AGENDA ITEM 19

Consider awarding proposals received for electronic monitoring for the County CSCD to the low proposal meeting specifications - Sentinal Offender Services.

Moved: **Commissioner Boatright**
Seconded: **Judge Doerfler**
Motion: To award proposals received for electronic monitoring for the County CSCD to the low proposal meeting specifications - Sentinal Offender Services.
Vote: **3 – 0. Commissioner Limmer was absent from the dais.**

< Attachment >

WILLIAMSON COUNTY
ADULT PROBATION
(CSCD)

301 S.E. Inner Loop Road
P.O. Box 251
GEORGETOWN, TX 78627-0251
PHONE: (512)943-3500
www.adultprobation.net
zinsmeyer@adultprobation.net

BURT CARNES
JUDGE 368TH JUDICIAL DISTRICT

BILLY RAY STUBBLEFIELD
JUDGE 26TH JUDICIAL DISTRICT

MICHAEL JERGINS
JUDGE 395TH JUDICIAL DISTRICT

KEN ANDERSON
JUDGE 277TH JUDICIAL DISTRICT

RICK ZINSMEYER
CSCD DIRECTOR

September 17, 2003

Ginny Atkinson
Purchasing Department
County Auditor
Williamson County, Tx.

Dear Ms. Atkinson:

I have reviewed the proposals for electronic monitoring services that were received pursuant to the request for proposals last month. The following is a summary of the three proposals:
ADT
Meets specifications, Current provider
$2.99 per day standard, installation and retrieval
$3.99 per day offender pay, installation and retrieval
$5.68 per day passive gps tracking, installation and retrieval

Sentinel
Meets specifications
$2.90 per day standard
$3.75 per day offender pay
$5.75 per day gps tracking, installation and retrieval
Securicor

Meets specifications
Cost per day: $3.34 standard installation and retrieval

After a thorough review of the proposals, it is my recommendation that the award be given to the low proposer, Sentinel Offender Services. Although the gps price is higher, this equipment has not been used by the department yet. In the event that we need gps, the increased price is insignificant. At any rate, it would not be cost effective for a company to provide tracking, installation and retrieval for only a minimum number of units in a split bid situation.

approved 9-23-03
John C. Doerfler

Rick Zinsmeyer
CSCD Director

SENTINEL

THE SERIOUS ALTERNATIVE

SENTINEL OFFENDER SERVICES, LLC

Williamson County
Electronic Monitoring For CSCD

Proposal #: 03WC910
September 3, 2003

220 Technology Drive, Suite 200
Irvine, California 92618
Tel: (800) 929-8201 Fax: (949) 453-1554

WILLIAMSON COUNTY PROPOSAL FORM

ELECTRONIC MONITORING FOR THE COMMUNITY SUPERVISION AND CORRECTIONS DEPARTMENT

PROPOSAL NUMBER: 03WC910

NAME OF PROPOSER: Sentinel Offender Services, LLC

Mailing Address: 220 Technology Drive, #200

City: Irvine State: CA Zip: 92618

Email Address: avelasquez@sentinelnet.net

Telephone: (800) 929-8201 Fax: (949) 453-1554

The undersigned, by his/her signature, represents that he/she is authorized to bind the proposer to fully comply with the terms and conditions of the attached Request for Proposal, Specifications, and Special Provisions for the amount(s) shown on the accompanying proposal sheet(s). By signing below, you have read the entire document and agreed to the terms therein.

Signature of Person Authorized to Sign Proposal Date of PROPOSAL 09/02/03

Printed Name and Title of Signer: Robert Contestabile, President

DO NOT SIGN OR SUBMIT WITHOUT READING ENTIRE DOCUMENT

Signature required on awarded proposal only.

Hon. John C. Doerfler, County Judge
for the Williamson County Commissioners Court

Date

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IFS0591

SENTINEL

September 3, 2003

Mr. Ginny Atkinson
Williamson County Purchasing Department
710 Main Street, Ste. #303
Georgetown, Texas 78626

Dear Ms. Atkinson:

On behalf of Sentinel Offender Services, I am pleased to submit our response to the **Williamson County Request for Proposal No. 03WC910 to Provide Electronic Monitoring Services.** Since 1992, we have been providing electronic monitoring services to agencies across the country. We have grown from providing only radio frequency monitoring to now offering three levels of GPS coverage. We also offer breath alcohol testing and voice verification monitoring as well. We now provide services to over 100 agencies in over a dozen states nationwide.

We are not a subsidiary of an alarm company or another company's small side venture. We focus on providing offender services and offering agencies as many options for supervision as possible. We develop programs according to the specifications of the agency in order to operate a program that meets or exceeds all agency requirements.

We have provided these services on both an agency-funded basis and an offender funded basis. We are proposing multiple pricing rates for our services that we hope you find reasonable and acceptable. In these times of budgetary constraints, we want to provide as many options as possible to the CSCD at competitive prices.

Regardless of the program model and fee payment option chosen, the County will receive the utmost attention and dedication from our Company. Our monitoring center remains staffed 24 hours a day, 7 days a week, 365 days a year. Unlike other vendors, CSCD personnel will always be able to speak with an operator at any time of the day or night. There is no lengthy automated matrix to maneuver through to inquire about an offender's activities or alarms. In addition, our personnel support is provided at No Cost to the Agency.

We look forward to the County's review of this proposal and its acceptance as being able to meet the needs of the Williamson County CSCD and Juvenile populations. As the current provider for other CSCD sites in Texas, we hope that the panel reviewing all responses is able to peruse all the information and truly select the most qualified vendor for these services. Our contract retention history and ability to expand programs for our customers should attest to our dedication and commitment to quality service for our customers.

Respectfully,

Mike Wolfe, Regional Director
Sentinel Offender Services, LLC

PROPOSAL SPECIFICATION

The Williamson County CSCD is soliciting proposals for Electronic Monitoring Services. The department currently has an average daily electronic monitoring population of 45 offenders. The existing contractor also provides services to the Juvenile Probation Department through the CSCD existing contract. The successful proposer may anticipate serving a varying daily population of approximately 50 to 65 juvenile and adult offenders.

The CSCD may consider a two-tier system of department and offender pay or equipment and services.

As required, we are providing both an agency-paid and an offender-paid format for this RFP response. Under the agency-paid format, the agency would be billed a certain rate for every offender that is monitored on the program. The invoice for service would be provided within the first ten days of the month for the prior month's service. This invoice would include the names and monitoring days for all offenders that were monitored for the previous month. This report could be used by agency officers to verify or audit all offenders that were on the program.

For the offender-funded program, we can utilize a sliding scale that can be based on the offender's income level or on a flat fee. This allows for us to provide the services required under this program to all offenders.

STANDARDS FOR SERVICE:

The electronic monitoring system shall utilize the most current available equipment with radio frequency transmission. The system must verify the offenders presence at the location directed by the Court and/or the community supervision officer, and be equipped with tamper resistant instruments.

For this program, we are offering the Sentinel DualTrak Radio Frequency Electronic Monitoring Equipment. This is our latest generation equipped and offers several industry leading features including:

- Dual Bandwidth Transmission: We have the only transmitter that operates across multiple bandwidths. This allows for better signal transmission and reception.
- Smallest Ankle Transmitter in the Industry
- Longest Home Monitoring Unit Back-up Battery (over 50 hours)
- No Tools Required for Transmitter Installation due our "Snap-On" design

Our radio frequency equipment supervision operates through the offender's ankle transmitter emitting a radio frequency based transmission that is received by the home monitoring unit that is installed at the offender's residence. The offender's daily curfew schedule is stored in our national monitoring center's computer system. This schedule details the hours that the offender is able to leave his residence in order to conduct department-authorized activities. The offender's schedules are maintained on a permanent basis, although temporary schedules are also entered as needed.

The system functions by the home monitoring unit relaying transmitter information to our monitoring center via the offender's residential telephone line. The system will relay the offender's transmitter signals which include, but are not limited to, the following alarms:

- Unauthorized exit and unauthorized return
- Transmitter low battery
- Transmitter tamper
- Telephone disconnect and restore
- Power disconnect and restore

Once the home monitoring unit is installed at the residence, it will operate 24 hours a day, 7 days a week. It operates off of standard 110-volt electrical outlet and access to the residential telephone line. There are no special adaptors or connections needed for the system to operate. In the event that the unit is unplugged from the power outlet, it is equipped with an internal 56-hour battery which will power the unit efficiently. With the latest electrical blackouts in the country, we feel confident our 56-hour back-up battery can perform better than other home monitoring units that can only offer 36-hour back-up.

