EXHIBIT B

BUSINESS AND TECHNICAL REQUIREMENTS

RESPONSE MATRIX

(REVISED UNDER BULLETIN #4)

EXHIBIT B
BUSINESS AND TECHNICAL REQUIREMENTS RESPONSE MATRIX

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
1.0 Introduction				
	This set of requirements is not exhaustive. Proposers must consider the following Business and Technical Requirements as minimum requirements. An attempt has been made to provide an overview of the processes and procedures which, together with Exhibit A (Statement of Work), describe in sufficient detail, the Department's Work requirements. The term 'System' used in this document refers to Contractor's Monitoring Center System. PROPOSERS MUST PROVIDE A RESPONSE FOR ALL REQUIREMENTS. If you are proposing an alternate approach for a requirement, please use "M" for meets, and provide total transparency and a detailed description of how the requirement will be met. The County reserves the sole right to determine if your alternative response "meets" the requirement. Failure to respond to "each" requirement will result in point deductions from Proposer's evaluation score.			
2.0 Monitoring Center				
2.1	The Monitoring Center generates alert notifications to designated Department staff on a 24/7 basis.	M		
2.2	Monitoring Center staff is accessible to designated Department staff 24/7 through a toll-free telephone number for both monitoring support services and technical support. The toll-free telephone number must be provided prior to the initiation of Work under the Contract.	M		
2.3	The Monitoring Center security protocols (physical/virtual) are compliant with Department network and data security policies.	M		
2.4a	The Monitoring Center is duplicated at a secondary (backup) Monitoring Center that provides full operational functions in the event the primary Monitoring Center is disabled.	M		

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2.4b	The secondary Monitoring Center is located, at a minimum, 500 miles away from the primary center, such that it is unlikely to be adversely affected by a manmade or natural disaster that could disable the primary Monitoring Center.	M		
2.4c	The Monitoring Centers are located within the continental United States of America.	M		
2.4d	In the event of primary Monitoring Center disruption, the secondary (backup) Monitoring Center is activated and fully functional within 60 minutes of initial system failure.	M		
2.5	The Monitoring Centers are secure against unauthorized entry.	M		
2.6	The Monitoring Center contents are safe from theft or loss.	M		
2.7	At a minimum, the Monitoring Centers use a comprehensive intrusion alarm system which is monitored by a local law enforcement agency or security company.	M		
2.8a	The Monitoring Centers provide the capability for every human voice call in and out of the System to be recorded with a transaction record.	M		
2.8b	The transaction record indicates the number dialed, incoming number, and the length and resolution of the call.	M		

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2.8c	The transaction record is made available to authorized County personnel upon request.	M		
2.9	The Monitoring Centers receive confirmation via a telephone call, email, or text message that alert notifications were received/acknowledged by Department staff.	M		
2.10	The Monitoring Centers escalate an alert notification to the next designated Department contact if the initial contact does not acknowledge receipt of the alert notification within Department-specified time.	M		
2.11	The Monitoring Centers define the level of an alert notification based on protocols established by the Department.	M		
2.12	Monitoring Center staff respond to inquiries from Department staff within two minutes of request.	M		
2.13	The Monitoring Centers remotely activate or deactivate Global Positioning System (GPS) tracking services for a Participant within 30 minutes after receipt of notification from the Department.	M		
3.0 Tracking Device				
3.1	The Tracking Device transmits Participant's data to the Monitoring Center.	M		
3.2	The Tracking Device receives and transmits signals utilizing GPS technology.	M		

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3.3	The GPS receiver is embedded within the Tracking Device.	M		
3.4	The Tracking Device acquires GPS signals within two minutes when placed in an outdoor environment.	M		
3.5	The Tracking Device is programmable to vary the rate of recording and reporting of GPS position data.	M		
3.6a	The Tracking Device can be paired with a home monitoring unit (base station) to improve accuracy of tracking a Participant at the residence where GPS tracking may be impaired.	M		
3.6b	The base station is available at no additional cost to the County.	M		
3.7a	The base station receives signals from Tracking Device and transmits information to the Monitoring Center using the residence's telephone service.	M		
3.7b	The base station transmits the information either by hard wired or cellular telephone service.	M		
3.8	The base station may be configured to use radio frequency (RF), Wi-Fi, Bluetooth, or other available technology.	M		
3.9	The Tracking Device is tamper-resistant.	M		
3.10	The Tracking Device has a tamper alert which transmits an alert signal when the Tracking Device has been removed or if the strap is cut or otherwise tampered with.	M		

