANSFERABLE

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

FCC IDENTIFIER: NSNPHMUL08

Name of Grantee: G4S Justice Services Canada, Inc.

Equipment Class: Part 15 Remote Control/Security Device Transceiver

Notes: Personal home monitoring unit

Grant Notes

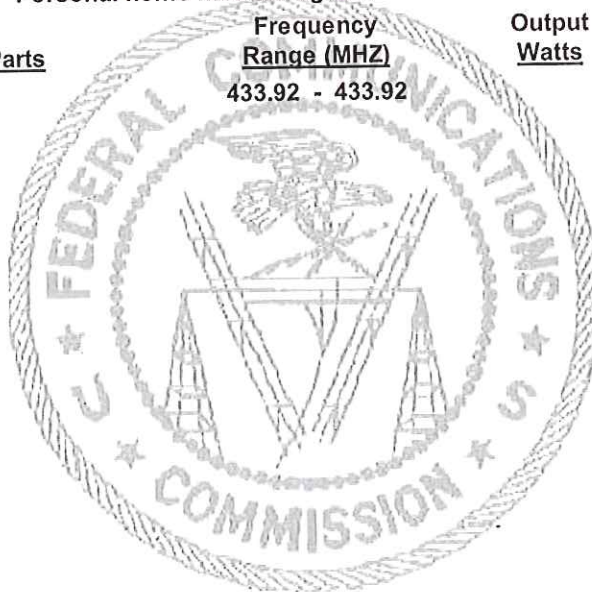
FCC Rule Parts
15.231

Frequency
Range (MHZ)
433.92 - 433.92

Output
Watts

Frequency
Tolerance

Emission
Designator



TCB

GRANT OF EQUIPMENT
AUTHORIZATION

TCB

Certification

Issued Under the Authority of the
Federal Communications Commission

By:

Ultratech Engineering Labs Inc.
3000 Bristol Circle
Oakville (Ontario), L6H 6G4
Canada

Date of Grant: 12/08/2001

Application Dated: 12/08/2001

G4S Justice Services Canada, Inc.
103 - 6592, 176 Street
Surrey, V3S 4G5
Canada

Attention: Harv Hundal , Software Engineer

NOT TRANSFERABLE

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

FCC IDENTIFIER: NSNOPID08

Name of Grantee: G4S Justice Services Canada, Inc.

Equipment Class: Part 15 Remote Control/Security Device Transceiver

Notes: Officer Personal Identification Device

Grant Notes

FCC Rule Parts

15.231(e)

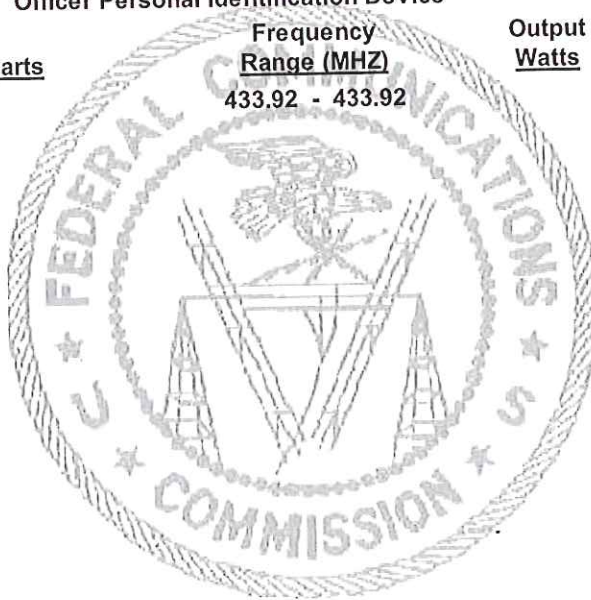
Frequency
Range (MHZ)

433.92 - 433.92

Output
Watts

Frequency
Tolerance

Emission
Designator





G4S Justice Services (Canada) Inc
#103 - 6592 176th Street
Surrey, BC Canada
V3S 4G5