During operation, the unit relays the transmitter's activities to our monitoring center. All exit and return activities are compared automatically by our system to the curfews that have been submitted. At anytime, an agency officer can view an offender's activity in our monitoring center system and verify if the offender is at the residence or not. The system provides up to the minute, real-time information as to the offender's presence at his residence. This service continues every day 24, hours a day, until the offender is removed from the program.

If the home monitoring unit is disconnected from the telephone line and can not relay the alarm information, it is equipped with a non-volatile memory that can store up to 2,500 alarm signals. These signals will be stored safely and once the unit has regained telephone access, it will download all stored alarm information with the correct date and time of the event. If the home monitoring unit is disconnected from the power and the telephone line, it will continue to function as required. If the home unit is not reconnected to the power or telephone line and the internal 56-hour battery is completely depleted, all stored data will be safely kept. The DualTrak home monitoring unit is provided with a non-volatile memory that will safely store all recorded data with no risk of data loss.

Global Positioning Satellite Supervision
For offender's whose exact locations must be verified while away form the residence, we offer our Sentinel TrakSeries of GPS based monitoring. This system is based on our radio frequency based equipment and offers not only passive and active GPS coverage, but also an intermediary level of supervision that offers the program more options than those offered by other GPS providers that only have basic passive or active GPS. Beginning with radio frequency monitoring, these program levels are:

DualTrak RF Monitoring:
An industry leading radio frequency monitoring system, the DualTrak RF monitoring system provides RF-based supervision of offenders verifying their curfew compliance and notification for early exits and late returns to the residence along with transmitter status signals and tamper notification technology. Our ankle transmitters are powered by a field replaceable battery that allows the transmitter to function for over twelve months, and report to a home monitoring unit that reports all activities to our 24 hour National Monitoring Center. Our monitoring center staff follow County approved notification procedures to contact designated County personnel of any or all alarms according to County parameters.

MoniTrak (Level 1 GPS Monitoring):
Our MoniTrak system is our response to what the industry refers to as "passive" GPS tracking. Using the same transmitter component used in the DualTrak RF monitoring platform, we are able to upgrade to "passive" GPS tracking by simply issuing the offender a GPS enabled portable unit. This unit is the size of a cellular telephone and is able to utilize satellite coverage to track the offender during his time away from the residence. The offender carries this device during the day and when he returns from conducting his daily activities, he simply docks the unit in its home base unit. The GPS unit will then download all the points at where the offender was at during his time away from the residence. While the GPS unit is docked, the home base unit operates under a traditional RF format to ensure the offender does not leave the residence. The reports with the offenders "breadcrumb" travel data are accessible via any Internet enabled devices, i.e. laptops, workstations, etc.

Touch Trak (Level 2 GPS Monitoring):
Unlike other vendors, Sentinel is the only company that is able to offer three levels of GPS coverage. While others offer only passive and active GPS, we offer our intermediary GPS coverage that provides an advanced stage of coverage. This system provides all of the services

as in our Level 1 MoniTrak system, in addition to providing the officer with the ability to initiate On-Demand active GPS coverage. It also allows the officer the ability to contact the offender directly on his GPS unit. Using cellular technology, the officer can actually place a call to the offender at any time, as well as locate the offender via GPS. This is possible through the use of the Sentinel CommandTrak unit that we issue to the officer. This unit is a pocket PC-type of unit that is able to display the offender's location on a color map on the unit's screen. (Pictures of the CommandTrak are provided for your review in this bid response.)

The unit that is issued to the offender, the Cellmate©, also allows the offender to contact the agency officer to relay any pertinent information. This can facilitate the daily communication of schedule changes, etc., and is provided at no additional cost. The Cellmate can also be programmed to contact a direct link to our 24-hour monitoring center. If authorized by the officer, the offender can relay his schedule changes directly to our monitoring center without having to contact the officer. The Cellmate can also be provided with a specific calling plan that would provide the offender with a limited amount of cellular minutes that could be used at any time.

This technology is not offered by any other vendors in our industry. Sentinel is proud to be able to offer it to Williamson County.

AlertTrak (Level 3 GPS Monitoring):
At the highest level of coverage, we offer our AlertTrak system. This GPS coverage is full-time active GPS coverage that tracks the offender's exact location 24 hours a day. The offender's location information is tracked at our 24-hour monitoring center and is also available directly to the officer on his CommandTrak mobile unit. All alarms are automatically forwarded to the officer's CommandTrak unit for immediate response. This allows for 24 hour a day coverage and immediate notification to the agency personnel.

Similar to other active GPS systems, our AlertTrak allows for the setting of geo-zones that restrict or contain the offender to certain geographical areas or regions. This allows us to program the system to notify the agency of violations of areas that the offender is not allowed to be near or to notify on the offenders exit from a certain area. This is commonly referred to as either exclusion or inclusion areas, as the offender is not allowed to leave or not allowed to enter.

A key feature that is not available for any other provider is that through the CommandTrak Unit, the officer is able to contact the offender directly using cellular technology. The officer can speak with the offender to inquire as to the reasons behind the offender's violation of a geo-zone exclusion or inclusion zone.

These supervision services can be provided permanently or they can be upgraded or downgraded. This allows the officer to upgrade an offender from level 1 GPS to level 2 or 3 at any time. Also, because these levels all utilize the same equipment, service can be modified without having to issue different equipment. Some of the providers in this industry do not have this capability that requires the officer to have to change-out the equipment if they want to upgrade or downgrade between active and passive GPS. In addition, no other provider provides the interim Level 2-type of GPS coverage that allows for a "middle-ground" of GPS supervision. We are proud to be able to offer this to Williamson County.

The proposer shall maintain replacement parts adequate for the proper provision of on call service.
As part of the contract, we will provide the county with approximately 10% inventory. This will be based on the actual number of units in service. There will be NO Charge for equipment that is not in use.

The proposer shall maintain and replace defective parts within 24 hours of notification of a problem.
The maintenance and repair of all equipment will be the responsibility of Sentinel. In the event that there is an issue with any equipment component, the agency will be able to replace the piece(s) from the 10% equipment inventory that will be kept on-hand at the agency site. Any defective equipment will be shipped back to Sentinel for repair.
Agency personnel will be trained on the equipment's installation, basic maintenance, and how to read the monitoring reports.

All equipment and services provided for under the contract must be serviced and maintained by the vendor for the term of the contract.
All equipment and services provided under this contract will remain the responsibility of Sentinel for the duration of the contract. As part of the training of agency personnel, basic cleaning and maintenance will be taught, however, all detailed maintenance will remain the responsibility of Sentinel.

Any alterations in product manufacturing fabrication or delivery of substitute equipment must be approved by the Director of the CSCD.
Any changes in the manufacturing of the equipment will be forwarded to the Director for review. If any substitute equipment is considered for this program, the Director will also be informed of the change and the circumstances or benefits of allowing the substitution.

When a manufacturer of the equipment under contract makes changes or enhancements at no cost to the general trade, the proposer must make these improvements available to the CSCD immediately and must maintain the changes at a current level and not increase in cost and warranty.
As part of our commitment to the department, we will provide the latest equipment available for this program. If new equipment or technology arises that can be of service to the agency, this equipment and its capabilities will be made available to the agency for review. The prices for each level will remain consistent ***provided*** it is the same type of service, albeit with latest equipment available. If tiered pricing is in effect due to enhancements in each level of service, all efforts will be made to maintain the same pricing for the new equipment or service that is upgrading the prior level of monitoring or supervision.

If the change involves a new product or service, the County will be notified of the details of the new product or service and the price can be negotiated accordingly.

The proposer shall provide documentation of product liability insurance.
As the selected provider of services, Sentinel will provide all necessary insurance and indemnification documentation to meet the needs of the Department. The county will be added as an Additional Insured to our existing policies.

The proposer is responsible for all equipment utilized, installed and monitored as a part of this contract. This includes lost, damaged, stolen are otherwise misplaced transmitters, receiving units, drive-by units, bands and supplies. The CSCD will not pay for any equipment under any circumstances related to this contract.
All equipment will remain the responsibility of Sentinel. At the time of equipment issuance to the offender, the offender can sign an Equipment Liability Acceptance Form. This will allow Sentinel to try to recover monetary compensation from the offender if any part of the monitoring equipment is damaged lost or stolen while in the offender's possession. This allows for there to be No Cost to the County if this occurs.