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
3.11	The Tracking Device is hypoallergenic, sealed, shock resistant, and water/moisture resistant.	M		
3.12	No special hand tools are needed to install the Tracking Device.	M		
3.13	Once properly installed on the Participant's ankle, the Tracking Device cannot be removed without compromising the strap and/or Tracking Device.	M		
3.14	The Tracking Device does not pose a safety hazard or a risk of harm or danger to, or other adverse impact on, the Participant or others.	M		
3.15	The Tracking Device operates at temperatures in the range of -20 degrees Celsius to +60 degrees Celsius.	M		
3.16	The Tracking Device records the Participant's location point at least once every 60 seconds.	M		
3.17	The Tracking Device emits or downloads signals to the Monitoring Center at least once every minute.	M		
3.18	The Tracking Device emits alert conditions to the Monitoring Center immediately.	M		
3.19a	The Tracking Device has a central processing unit (CPU) and internal memory to store at least 2,880 GPS points representing approximately two days' worth of location and data if communication is disrupted for any reason.	M		
3.19b	Retransmission of data occurs immediately when connectivity is restored.	M		

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3.20a	The Tracking Device has internal diagnostics that can determine if it is operating properly.	M		
3.20b	The Tracking Device has the ability to relay the diagnostics information to the tracking System.	M		
4.0 Battery				
4.1	The Tracking Device is equipped with an electronic charger device that uses 110V AC power for home use.	M		
4.2	The Tracking Device batteries are not removable or replaceable.	M		
4.3	The Tracking Device batteries are permanently sealed within the Tracking Device case.	M		
4.4	The Tracking Device batteries have an active life of at least 18 months.	M		
4.5	The Tracking Device batteries have a shelf life of at least two years.	M		
4.6	The Tracking Device batteries hold a single charge for a minimum period of 24 hours while performing one minute GPS acquisition and downloading data to the System at least once every ten minutes without the use of additional accessories.	M		
4.7	The Tracking Device batteries recharge to maximum capacity within four hours from a complete dead battery status.	M		

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
5.0 Alerts and Notifications				
5.1	Proposer must describe, in the comment section, the alert feature to notify, detect, record, and report when there is interference or jamming signals present that are disrupting the receipt of GPS signals.	M		
5.2	Alert notifications of violations by Participants include, but are not limited to:			
5.2a	Participant's name	M		
5.2b	Booking number	M		
5.2c	Main number	M		
5.2d	Type of alert	M		
5.2e	Date and time of violation	M		
5.2f	Location of the Participant's last known location.	M		
5.2g	Follow-up action, if any	M		
5.3	The System sends alerts to designated Department staff via e-mail, text message, and/or voice calls at the discretion of the Department.	M		
5.4	Alert notifications to the Department are sent automatically or manually by Monitoring Center staff.	M		
5.5	Alert notifications to the Department are sent within two minutes, for the following:			

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
5.5a	Participant entry into an exclusion zone.	M		
5.5b	Participant curfew violation.	M		
5.5c	Participant removing or tampering of Equipment.	M		
5.5d	Unauthorized absence from an inclusion zone.	M		
5.5e	Participant shielding the Tracking Device.	M		
5.5f	Equipment malfunction or low battery condition.	M		
5.5g	Location verification failure from GPS signal loss or Tracking Device communication failure due to cellular transmission loss.	M		
5.6	Alert notifications are within 15 minutes of an alert due to unauthorized movement of the base station.	M		
6.0 System				
6.1	The System has Internet security features, including:			
6.1a	256-bit encryption.	M		
6.1b	Secure Sockets Layer (SSL)	M		
6.1c	Multiple firewalls to ensure the security of Participant data.	M		
6.2	The System has infrastructure and application security to prevent unauthorized access to the System.	M		