Telephone: 604 576 8658
Fax: 604 576 0436
www.g4s.com

SUPPLIER'S DECLARATION OF CONFORMITY

REFERENCE NUMBER: G4S001-ACTA

PLACE OF ISSUE: Surrey, BC

DATE OF ISSUE: November 19, 2008

COUNTRY OF MANUFACTURE: Canada

We, the Responsible Party, G4S Justice Services Canada, Inc. located at:

ADDRESS: #103 – 6592, 176 Street, Surrey, BC, Canada V3S 4G5

hereby declare that the following product:

TRADE NAME/MODEL NUMBER(S): PS, PHMUL08
LABEL IDENTIFICATION NUMBER: US:YEVMM06BPHMUL08

Is in conformity with the Federal Communications Commission's (FCC) Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) – adopted technical criteria, TIA-968-A, Telecommunications-Telephone Terminal Equipment, Technical Requirements For Connection of Terminal Equipment To The Telephone Network, January 2003, TIA-968-A-1; TIA-968-A-2; TIA-968-A-3; TIA-968-A-4, TIA-968-A-5 and TIA-1096-A.

Responsible Party Legal Representative:

Signature: *Harv Hundal*

Position: Software Engineer

Full Name: Harv Hundal

Date: November 18, 2008

TCB

GRANT OF EQUIPMENT
AUTHORIZATION

TCB

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

Compliance Certification Services
47173 Benicia Street
Freemont, CA 94538

Date of Grant: 02/08/2007
Application Dated: 02/01/2007

National Semiconductor Corporation
2900 Semiconductor Drive
P.O. Box 58090
Santa Clara, CA 95052-8090

Attention: Doug McBurnie , V.P., General Manager

NOT TRANSFERABLE

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

FCC IDENTIFIER: ED9LMX9838

Name of Grantee: National Semiconductor Corporation

Equipment Class: Part 15 Spread Spectrum Transmitter

Notes: Bluetooth Serial Port Module

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	15C	2402.0 - 2480.0	0.00163		

Modular approval. Power output listed is conducted. This module may only be installed by the OEM or an OEM integrator. The antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. OEM integrators and End-users and Installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

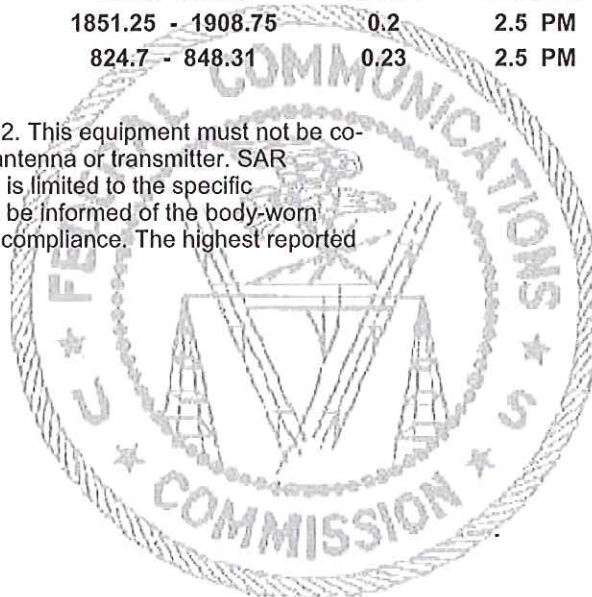
TCB**GRANT OF EQUIPMENT
AUTHORIZATION****TCB****Certification****Issued Under the Authority of the
Federal Communications Commission****By:****Nemko Canada Inc.
303 River Road
Ottawa, Ontario, K1V 1H2
Canada****Date of Grant: 03/08/2006****Application Dated: 03/08/2006****Sendum Wireless Corp.
4500 Beedie Street
Burnaby, V5J5L2
Canada****Attention: Henry Seto , Engineer****NOT TRANSFERABLE**

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

FCC IDENTIFIER: TS5-6050M-OM200**Name of Grantee:** Sendum Wireless Corp.**Equipment Class:** PCS Licensed Transmitter worn on body**Notes:** Wireless Tracking Device

<u>Grant Notes</u>	<u>FCC Rule Parts</u>	<u>Frequency Range (MHZ)</u>	<u>Output Watts</u>	<u>Frequency Tolerance</u>	<u>Emission Designator</u>
	24E	1851.25 - 1908.75	0.2	2.5 PM	1M28F9W
	22H	824.7 - 848.31	0.23	2.5 PM	1M28F9W