EQUIPMENT SPECIFICATIONS:

All equipment provided for Electronic Monitoring Services shall be of the highest quality and reliability available.
For this program, we are offering our DualTrak radio frequency based electronic monitoring system. It is the latest generation of our product and is part of our Sentinel Trak Series of supervision. It is an industry leader by providing a dual bandwidth transmitter, a reliable and proven home monitoring unit, and the ability to easily upgrade to GPS monitoring.

Tamper resistant attachment bands are required.
The transmitter is attached around the offender's ankle with tamper resistant bands that are manufactured with anti-tamper technology. If the strap is cut or severed, the transmitter will automatically generate a tamper alarm that will be relayed to our monitoring center immediately. These straps are hypoallergenic to avoid any discomfort to the offender.

Transmitters must be waterproof.
The DualTrak transmitter is waterproof in order to allow the offender to shower as usual. The transmitter is manufactured to perform under all normal atmospheric and environmental conditions.

Secondary methods of verification are considered an enhancement, but are not required.
In addition to the radio frequency electronic monitoring, we also offer the following service that can serve to verify an offender's compliance to his curfew schedule.

VeriTrak: This system is our voice verification platform that uses voice print technology to verify an offender's identity. This can be used at the offender's residence or at an authorized location, to verify if the offender is at that location. The enrollment process is easily accomplished in under one minute.

GPS Coverage: Our Trak Series offers three levels of GPS coverage that can be used in a variety of programs/applications. Our system allows the officers to view the offender's exact location at any time. The officer also has the ability to contact the offender directly at any time through his CommandTrak unit.

We can work closely with the Department in order to provide the level of service needed for its offender population.

Three "Drive-By" receivers are required as a part of this proposal, that will enable the community supervision officer or juvenile probation officer to verify an offender's presence when the officer is within range.
We will provide the department with the three required drive-by units. These units function by detecting the transmission signals from transmitters in any location. Our drive-by unit utilizes Palm Pilot technology to track the transmitter information it receives. The unit will store all data it receives, which the officer can then download automatically into his computer system. This eliminates the need for an officer to carry folders or notebooks with all the offender information as the Palm Pilot will store all of the data.

The department will also accept proposals for the use of global position satellite tracking equipment, which meet all industry standards.

Our Trak Series offers state of the art GPS equipment that can be used in any program. However, unlike other providers that only offer 2 levels of GPS, we provide an additional third level of GPS coverage. Our GPS systems also offer the following unique features:

- Transmonitor: The cellular GPS unit that is carried by the offender is continuously looking for the transmitter. This serves to ensure that the offender does not walk-away from the GPS transponder. It is also continuously checking the transmitter's status, such as tampers or low batteries.
- CommandTrak Unit: Only Sentinel offers the officers their personal CommandTrak unit. This hand-held pocket PC type unit is able to track the offender's status. The officer is also able to use the CommandTrak unit to contact the offender directly. This unit is able to display the offender's location on its LCD display. (A picture of the CommandTrak unit is provided in this response under the Equipment Illustrations section
- DVTrak Domestic Violence Monitoring: An option that we provide is that we are able to offer domestic violence monitoring that can actually protect the victim at locations other than just her residence. In our program, the victim is issued a control unit that will allow her to verify the offender's location at any time. This can be sued if the offender violates a geo-zone area, or for peace of mind for the victim who can confirm if the offender is at a common locale, such as a mall or grocery store.

LEVEL OF SERVICE REQUIRED:

The proposer shall provide staff 24 hours a day, 7 days a week, who are capable of immediately detecting unauthorized absences/late arrivals.
Our monitoring center is staffed 24 hours a day, 7 days a week, 365 days a year, by monitoring professionals. All employees undergo a pre-hire background investigation to ensure we have selected high quality staff to work in our center. Every operator undergoes four weeks of training and remains on probation for ninety days, during which time, shift supervisors maintain close contact with the employee to ensure that all procedures are followed.

After clearing probation, all employees undergo regular training that keeps their skills current and allows the employee the capability to strive after a supervisorial position as his/her knowledge level increases. Our staff and shift information follows:

Sentinel National Service Center
Jose Ixmay, National Service Center Manager
Corey Henn, National Service Center Assistant Manager
Robert Nguyen, National Service Center Systems Specialist
220 Technology Drive, Suite #200
Irvine, CA 92618
(800) 929-8201 Office
(800) 551-4911 Service Center
(800) 929-8304 Facsimile
jixmay@sentinelnet.net
chenn@sentinelnet.net
nguyen@sentinelnet.net

In addition to the above mentioned service center managerial staff, there are also supervisors on duty throughout the daily 24 hour shifts. Each supervisor is always available to handle customer concerns or questions. The following staff comprises the daily supervisorial personnel on duty throughout the 24 hour period. They can all be contacted by calling our 24 hour, toll-free number (800) 551-4911.

Service Center Contact Information per Shift

Monday through Friday 8:00am to 5:00pm	**Date of Hire**
Jose Ixmay, National Service Center Manager	April 1999
Corey Henn, National Service Center Assistant Manager	June 1997
Robert Nguyen, Customer Service System Specialist	October 1995

These employees ensure the daily successful operation of the monitoring center. Among them, they have almost thirty years of combined monitoring center experience, which is a level of experience that is not easily matched by any other vendor in the industry. All of these staff members are highly trained and knowledgeable in the operation of the monitoring center systems and as such, can assist in any situation where additional resources are required.

Monday through Thursday	**Date of Hire**
Dan Palano, Day Shift/Data Entry Supervisor 6:00am to 4:00pm	**April 1993**
Brian Uchida, Operator	April 2001
Cesar Basabibaso, Operator	March 2001
Paul Vargas, Operator	April 2002
Silvia Ixmay, Lead Data Entry	**October 2000**
Marcie Avalos, Data Entry	October 2001
Mayra Rico, Data Entry	October 2002
Additional Operator may be on-duty, if needed	

Traditionally, this shift handles the largest amount of calls and alarm processing as it covers the majority of the workweek and traditionally busier hours. The shift supervisor, Dan Palano supervises a staff of six full-time employees that process the high volume of calls. In addition to supervising these employees, Mr. Palano also is responsible for the training of all new employees. Mr. Palano has nine years of experience in monitoring center operations and has been a key member of our monitoring center's performance over the near decade he has been a part of the Sentinel team.

Monday through Thursday	**Date of Hire**
Noe Avalos, Swing Shift Supervisor, 2:00pm to 12:00am	**April 1999**
David Kimmel, Operator	July 2001
Tammy Nguyen, Operator	April 2003
Gerardo Marentes, Operator	August 2002
Danita Humphrey, Grave Shift Supervisor 10:00pm to 8:00am	**October 1994**
Michael Malenitza, Operator	Nov. 2002
Oswaldo Tello, Operator (alternate)	August 2002

In order to accommodate the large amount of calls received at our state of the art monitoring center, we have designed the swing shift to overlap with the day shift during the peak volume hours of 2:00pm to 4:00pm Pacific Standard Time. As we have dozens of city , county, and state agencies contracts across the nation, this staffing solution allows us to efficiently serve the needs of all of our contracts with more than sufficient amount of staffing at peak times of the day. The shift supervisor, Mr. Avalos, has been an employee with Sentinel for the last four years and has a wide level of experience with monitoring center services. For grave shift duties, Ms. Humphrey supervises all activities. She is one of our most experienced service center supervisors and has been a part of the service center team for over eight years.

Friday through Sunday	**Date of Hire**
Gerald Panichkul, Day Shift Supervisor, 6:00am to 4:00pm	**March 2000**
Leticia Mesa, Operator	Dec. 2002
Brandon Means, Operator	January 2003
Ephraim Miller, Swing Shift Supervisor, 2:00pm to 12:00am	**Nov. 2001**
Jose Cruz, Operator	October 2002
Tammy Nguyen (Alternate)	January 2003
Mike Juge, Grave Shift Supervisor, 10:00pm to 8:00am	**March 1994**
Oswaldo Tello, Operator	August 2002

Mr. Panichkul has been with Sentinel for more than three years and has quickly become a key employee in our monitoring center operations. Mr. Panichkul supervises the weekend day shifts, and is supported by Ephraim Miller who supervises the swing shift hours. Again, we operate the day and swing shifts with an overlapping period in order to have sufficient coverage during high-volume hours. The grave shift is supervised by Mike Juge, who brings with him ten years of service center experience.