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	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
6.3	The System has host intrusion detection software to monitor unauthorized activity.	M		
6.4	The System allows Department staff to make real-time modifications of alert parameters using a secure web application.	M		
6.5	The System's automated data security functions provide information on attempted intrusions and other relevant or useful information within two hours to Department designated staff.	M		
6.6	The System allows user accounts to be established by a limited number of authorized Department staff with System administration privileges.	M		
6.7	User accounts are managed by Active Directory Federation Services (ADFS).	M		
6.8	Participant data is accessible by authorized Department staff in a secure web-based HTTPS environment.	M		
6.9	The System is capable of identifying a shielded Tracking Device.	M		
6.10	At the Department's option, new fields can be added to the Participant database and made available for query and reporting functions, at no additional cost to the County.	M		
6.11	Participant data includes, but is not limited to:			
6.11a	Enrollment data	M		

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
6.11b	Case plans and case notes	M		
6.11c	Inclusion/exclusion zones	M		
6.11d	Curfew rules	M		
6.11e	Alerts	M		
6.11f	Historical and current location data	M		
6.11g	Termination data	M		
6.11h	Other relevant data as determined by the Department.	M		
6.12	The System stores and retrieves the following information for Participants based upon data received from their Tracking Device:			
6.12a	Location	M		
6.12b	Direction	M		
6.12c	Latitude and longitude	M		
6.12d	Speed of movement	M		
6.13a	The System automatically evaluates incoming Participant data from a Tracking Device to determine if an alert should be activated based upon predefined rules in the database.	M		
6.13b	The predefined rules for alerts are established by the Department and updated in the database by Contractor staff.	M		

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	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
6.14	The System provides Monitoring Center staff and Department staff with the tools to track and evaluate alerts and support the notification of Department staff based upon predefined rules.	M		
6.15	The System allows for assignment of inclusion and exclusion zones and associated curfew times for individual Participants.	M		
6.16	The System allows creation of template zones applicable to a defined group of Participants (e.g., areas around playgrounds or schools).	M		
6.17	The System allows for the input of multiple curfews for each day of the week.	M		
6.18	The System supports permanent and temporary schedules without having to delete any schedule information.	M		
6.19	The System permits unlimited number of zones for an individual Participant with allowable times associated with each zone.	M		
6.20	The System allows Monitoring Center staff entering inclusion and exclusion zone data the capability to draw points, form circles, squares, rectangles, and/or polygons based on inclusion and exclusion zone data provided by the Department.	M		
6.21a	The System allows web-based queries of current and historical data for a Participant inclusive of the data sets identified in 6.22 below.	M		

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
6.21b	Query parameters minimally include Department-supplied identification numbers and Participant name.	M		
6.22	The System allows web-based queries of:			
6.22a	Alerts by type for a specified date and time range.	M		
6.22b	Individual Participants at a location for a specified date and time range. This functionality also includes the capability for event detection queries. event detection queries allow the Department to locate individual Participants that were around a specified location for a given time period and distance range.	M		
6.23	At the Department's option, any and all other data fields in the Participant database can be queried as necessary for reporting purposes, at no additional cost to the County.	M		
6.24	The System indexes Participant data using the following key fields:			
6.24a	Booking number (unique to each stay in Custody).	M		
6.24b	Main number (unique to each Participant based upon positive identification).	M		
6.25	The System can export all data into:			
6.25a	Microsoft Excel	M		
6.25b	Adobe PDF	M		

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	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
6.25c	GIS format	M		
6.26	New updates and/or patches to the System are remotely installed on all Tracking Devices.	M		
6.27	The System saves all updates to Participant, demographic information, and/or monitoring data.	M		
6.28	The System provides continuous electronic monitoring with prohibitions against unauthorized access.	M		
6.29	The System allows user accounts to have a minimum of three assigned roles with security permissions defined by the Department (e.g., system administrator role, end user role with update privilege, end user role with query access only, etc.).	M		
7.0 Alcohol Monitoring Capability				
7.1	The Tracking Device samples the insensible perspiration on Participant's skin to measure for alcohol consumption.	M		
8.0 Mapping Capability				
8.1	The System's mapping component tracks Participant's movement history.	M		