Power listed is EIRP for part 24 and ERP for part 22. This equipment must not be co-located or operating in conjunction with any other antenna or transmitter. SAR compliance for body-worn operating configurations is limited to the specific configurations tested for this filing. End-users must be informed of the body-worn operating requirements for satisfying RF exposure compliance. The highest reported SAR values are: Body: 1.175 W/kg



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1.0 Introduction

G4S confirms that it has a formal quality control program in place and has attained ISO 9001:2008 certification for manufacturing. G4S Justice Services LLC has implemented processes that have a direct impact to continuous improvement in its Quality Control System. The G4S Quality Control Department has implemented ISO Policy and Procedures in an effort to achieve the highest possible level of standardization and quality business practice.

2.0 Purpose

The purpose of this document is to provide an overview of G4S' Quality Control Plan for the West Virginia Division of Corrections. This plan encompasses the company's ability to perform as a viable business by providing equipment and service that will meet customer needs.

3.0 Scope

This plan covers the full complement of G4S electronic monitoring business services, including manufacturing, inventory delivery, system support, monitoring services, customer service, maintenance, and training.

4.0 Process

The key to a comprehensive quality program is to effectively manage numerous linked organizational processes. The G4S quality assurance process is designed to achieve increasing compliance results through process effectiveness and continual process improvement based on objective measurement. G4S believe quality must be driven from within and has implemented the following internal quality assurance processes.

4.1 Internal Reviews of Core Business Units

Quality reviews of all core business units occur on a continual basis on the departmental level creating accurate and reliable information for quality assurance review and on-going improvement plans. G4S management participates in regular business meetings to review the performance the overall company and each department to solidify and implement company-wide quality objectives, performance measurements and strategies for corrective improvement. Each operational department has specific Key Performance Indicators against which they are measured and reviewed each month. Where corrective actions are required, the Department is responsible for ensuring that the resolution can be achieved quickly and accurately, as well as reviewing and changing the process to reduce the likelihood of repeat errors. All resolutions must be SMART (specific, measurable, achievable, realistic and timely).

4.2 Internal Reviews of Project Deliverables and Work Product

G4S performs regular reviews of all program components to contract requirements and G4S standards of quality. Should the review bring to light an area of non-compliance or quality weakness, the department supervisor and direct responsibility employees collaboratively work to develop a plan for improvement called a corrective action plan. All corrective action plans include overall corrective goals, specific milestone achievement markers, detailed deliverable requirements with key performance indicators and timelines for delivery of deliverables.

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4.3 Implementation of Corrective Action Plans

Upon implementation of a corrective action plan, department supervisors and direct responsibility employees meet regularly as determined by the deliverable timelines to ensure that each key performance indicator is successfully achieved. G4S conducts these reviews until it is determined that all milestone achievement markers have been fully fulfilled and the overall corrective goal is accomplished ensuring G4S quality standards are maintained.

5.0 G4S Quality Control System – Manufacturing

5.1 Definitions

5.1.1.	G4S	G4S Justice Services, LLC
5.1.2.	ECR/ECO	Engineering Change Request and Engineering Change Control
5.1.3.	CCB	Change Control Board
5.1.4.	AVL	Approved Vendor List
5.1.5.	RA	Return Authorization
5.1.6.	AQL	Accepted Quality Level
5.1.7.	NIST	National Institute of Standards Technology
5.1.8.	NCR	Non Conforming Material Reporting
5.1.9.	MRB	Material Review Board
5.1.10.	FQC	Test and Final Quality Control