Our experienced team of monitoring center personnel ensures that the customers get the highest level of service and attention in order to maintain the quality of service required for the successful operation of our programs. This staff works in our state of the art monitoring center in Irvine, California. The capabilities of our center are:

Central Computer Station

To ensure that the 24-hour continuous electronic monitoring of program participants is accomplished and never compromised, we have redundant systems implemented for monitoring systems, commercial power, telephone service, and facility security. These features are further discussed below:

National Monitoring Center
To ensure that continuous receiving of information is available, a monitoring center must be capable to handle large volumes of signals. Our monitoring center is a separate, self-supporting node within our Irvine, California facility. It is complete with men's and women's restrooms, vending machines, and emergency equipment in the event that a shift of employees is required to provide prolonged service in the event of a national or local emergency or any other unexpected situation which may prevent employees from being replaced at the end of the shift.

Power Systems
Located within the monitoring facility is all of the redundant power needed for computers, facsimile machines, telephones, message handlers, and lighting. This redundant power is supplied in the event a commercial power failure is experienced.

The Uninterruptable Power Supply (UPS) is designed to provide an immediate power source and protects all equipment from corruption or loss of information resulting from an unexpected power outage. The UPS supplies immediate backup power from heavy duty, maintenance-free batteries, allowing the required time for the generator system to initialize. The UPS can sustain the required monitoring center equipment for over one hour, however, the Generator System will **automatically start within 30 seconds** of a power failure. When commercial power is present, the UPS supplies filtered and regulated power to all equipment.

The emergency diesel generator located at our facility is designed to sustain operations for up to ten (10) days, or longer if the fuel tank is refilled. The entire backup system is fully tested on a weekly basis, in accordance with Underwriters Laboratory requirements. The specifications on our emergency generator and power source are:

Generator: **Type:** Synergy Corporation, model DMT60C diesel generator rated 60 KW, continuous standby at 0.8pf, 3 Phase,4 wire, 60 Hertz, 1800 RPM, 120/208 Volt

Fuel: Diesel- 264 Gallon Capacity

UPS: **Type:** Exide Electronics, Model Powerware Plus 18. Designed for three-phase, AC Power Sources

Telephone Service
Our 24-hour National Monitoring Center currently uses underground phone service with 450 line pairs that service four (4) T-1 (96 channels) access networks and sixteen (16) incoming 800 lines. A primary telephone company (Sprint) and a back up telephone company (AT&T) service the center. Should we experience a catastrophic network failure from our primary phone service provider, all calls will automatically be re-routed to the back-up service provider. This safety feature ensures the continual provision of telephone service.

Central Computer Systems
All monitoring center computers are fully redundant, so that any failure of equipment is covered by switching to a sister unit. All computers are fully backed up on a daily basis, and replacement monitors, printers, fax machines, and modems are kept in stock for immediate hardware replacement. If such a replacement is required, there is no delay in the service as Sentinel employs its own Information Technology Service Group. This personnel is based out of the same facility and is also on-call for immediate service during after-hours, weekends, and holidays.

Sentinel's unique software includes the RAID program. RAID (Redundant Array of Inexpensive Disks) is an array of multiple small independent hard disk drives that yields performance exceeding that of a Single Large Expensive Disk (SLED) system. RAID systems improve data

storage reliability and fault tolerance compared to single drive computers. Data that is lost because of a disk drive failure can be reconstructed from the data on other disk drives, including drives in the same disk array.

The proposers staff shall verify unauthorized absences/late arrivals, tampering, equipment malfunctions and shall report such occurrences to the CSCD staff by telephone, pager, email or fax report.
Our monitoring center operates 24 hours a day and monitors all transmitter and home monitoring unit. This will include, but not be limited to, the following alarms:

- Unauthorized absences and late arrivals
- Tampering with either the transmitter or home monitoring unit
- Equipment malfunctions with either the transmitter or home monitoring unit
- Loss of telephone or power service
- Restoration of telephone or power service

The exact notification procedures will be decided according to County specifications.

To report this information, our staff will contact CSCD staff by any of the following methods;
Telephone: Our operators can contact the CSCD staff directly at an office
Pager: Our center can also contact the officers through the use of an alpha pager. These pagers are provided at no cost and they relay all alarm information in a clear and concise manner.
Email: If selected, we can also forward alarm information to CSCD via email.
Facsimile: All alarm activity can also be faxed directly to the CSCD office on a frequency determined by CSCD staff.

The proposer shall provide copies of computer generated reports of personal data, monitoring data or follow-up reports on monitoring incidents by daily emails or Internet access.
All of the necessary reports will be provided to the department through daily e-mails or Internet access.

The proposer shall prepare and email within 24 hours to designated staff notices concerning any interruption in service, including the date and time that the interruption began, the date and time that service was restored, a description of the problem and the proposer's plan for avoiding similar problems in the future.
In the unlikely event that an interruption of service occurs, all information on the situation will be forwarded to CSCD personnel detailing the circumstances of the interruption and all efforts made by Sentinel to ensure that the same incident does not occur again.

The proposer shall establish a method of storage of each participant's monitoring data until otherwise notified by the Director of the CSCD. This information shall be stored on a computer readable medium and provided to the CSCD upon request.
Our monitoring center system retains all offender monitoring information for at least ninety days. In addition, every day, the entire database is backed up to a high density tape that is stored offsite at a secure document storage company. Any information on prior CSCD referred offenders can easily be retrieved from the archive company and forwarded to the CSCD upon request. This would only be necessary for data that was older and was no longer available on the live system.

The proposer shall abide by the TDCJ-CJAD standard contract provisions, and any additional contract provisions required by the CSCD.
Sentinel agrees to abide by all TDCJ-CJAD standard contract provisions and any additional provisions that are required by the CSCD.

The proposer shall prevent unauthorized access to the data contained in the computer system by unauthorized staff or other parties. Staff who monitor the computer system and have contact with participants must not be able to modify monitoring data or programming.

The Sentinel Monitoring Center is a completely secure facility with access only to authorized personnel. All entrances to the center are security card protected so that no one without a personalized security access card can enter the center. In addition, the center is monitored via closed circuit television which allows the staff inside the center to view all doorways and access ways.

For computer security, every employee has a personal login and password so that access into the computer system can be tracked and audited. Operators can not modify any offender data. The only access the operators have into the database is to enter supplementary comments in the reports, such as what occurs when there is contact with an officer or after having obtained a statement from the offender during research for unauthorized activities/alarms.

The proposer shall install all necessary equipment at the offender's location, and on the offender, within 24 hours of notification by the CSCD.

Upon receiving notification, Sentinel will install the necessary equipment at the offender's location within the required 24 hour period. If a force majeure event prevents the installation from being completed within this time frame, Sentinel staff will contact CSCD supervisor(s) to explain the situation.

The proposer shall be responsible for disconnect and termination of service within 24 hours of notification.

Upon receiving notification from the CSCD, Sentinel personnel will disconnect and terminate the monitoring service within 24 hours of notification. If a force majeure event prevents the removal from being completed within this time frame, Sentinel staff will contact CSCD supervisor(s) to explain the situation.

SECURITY AND PRIVACY:

Unauthorized access to the system is not allowed and no information is disclosed to any third party without written authorization of the CSCD Director.
Only authorized personnel are allowed access to our system. In addition, no information will be disclosed to any third party without the written consent of the CSCD Director.

The confidentiality of offender records is not to be compromised and the proposer shall take the necessary steps to insure privacy.
Sentinel takes the confidentiality of all offender records very seriously. All steps are taken to ensure that no record is compromised. Our facility is designed for utmost security and restricted access. Our IT personnel continuously maintain the software's firewalls updated to ensure that system's integrity as well.

The proposer shall maintain for inspection and examination by the CSCD all participant's records associated with the contract for the contract life. At the end of the contract term, the vendor shall provide evidence or sworn statements that participant records have been removed from their system.
CSCD staff will maintain full access to all offender information that is stored in our system. At the end of the term, all records will be destroyed by a certified document destruction company and the receipt for the destruction services will remain on hand.

The proposer shall ensure that all individuals having access to or custody of records understand the confidentiality requirements of this contract.
All Sentinel personnel understand the confidentiality requirements of this contract. In addition, all employees have signed a CORI confidentiality agreement as part of their employment at Sentinel. It is also an integral part of operator training, where all new operators are instructed on how to maintain the integrity of our system.

The proposer shall notify the CSCD Director immediately upon receipt of any legal process requiring disclosure of records of participants.
Sentinel agrees to abide by this directive.