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	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
8.2	The System's mapping component includes the capability to replay tracking history by date and time with rewind and fast forward functionality that displays a time series of Participant movements for a specified time period.	M		
8.3	The System provides unlimited access to the most up-to-date maps available with graphics, aerial photography, ability to update maps with public places of interest, icon references, including, but not limited to, schools, day-care centers, parks, and other areas of interest specific to each geographical area.	M		
8.4	The System's mapping component provides the capability to re-size and reset inclusion and exclusion zones using x, y coordinates.	M		
8.5	The System's mapping component provides the capability to display street names, schools, freeways, and other landmarks.	M		
8.6	The System's mapping component provides the capability to pan and zoom in/out on the position of the Participant.	M		
8.7	The System's mapping component provides the capability to print selected maps.	M		
8.8	The System's mapping component provides the capability to view the movement of multiple Participants at the same time.	M		

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
8.9	The System's mapping component provides the capability to display maps with street and aerial views of Participant locations through the web-based user interface based upon user-specified parameters.	M		
8.10	The System provides three levels of mapping options:			
8.10a	Satellite images	M		
8.10b	Street maps	M		
8.10c	Hybrid maps (satellite images overlaid with street maps).	M		
8.11	The System allows user to change the display view at any time while viewing the Participant's locations.	M		
8.12	The System's mapping component supports the generation of ad-hoc reports with a Department user-defined parameter.	M		
8.13	The System's mapping component has the capability to quickly zoom in to street level including displaying places of interest frequented by Participants.	M		
8.14	The System's mapping component saves/bookmarks mapped locations that can be easily accessed by users.	M		
8.15	The System's mapping component provides exporting of data for:			

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	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
8.15a	Video capturing	M		
8.15b	Printing to a minimum 600 dpi resolution.	M		
8.16	The System's mapping component is capable of quickly loading 24 hours of GPS points, subject to a specified date/time selection.	M		
8.17	The System's mapping component displays a minimum of seven days of GPS points for an individual Participant at one time based on the time the information is accessed.	M		
8.18	When multiple days are loaded, the System distinguishes between each calendar day (by color code or some other means) to identify patterns of travel and locations frequented.	M		
8.19	The System's mapping component is able to "play back" a time visualization of GPS points.	M		
8.20	The System's mapping component allows for filtering of GPS points to display:			
8.20a	Time of day	M		
8.20b	Duration of stay	M		
8.20c	Speed of travel	M		
8.21	The System's mapping component displays various map types that may be selected by the user, including, but not limited to:			
8.21a	Satellite	M		

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
8.21b	Roads	M		
8.21c	Birds eye	M		
8.21d	Street	M		
9.0 Crime Scene Correlation Mapping Analysis				
9.1	The System has a component that correlates crime scenes and incident report data collection.	M		
9.2	Crime scene correlation mapping reports are generated on a daily basis and in accordance with Department specifications.	M		
9.3	Crime scene correlation mapping is available on a near "real time" basis immediately upon request and notification by the Department.	M		
9.4	The System's crime scene correlation mapping analysis identifies when one or more Participants on GPS tracking were in the vicinity of a crime.	M		
9.5	The System's mapping analysis provides simultaneous locations for all Participants assigned to GPS tracking in relation to the location, date and time of a crime and the speed and direction of the Participant's travel.	M		
9.6	The System's crime scene correlation maps are easy to navigate both forward and backwards in time for an accurate depiction of a Participant's position relative to criminal activity.	M		