5.2 Standard of Quality

- 5.2.1. Best Commercial Standards
G4S builds products to "best commercial standards".
- 5.2.2. Procedure Elements and Controlled Documentation
Procedure elements include document release and changes controlled via ECR/ECO (Engineering Change Request & Engineering Change Control). A CCB (Change Control Board) meets periodically to consider and approve all documentation changes. The CCB is made up of members from various departments, such as; Engineering, Manufacturing, Marketing, Purchasing and Quality Control. Emergency CCB meeting are held on an "as needed" basis.
Red Line Documentation and Deviation Control system exists to supplement the ECR/ECO System.
- 5.2.3. Materials Handling
All materials pertaining to G4S products goes through our Receiving Inspection Department and are checked on an Accepted Quality Level (AQL) basis to verify material are "to specifications" and "acceptable for use". A NCR (Non Conforming Material Reporting) system exists to handle discrepant items. The MRB (Material Review Board) meets periodically to review all NCR's and decide their proper disposition. Quality reviews all rejections for trend purposes.
- 5.2.4. Vendor List
An AVL exists and is controlled. Quality Control performs surveys and audits on key vendors and suppliers with appropriate Root Cause Analysis and Corrective Action review. Quality Control uses SPC data collected in various departments such as Receiving, Inspection and Assembly.

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- 5.2.5. Documentation
CCB meets periodically to consider and approve all documentation changes. The CCB consists of members of various departments, such as Engineering, Manufacturing, Marketing, Purchasing and Quality. Emergency CCB meeting are held on an "as needed" basis.
- 5.2.6. Forecasting
G4S Operations Department uses an ACC PAK system to control and forecast purchasing, material and manufacturing needs. Engineering documentation such as Schematics, BOM's Assembly and Test procedure are controlled documents.
- 5.2.7. Product Development
New products are developed using Concurrent Engineering techniques. There are several phases to our new product development cycle, such as; Product Definition, Engineering Specification, Bread Boarding, Proto Type, Beta Site Evaluation and Manufacturing Pilot Run.
- 5.2.8. Equipment Calibration
A Calibration procedure and process using an outside calibration service is in place to maintain calibration of Test Equipment to National Institute of Standards Technology requirements. G4S develops its Test Fixtures in house developed and calibrates them to appropriate requirements.
- 5.2.9. Manufacture
The Manufacturing Department builds product in work cells, the work cells are designed around common product type. The assemblers work in a controlled environment and perform inspections and tests as required. At conclusion of Final Test the unit is technically ready for packaging and shipment but G4S performs one (1) additional test. This is a Functional Test performed by the Final Quality Control department. The test is performed at the last station in the work cell. Products go through a final inspection before being placed in their shipping cartons. Parts and products are stored, used and shipped according to First In, First Out (FIFO).
- 5.2.10. Testing
Test and Final Quality Control (FQC) analyze and evaluate performance. This data is depicted graphically and reviewed for trends and presented to management on a monthly basis for review and evaluation. A closed loop Corrective Action system is in place.
- 5.2.11. Final Functional Testing
G4S procedures include final functional testing of every unit including in-box Certificate of Conformance providing reference with all units shipped. This is a 100% test and inspection procedure for all G4S equipment.
- 5.2.12. Equipment Returns
Product returns are handled via our RA system (Return Authorization). All returns process through our Returns/Repair Department, which completes a repair/failure analysis. The failure analysis data is collected and reviewed for trends on a monthly basis.

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6.0 Quality Control System – Non-Program Specific

6.1 Monitoring Centers

- 6.1.1. Shift Reviews
The G4S Monitoring Center performs a quality check once each shift by a supervisor confirming facility security, system performance, supplies and general monitoring operation proficiency.
- 6.1.2. Bi-Yearly Internal Audit
G4S conducts an internal audit to ensure compliance with all contractual, legal and regulatory requirements.

6.2 Training

- 6.2.1. Purpose
G4S monitoring center operators are given weekly quizzes one on one with the Supervisor or lead Operator. The purpose of the quiz is to provide a means to measure the knowledge of the operators. It allows G4S to track the training progress and growth of individual operators. In doing weekly quizzes not only can we track the progress of employees, but we can also ensure that clients receive the same information from any operator with whom they may speak. These quizzes provides a tool to review not only performance, but also an understanding of policies and procedures.
- 6.2.2. Testing Method
Questions are pulled from the Operator Manual, new procedures that are implemented and from traditional equipment functions.
There are at least five technical questions a week, involving the equipment and computer systems. Every operator is given a copy of the answers to put in their manuals so that all operators have (accurate and consistent) answers to questions they might be asked from agencies.
- 6.2.3. Testing Criteria
Each operator must receive a score of 90% to pass.
Operators that receive less than a passing score are required to be retested during the next week's one-on-one review.
If the operator again does not pass the quiz they are required to come in for remedial training.