The proposer shall, upon request of the CSCD Director, or in response to a subpoena, appear and testify in any legal proceedings convened by a court, at the proposer's expense.
Sentinel agrees to appear in court when needed, at no cost to the CSCD.

DISCLOSURE OF INFORMATION:

Any personal or monitoring information for any offender made available shall be used only for the purpose of carrying out the provisions of the contract, and shall not be divulged nor made known in any manner to any person except as may be necessary in the performance of the contract.
All offender information will remain confidential at all times. This information will not be disclosed to anyone unless specifically authorized by CSCD personnel.

The proposer agrees to assume responsibility for protection of the confidentiality of offender records and that all work shall be performed under the supervision of the proposer or the proposer's responsible employees.
Due to the sensitive nature of the records of offenders, Sentinel will take the utmost care in ensuring that the records are kept safe. The records will only be accessible by personnel that is actually involved in the daily monitoring of the program. In addition, Sentinel does not hire any subcontractors to perform any part of the contractor services. This allows us to maintain more control over all employees providing service.

TRAINING:

The proposer agrees to provide all training deemed necessary by the CSCD Director to effectively operate the Electronic Monitoring Program.
Although an installer will be provided for this program, all CSCD personnel can be trained in order to be comfortable with the use of the Sentinel equipment. This training will be provided at No Cost to the CSCD. If new equipment is introduced, follow-up training can be conducted in order for staff to become knowledgeable with the new equipment.

PERFORMANCE REFERENCES:

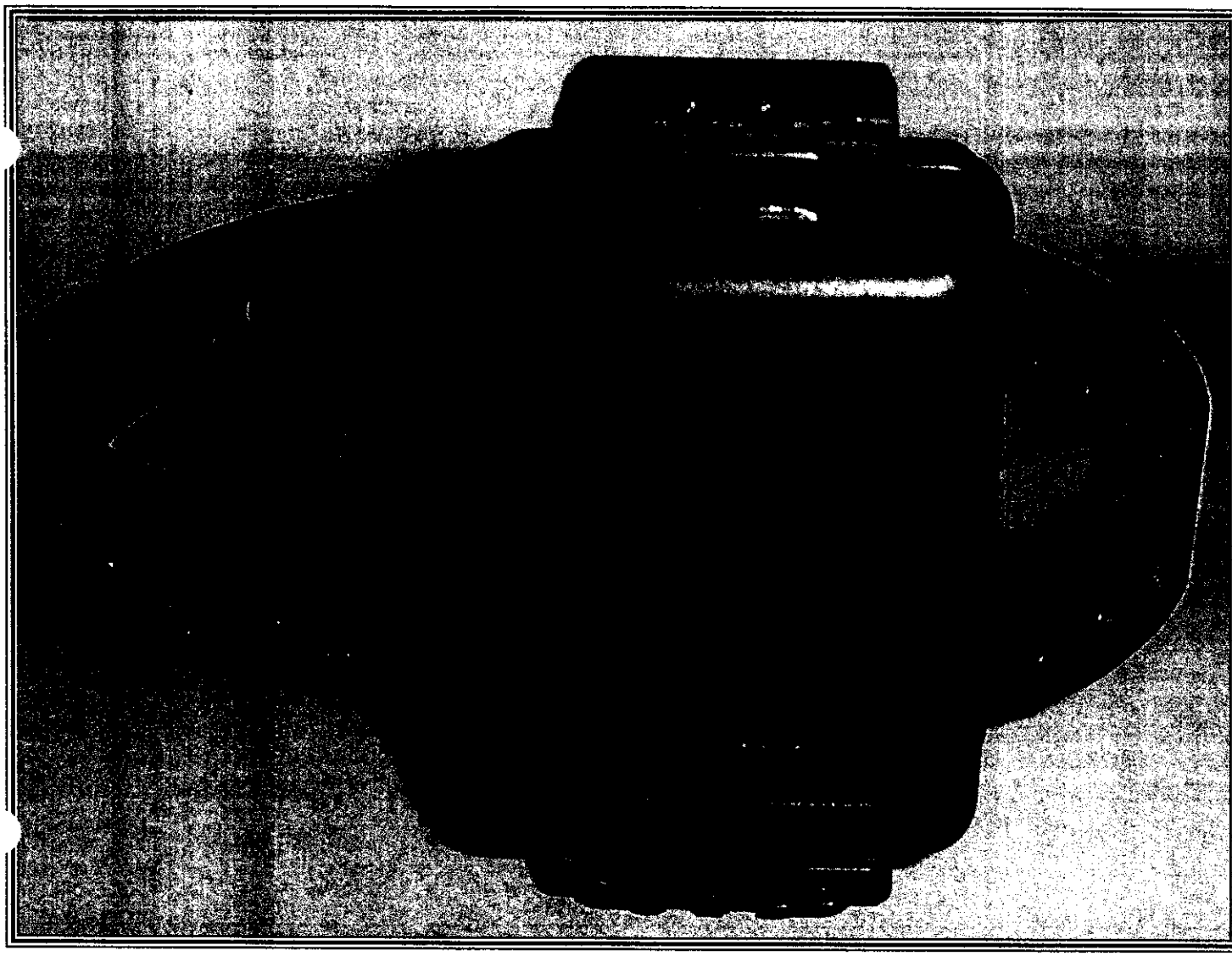
Performance references from at least three contractor's currently utilizing the service are required.

We currently provide service to over 100 agencies in over a dozen states. Following are three references are local customers that can be contacted for reference information.

Dallas County CSCD
Director Ron Goethals
133 North Industrial Blvd.
9th Floor
Dallas, TX. 75207
214-653-5208

Tarrant County CSCD
Director Tom Plumlee
200 West Belknap
Ft. Worth, TX. 76102
817-884-1494

Parker County CSCD
Director Mike Stack
131 West Church St.
Weatherford, TX. 76086
817-594-3872



DualTrak

Transmitter

- No Pins, No Screws, No Rails
- No Tools Required for Installation
- Innovative Snap-On Design
- Dual Frequency Transmission
- Smallest transmitter in the Industry
- Lightest transmitter in the Industry

DualTrak

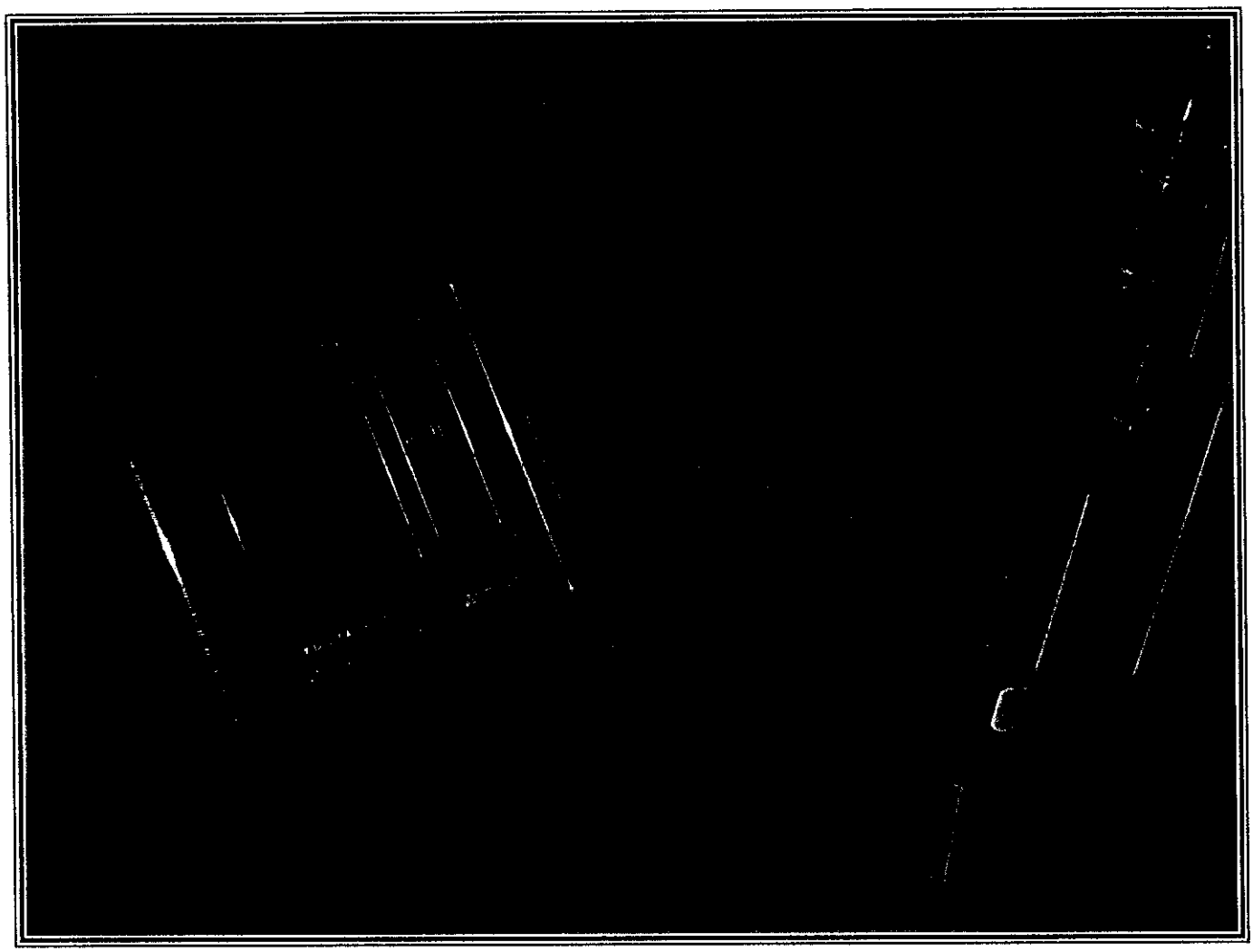
Home Monitoring Unit (HMU)