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
9.7	Mapping information includes Participant's time in each area, speed and direction of travel, to allow for rapid investigative crime analysis.	M		
9.8	All crime scene correlation services are provided by Contractor at no additional cost to the County and approved law enforcement agencies.	M		
9.9	The System analyzes locations frequented by a Participant to identify places previously visited as well as new locations, for rapid investigative crime analysis.	M		
10.0 Data				
10.1a	Participant data is maintained in the System database for 12 months after Participant termination.	M		
10.1b	Post-termination Participant data is available to Department staff through the web-based query process.	M		
10.2	Data for Participants that have been terminated from the program for 12 months or more is electronically archived until the Department requests that data be purged.	M		
10.3	Purged data is transferred to the Department via an agreed-upon storage media, as determined by the Department, at no additional cost to the County.	M		
10.4	Data is accessible through password-protected, role-based user accounts.	M		

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11.0 Minimum Performance				
11.1	The System's monitoring functionality and data storage has redundancy and failover capability to ensure 99.96% availability of the System, excluding planned downtime.	M		
11.2	The System has data recovery capability such that no more than 30 minutes of data is lost and has a recovery time objective to a secondary site of four hours.	M		
11.3	During a system failover at the primary center, all data is stored until successfully transferred.	M		
11.4	The System accurately provides indoor location tracking data, within 20 meters or less, 95% of the time.	M		
11.5	The System accurately provides outdoor location tracking data, within 10 meters, 90% of the time in an open-air environment with no obstructions.	M		
11.6	The System accurately provides location tracking data, within 30 meters, 90% of the time when placed in an 8-foot single story structure.	M		
11.7	Data collection rate: The System has an adjustable data collection rate that ranges from at least one location point per minute to one location point every 15 minutes.	M		

	Business and Technical Requirements	Mandatory (M)	Vendor Response Yes / No	Comments – detailed discussion of how the proposed Service meets the Requirement
11.8	Data upload rate: The System has the capability to upload data points at a minimum of once every 15 minutes.	M		
11.9	On-demand location: The System is able to provide an on-demand location and status update within three minutes of the request.	M		
11.10a	Response time for all standard web-based transactions averages two seconds or less during peak time usage of the System.	M		
11.10b	Response time for complex queries (e.g., multiple Participants and/or real-time instant locations) does not exceed 30 seconds.	M		
11.11	The System provides for 100% redundancy to avoid excessive downtime due to hardware or software issues.	M		
11.12	The System has a timeout function after 15 minutes of no user activity.	M		
11.13	The System incorporates non-volatile memory that stores at least ten days' worth of events (with date and time of occurrence) at a collection rate of one point per minute.	M		
11.14	The System's non-volatile memory retains unreported events and reports them once power/cellular services have been restored, including date & time of occurrence.	M		

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12.0 Reports				
12.1	The System provides the following automatic and on-demand reports:			
12.1a	Daily status reports	M		
12.1b	Alert reports on demand	M		
12.1c	Annual summary reports	M		
12.1d	Management summary statistical workload reports	M		
12.1e	Other related reports as defined in Paragraph 15 (Management Reports) of Exhibit A (Statement of Work).	M		
12.2	The reports are available daily, weekly, monthly, and on an annual basis, summarizing the following:			
12.2a	Enrollments	M		
12.2b	Terminations	M		
12.2c	Average length of time in the program	M		
12.2d	Alerts	M		
12.2e	Contacts	M		
12.3	Comprehensive daily status reports are available consisting of chronological lists of all compliant and non-compliant activity for each Participant, including date and time of occurrence.	M		

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12.3a	The daily status report also include:	M		
12.3b	Participant's name	M		
12.3c	Curfew schedule	M		
12.3d	Case manager comments	M		
12.3e	References to any alerts	M		
12.3f	Equipment description	M		
12.4	Report formats can be modified, if required, to ensure compliance with the Department's requirements.	M		
12.5	Every field of data in the Participant database can be queried, as necessary, for reporting purposes.	M		
12.6	Alert Reports provide compliant and non-compliant data listings by type of alert for active Participants who had at least one alert.	M		
12.7	Management Reports include information on the following:	M		
12.7a	New technology employed improvements to Tracking Devices and/or service delivery	M		
12.7b	Dates of training and/or on-site technical assistance	M		
12.7c	Court appearances	M		