6.3 Billing Process

G4S conducts regular reviews of randomly selected client invoices for accuracy, comparison to case file (participant billing), agency or participant demographic information, monitoring rates and fees, number of invoiced days, etc.

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7.0 Quality Control System – Program Specific

7.1 Technology Upgrades and Improvements

G4S invests millions of dollars per year in research and development and brings advances from its internal electronic monitoring experience. These advances may include significant improvements in the accuracy, life-cycle performance or size of the electronic monitoring hardware. G4S reviews these technologies at regular business reviews and will recommend inclusion into the program if warranted.

7.2 Key Performance Indicator Review

G4S agrees to work with the agency to determine program specific Key Performance Indicators (KPI) upon request of the agency. G4S will conduct regular reviews of the KPIs and will report any incidences of non-compliance to the agency as requested. Additionally, G4S will attend meetings with key agency personnel as necessary and directed by the Department to review G4S performance. G4S will submit the KPI reports to agency from the preceding review period upon request.

The following is a sample of KPIs used for a variety of G4S' current customers.


- System Failure and implementation of a disaster recovery plan
- Scheduled Monitoring System Downtime
- Unscheduled Downtime
- Inbound telephone calls promptly answered
- Monitoring notifications to officers on participant events are timely and accurate
- Monitoring staff errors
- Complaints incorrectly classified as resolved
- Complaints unresolved after five (5) working days
- Delivery of equipment
- Termination Outcomes
- Inventory Analysis


G4S will modify the KPIs according to agency's specific needs and requirements to include such information as installation/terminations by offender, Monitoring units (active) operating or disconnected at the end of each month including the to/from active dates by participant during each billing cycle, billing charges by participant, participant schedule changes and alerts by case type, transmitters/monitoring units returned for repair by type, time takes by monitoring center staff to answer officers/agents/investigators calls, alerts of specific key events, number of officer notifications by type, calls to officers, ratio of false alerts to verifiable alerts or monthly reports equipment returned for testing that details tests and findings on non-operational equipment including the name of the offender previously associated with the equipment as requested.

7.3 Key Performance Indicator Reports


G4S has provided sample Monthly KPI Performance Reports used for a variety of current customers on the following page. G4S will modify according to agency's specific needs and requirements.

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 Sample Monthly Performance Report		
Standard	Maximum Allowable Degree of Deviation from Requirement (AQL)\	Monthly Actual
System Failure and implementation of a disaster recovery plan	Recovery period for any failure not to exceed 12 hours	
Scheduled Monitoring System Downtime	Scheduled downtime not to exceed 1 hour in a calendar month	
Unscheduled Downtime	Total unscheduled downtime does not exceed 4 hours in any calendar month. Single event downtime does not exceed 1 hour within any 30 day period	
Monitoring notifications to officers on participant events are timely and accurate	Late and inaccurate notifications not to exceed 1% of the number of active cases	
Monitoring staff errors	Number not to exceed 1% of active units during any 30 day period	
Complaints incorrectly classified as resolved	Number not to exceed 1% of active units during any 30 day period	
Inbound telephone calls promptly answered	95% of inbound calls answered within one minute during each 30 day time period	
Complaints unresolved after 5 working days	Number not to exceed 1% of active units during any 30 day period	
Delivery of equipment	95% of equipment orders delivered during any 30 day period after initial delivery	
Reliable monitoring equipment	Number returned equipment units/devices with faults not to exceed 1% of active units within any 30 day period	

 Inventory Analysis		
Description	Monthly Actual	Notes
Total Devices		
Percentage of Active Inventory		
Inventory at 15%		
Inventory over 15%		
Devices - Lost, Stolen, or Damaged		
Days in Month		

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Termination Outcomes		
Termination Outcome	Monthly Actual	Notes
Successful		
Unsuccessful		
Technical Violation of Program Rules		
Tampering with Monitoring Equipment		
Unauthorized Leave or Unauthorized Location		
Abscond from Supervision		
New Arrest (Misdemeanor)		
New Arrest (Felony)		
Technical Violation of Supervision Condition(s)		
Other		