ATTACHMENT 1

DETAILED GPS ANKLE BRACELETS AND TRACKING/MONITORING SYSTEM, TELEPHONIC REPORTING SYSTEM, BIOMETRIC REPORTING SYSTEM

GPS ANKLE BRACELETS AND TRACKING/MONITORING SYSTEM

a. The Contractor shall own, warehouse, install, monitor and reclaim all the Electronic Monitoring equipment as stated in this requirements document. Upon completion of the contract, the Department of Homeland Security (DHS) will make participants available for the Contractor to recover all monitoring and transmitting equipment. The Contractor shall be solely responsible for all coordination and all failures and deficiencies resulting from equipment or services provided to DHS under this contract. The Contractor shall provide replacement equipment for all monitoring/transmitting units that DHS determines to be defective (deemed not working based on Government examination of or experience with device).

b. In the event that ERO requires that a participant be enrolled after standard business hours, ERO may deliver the participant to the Contractor facility for enrollment or to be enrolled in the field. (b)(7)(E)

c. The Contractor shall provide an Electronic Monitoring System that provides redundant processors with memory shadowing (backup system designed to take over immediately without delay), high reliability and minimal downtime. The Contractor shall provide equipment that has a verifiable test function from a monitoring center or a remote site.

d. The Contractor shall provide ATD Headquarters with systems access to any digitized file for on demand file auditing of participant files.

MONITORING EQUIPMENT: GPS ANKLE BRACELET

a. The Contractor shall provide FCC certified tamper resistant transmitters that are capable of being affixed to a Participant's ankle.

b. Transmitter Technology & Specifications

i. The contractor shall provide GPS technology, as directed by local ERO Officers and AMO for Participants. Transmitters shall communicate to the monitoring center either through a monitoring unit or directly via cellular transmission.

ii. The Contractor shall provide a Transmitter Tracking Unit that sends and/or receives signals from GPS satellites, cell towers, and any other backup location monitoring for use with GPS transmitters as specified in this Attachment.

iii. GPS Transmitter Tracking Specifications:

1. Normal Operations for the GPS Ankle Bracelet Transmitter shall allow for the
continuous tracking of the Participant’s whereabouts by storing the coordinates of
the device internally Any
deficiencies are to be reported to ATD Headquarters immediately and annually
as part of normal reporting protocols.

2. GPS devices shall be able to operate and communicate continuously before necessitating a
   recharge/battery exchange.

3. Physical Characteristics - The transmitter shall be adjustable to fit an ankle of any
   size. The transmitter shall be capable of being affixed to the Participant so that
   efforts to tamper with or remove the transmitter are obvious upon inspection. It
   shall be shock resistant, water proof to at least 15 feet and function reliably under
   normal atmospheric and environmental conditions. The device shall be
   comfortable and durable enough to withstand the strains of everyday wear, which
   may consist of working, recreational activities, resting, sleeping. The transmitter
   shall have a bright colored back plate. The transmitter shall not pose a safety
   hazard or unduly restrict the activities of the Participant. The contractor shall
   provide GPS Tracking Units that meet or exceed these same characteristics if the
   tracking unit is external to the GPS transmitter.

4. The transmitter shall include an internal clock to time/date stamp all detected
   monitoring events The monitoring unit shall not
   pose a safety hazard to the participant or others and shall function reliably under
   normal environmental and atmospheric conditions. It shall include surge
   protection for electrical and communications interfaces.

5. The transmitter shall be tamper resistant and have features that reliably detect
   efforts to tamper with or remove the device. The GPS unit shall be equipped with
   a location feature and a tamper notification system that alerts the monitoring
   center of any attempts to enter the unit or alter the routine operation of the unit.

6. The transmitter shall have an option to allow participants to charge their unit
   without restricting their mobility and freedom of movement (i.e. “charge on
   the-go”).

7. The contractor system shall offer an on demand " Locate function” that shall enable
   the transmitting unit and monitoring system a reporting mode in which the
   user (ERO and/or contractor) can obtain an immediate and accurate one-time
   location fix in real time. This function shall be accessible via secure Internet web
   browser and smart phone mobile application with turn-by-turn directions to
device’s.
The system shall operate at 99.999% reliability and up time annually; no more than 8.76 hours down time annually. The contractor shall report any deficiencies to ATD Headquarters immediately and annually as part of normal reporting protocols.