- Quick install - Less than 5 minutes
- Step by Step instructions on LCD
- Visual Confirmation of Tamper Reset
- Dual Frequency Reception
- Adjust Transmitter Range On Board HMU

DualTrak

Field Verification Unit (FVU)

- 300 Foot Range with Standard Antenna
- 600 Foot Maximum Range (vehicle-mounted aerial)
- 6,400 Transmitted Event Memory
- All Palm Pilot Features Enabled for Use
- Palm - PC Connection Allows Quick and Easy Download to the Officer's Computer



Visual Verification Breath Alcohol Testing

- Easily-Installed Camera System
- Visual Confirmation of Participant Identity
- BAT Result and Event Date and Time Stamped
- Bilingual Instructions
- All Calls Monitored 24/7 by Trained Personnel
- Random and On Demand Breath Alcohol Testing

Take COMMAND

>>>> the CONTROL is in Your Hand

CommandTrak

Caseload STATUS wirelessly for ALL supervision levels

- IVR
- RF
- BAT
- GPS

Supervision Control
Enroll or Delete Clients
Update Client Schedules
Call any Client
Locate ON-DEMAND
Domestic Violence Handset
Field Verification Unit
Secure Log-In

TrakSeries equipment and the CommandTrak brought to you by Sentinel:
Phone: 1. 800. 929. 8201 E-mail: marketing@sentinelnet.net

Sentinel Offender Services • 220 Technology Drive • Suite 200 • Irvine, California 92618

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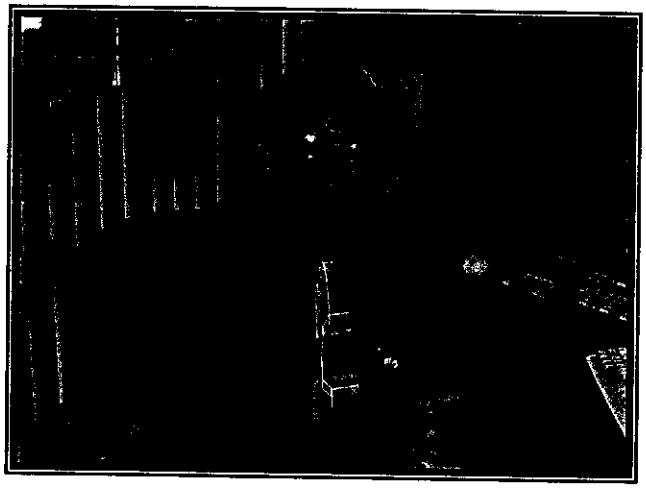
SENTINEL

Monitoring Center Supervisory Team



Jose F. Ixmay - Monitoring Center Manager

- **Education:** Associate of Science in Administration of Justice
- **Work Schedule:** Monday - Friday (8:00 AM - 5:00 PM)
- **Start Date:** 04/26/1999 (4 years experience)

Corey Henn - Monitoring Center Assistant Manager

- **Education:** Associate of Science in Computer/Electronics
- **Work Schedule:** Monday - Friday (8:00 AM - 5:00 PM)
- **Start Date:** 04/16/1999 (4 years experience)

Robert Nguyen - Monitoring Center Systems Administrator

- **Education:** Bachelor of Science in Biology
- **Work Schedule:** Monday - Friday (7:00 AM - 4:00 PM)
- **Start Date:** 10/01/1994 (9 years experience)

Dan Palano - Day Shift / Data Entry Supervisor

- **Education:** Associate of Art in Physical Education
- **Work Schedule:** Monday - Thursday (6:00 AM - 4:00 PM)
- **Start Date:** 04/03/1993 (10 years experience)

SENTINEL

Monitoring Center Supervisory Team

Noe Avalos - Swing Shift Supervisor

- **Education:** Associate of Science in Computer/Electronics
- **Work Schedule:** Monday - Friday (8:00 AM - 5:00 PM)
- **Start Date:** 04/16/1999 (4 years experience)

Danita Humphrey - Grave Shift Supervisor

- **Education:** Associate of Arts in Psychology
- **Work Schedule:** Monday - Thursday (10:00 PM - 8:00 AM)
- **Start Date:** 10/01/1994 (9 years experience)

Gerald Panichkul - Day Shift Supervisor (weekend)

- **Education:** Social Ecology
- **Work Schedule:** Friday - Sunday (6:00 AM - 4:00 PM)
- **Start Date:** 03/15/2000 (3 years experience)

Ephriam Miller - Swing Shift Supervisor

- **Education:** Computer Science
- **Work Schedule:** Friday - Sunday (2:00 PM - 12:00 AM)
- **Start Date:** 10/27/2001 (2 years experience)

SENTINEL

Monitoring Center Supervisory Team

Mike Juge - Grave Shift Supervisor

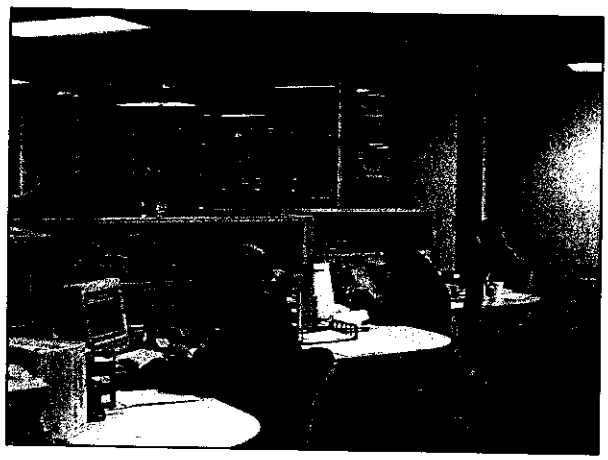
- **Work Schedule:** Friday - Sunday (10:00 PM - 8:00 AM)
- **Start Date:** 03/92 (11 years experience)

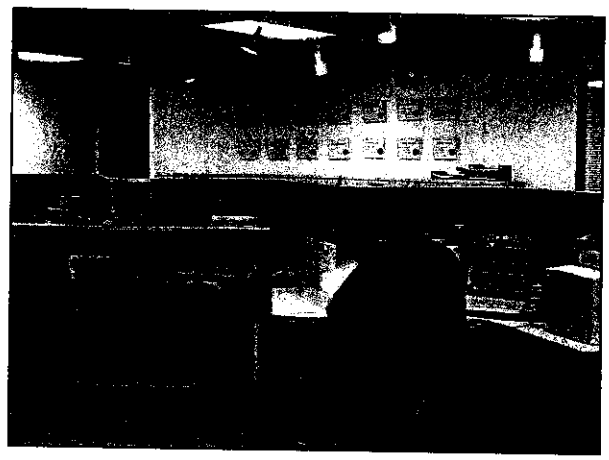
Silvia Ixmay - Lead Data Entry Clerk

- **Work Schedule:** Monday - Friday (6:00 AM - 3:00 AM)
- **Start Date:** 11/01 (3 years experience)

SENTINEL

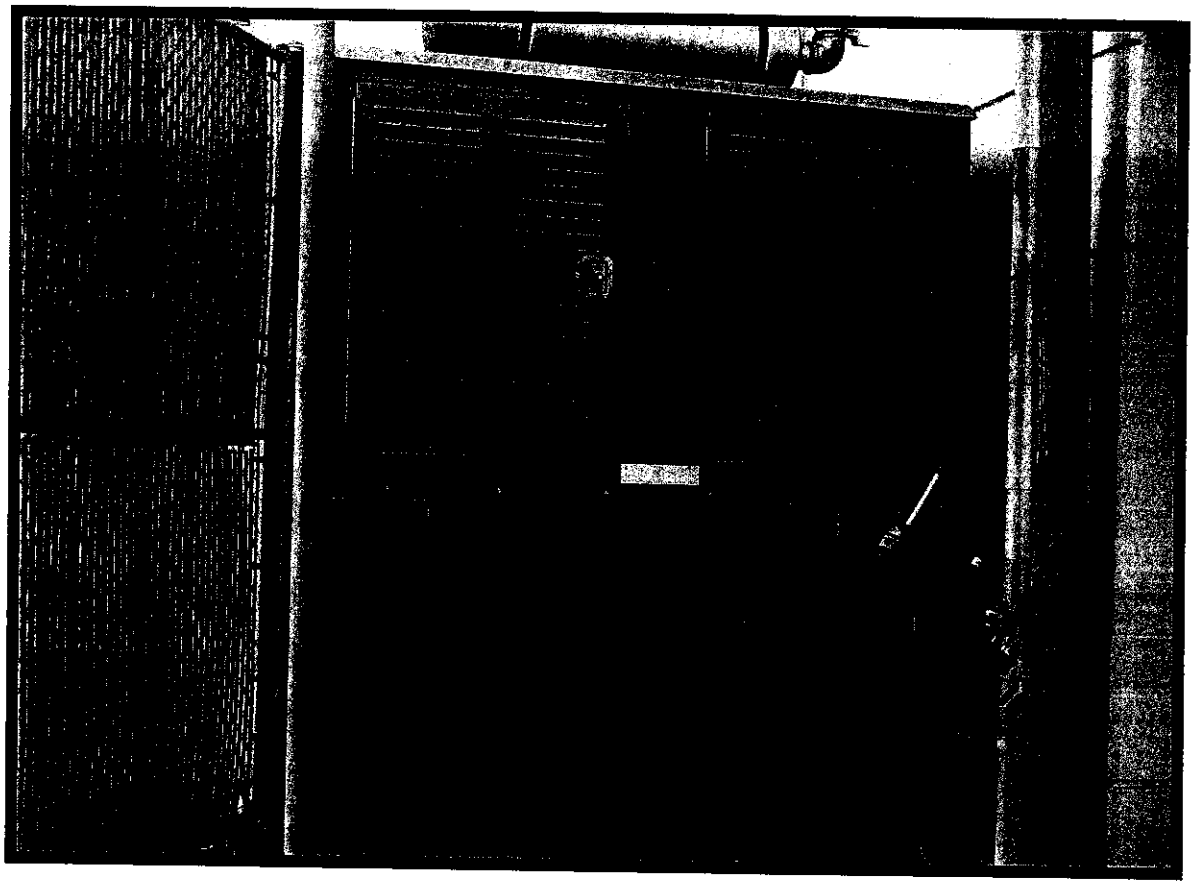
Monitoring Center – Irvine. California

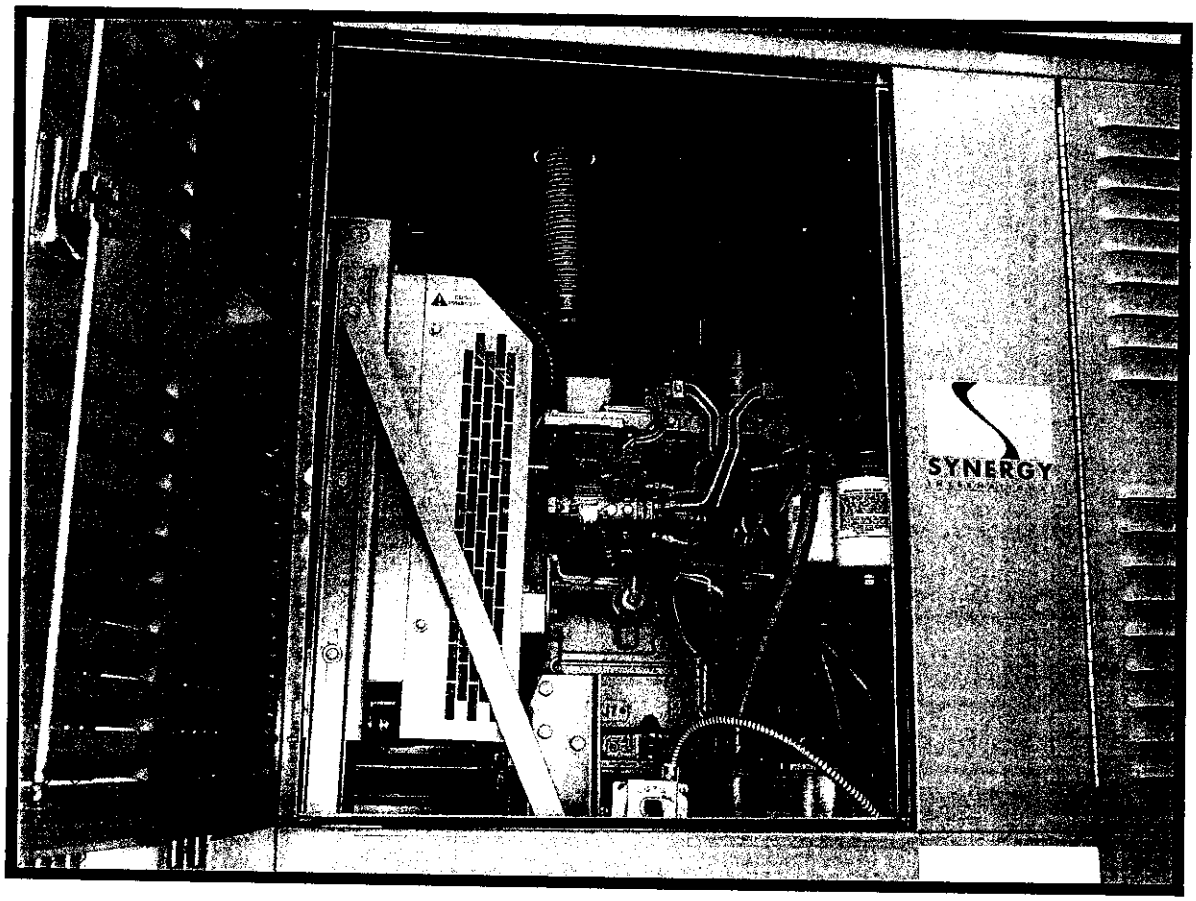




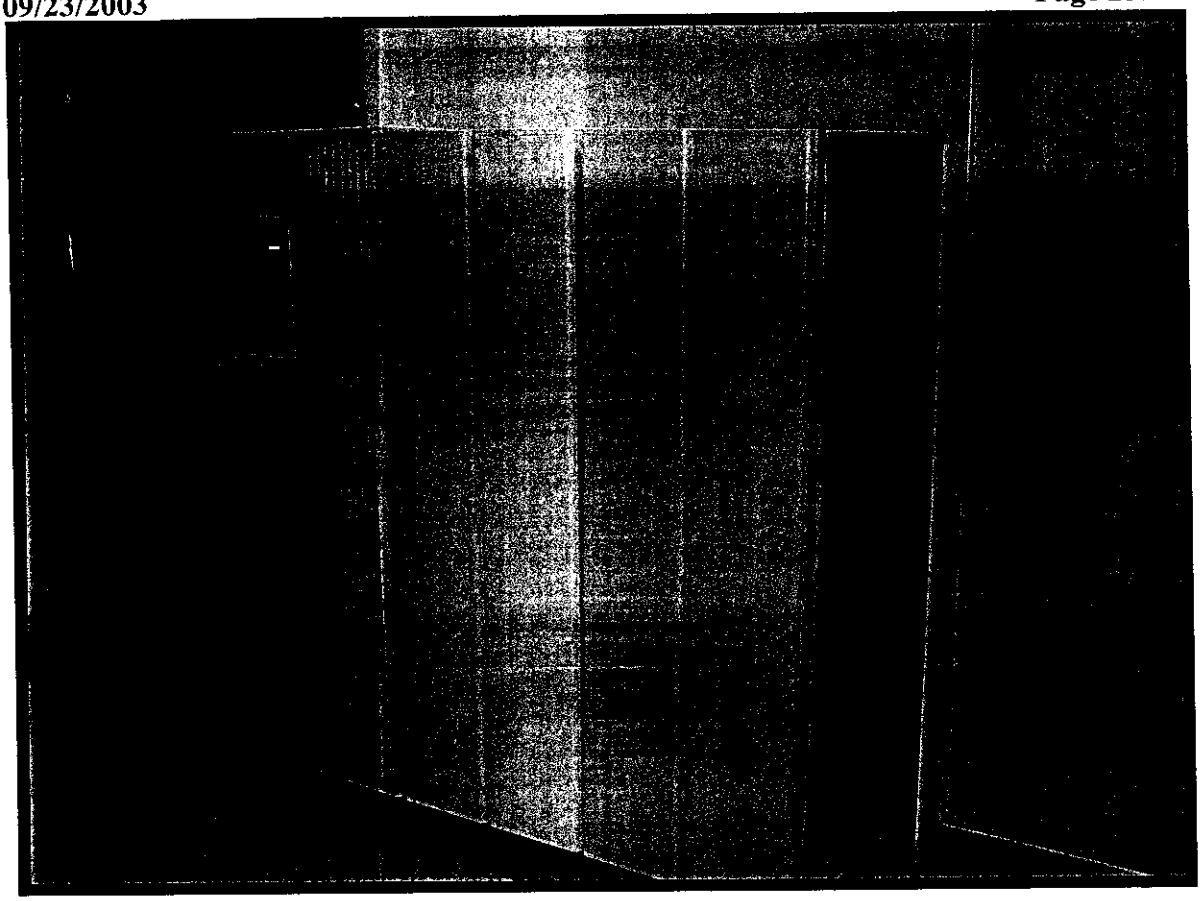
220 Technology Drive, Suite 200 • Irvine, California 92618

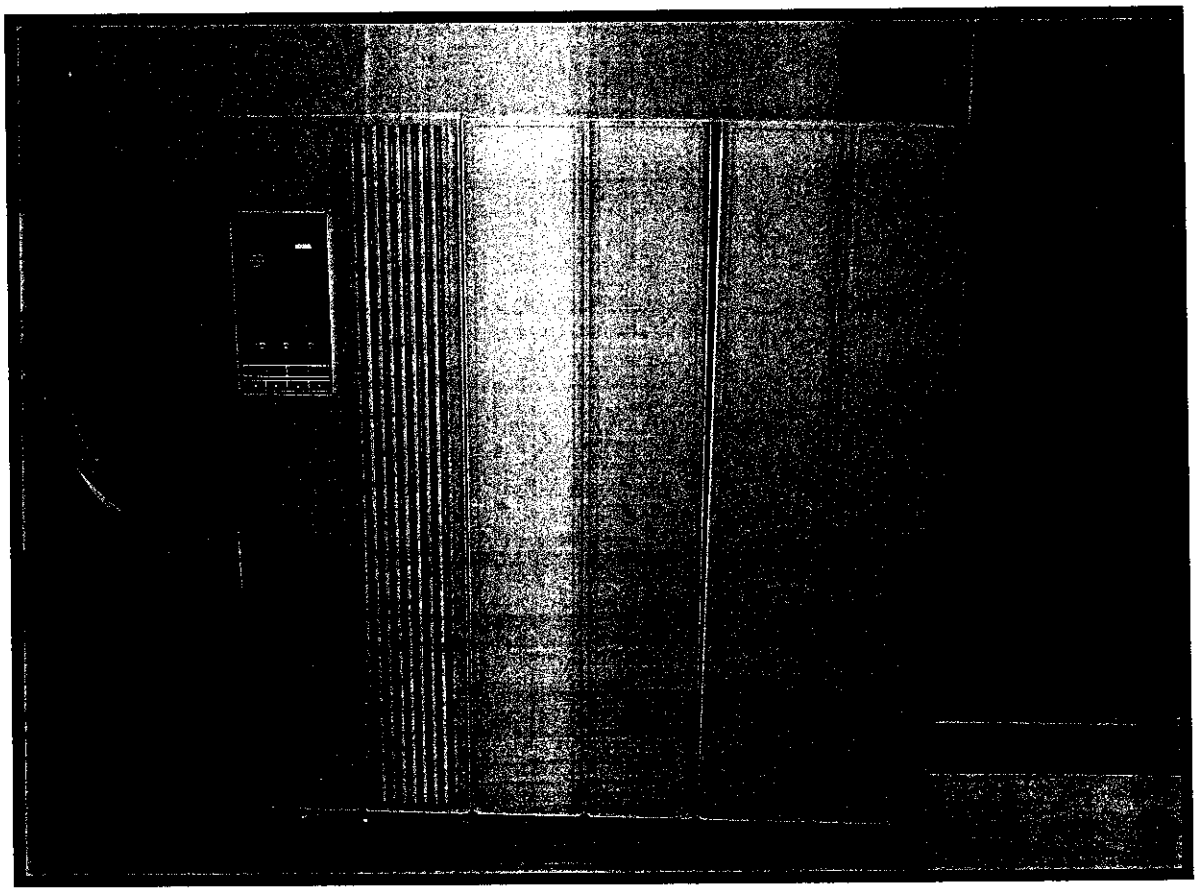
TEL 949.453.1550 TEL 800.929.8201 FAX 949.453.1554 WEB sentinelmonitoring.com





Electrical Generator





Monitoring Center UPS system

Pricing

For this program, we are offering several pricing models for review. These are:

- Agency Pay
- Offender Pay
- Offender Pay with CSCD Subsidy

Agency Pay
This plan would allow for standard radio frequency electronic monitoring 24 hours a day using our DualTrak RF Unit.

Agency Pay Price:	$2.90 per unit/per day

Offender Pay
This plan would have our Sentinel technician responsible for the collection of the daily rates.

Offender Pay Price:	$3.75 per unit/per day

Agency Subsidy Plan
Under this plan, Sentinel's proprietary SenTrack software would be utilized to track offender information. This would be useful in tracking sentence lengths and maintaining an accurate daily balance of every offender's balance. The offender will pay a flat fee and the CSCD can provide a subsidy in order to cover the costs associated with our SenTrack database use.

Offender Pay Price:	$3.75 per unit/per day
CSCD Subsidy:	$1.25 per unit/per day

Additional Services/Prices

VeriTrak (Voice Verification Monitoring)	$2.60 per offender/per day
GPS	
MoniTrak (Level 1 GPS)	$5.75 per unit/per day
TouchTrak (Level 2 GPS)	$7.75 per unit/per day
AlertTrak (Level 3 GPS)	$9.75 per unit/per day
Breath Alcohol Testing	$3.00 per unit/per day
Additional Drive By Units	$2.00 per unit/per day

AGENDA ITEM 20

Consider awarding proposals received for urinalysis drug testing for the County CSCD to the low proposal meeting specifications - American Bio Medical Corporation.

Moved: **Commissioner Boatright**
Seconded: **Judge Doerfler**
Motion: To award proposals received for urinalysis drug testing for the County CSCD to the low proposal meeting specifications - American Bio Medical Corporation.
Vote: **3 – 0. Commissioner Limmer was absent from the dais.**

< Attachment >

WILLIAMSON COUNTY
ADULT PROBATION
(CSCD)

301 S.E. Inner Loop Road
P.O. Box 251
GEORGETOWN, TX 78627-0251
PHONE: (512)943-3500
www.adultprobation.net
zinsmeyer@adultprobation.net

BURT CARNES
JUDGE 368TH JUDICIAL DISTRICT

BILLY RAY STUBBLEFIELD
JUDGE 26TH JUDICIAL DISTRICT

MICHAEL JERGINS
JUDGE 395TH JUDICIAL DISTRICT

KEN ANDERSON
JUDGE 277TH JUDICIAL DISTRICT

RICK ZINSMEYER
CSCD DIRECTOR

September 17, 2003

Ginny Atkinson
Purchasing Department
County Auditor
Williamson County, Tx.

Dear Ms. Atkinson:

I have reviewed the proposals for urinalysis testing services that were received pursuant to the request for proposals last month. Attached are bid sheets submitted by the three proposers. American Bio Medica Corporation is the lowest in most categories. In the other categories, there is little difference in price. Therefore I recommend that American Bio Medica Corporation be awarded the urinalysis services proposal.

approved 9-23-03
John C. Doerfler

Rick Zinsmeyer
CSCD Director