9. The contractor system shall offer an additional on demand function to have a continuous reporting mode with automatic location updates in real time.

10. The contractor system shall offer a sleep/wake mode. This function shall temporarily shut down a device when battery life of the unit reaches 10% without terminating a case. This function shall be available from the case management and monitoring system and from any mobile applications. This feature shall be available to ERO officers on demand. This feature shall be able to shut down the GPS unit temporarily from transmitting data in order to conserve battery life and reactivate for retrieval.

11. The Contractor shall provide GPS transmitters that are able to monitor the Participant's whereabouts inside Exclusion and/or Inclusion zones as defined in 6.10.2 of the Statement of Work. Exclusion zone is defined as a geographical area programmed as satellite coordinates into the tracking system that the Participant shall not enter. Inclusion zone is defined as a geographical area programmed as satellite coordinates into the tracking system that the Participant is permitted to enter or shall remain within.

12. Signal Range Extender- On an as needed basis, in areas where signal strength is poor, the contractor shall provide a signal range extender to participants to use at their home or office, at no additional cost. A Signal Range Extender shall provide a reliable Radio Frequency (RF) link that serves as a transmitter. When the Participant comes within range of a signal range extender, he or she is then monitored via RF technology while the tracking unit enters a low power state which conserves battery power while maintaining participant monitoring. The transmitter shall emit a composite RF signal at least once every 30 seconds. The signal content shall identify the Participant, power status, tamper/removal status and be encrypted to discourage duplication.

i. Monitoring Unit/ Transmitter

1. Monitoring Unit Installation - Prior to the end of the Enrollment/Orientation with the participant (refer to the Enrollment/Orientations section of the SOW), the Contractor shall install the monitoring device on the Participant. Participants shall not be permitted to exit the interview until all enrollment procedures have been completed and the Participant has been fitted with the prescribed GPS device. The Contractor shall conduct an operational equipment test on the device to ensure it is in good working condition prior to dismissing the participant from the interview.

2. Equipment that requires component installation in the Participant's residence shall be installed and operational within 48 hours of intake. If component installation cannot be completed within 48 hours of intake, exceptions for
extraordinary circumstances shall be coordinated for approval with the local
ERO Task Manager or COR.

3. GPS Monitoring Unit Documentation - The Contractor shall provide written
documentation with instructions that enable an ERO Officer to use the GPS
monitoring unit and be familiar with their operation. The Contractor shall provide
Participants with brochures explaining how to operate the GPS equipment.

4. The Contractor shall provide all necessary tools to install, adjust, and remove the
GPS monitoring unit and transmitter if ERO needs to perform these tasks. At a
minimum, one tool set shall be provided to each ERO ATD Field Officer.

c. Spares and Maintenance

The Contractor shall maintain a sufficient inventory of GPS Ankle Bracelets/Monitoring
Equipment (as defined in the QASP). As requested by ERO, the Contractor shall provide
replacement parts within 24 hours in support of daily ERO field operations. The Contractor shall
maintain available GPS units of at least 5% of the current GPS population based on a daily
count, or 5 units (whichever is greater). These available GPS units shall be in operating
condition.

d. Equipment and Service Upgrades/Improvements

Throughout the life of the contract, the Contractor shall provide GPS equipment that is in good
working order and capable of fulfilling the requirements. At contract inception, the Contractor
shall establish its GPS equipment inventory with the most up-to-date versions (as determined by
the COR, prior to award) and refresh inventory every 24 months or as updates become
available, whichever is sooner and a benefit to the government. All GPS Tracking equipment
and service upgrades or changes shall be submitted in writing, via the COR, to the Contracting
Officer for approval.

CENTRAL MONITORING FACILITY

The Contractor shall, at a centrally located monitoring system/facility, receive, store and
disseminate information generated by the monitoring equipment described in this document. The
Contractor may choose the location of its monitoring system/facility; however, the Contractor's
monitoring system/facility shall be located at a secure location where access to the center and all
records are restricted only to authorized individuals. The Contractor shall establish an
information exchange system within the monitoring center that sends and receives information
to and from the GPS Monitoring equipment.

The Contractors shall provide ATD Headquarters systems access to any digitized file system for
on demand file auditing of participant files.
BACKUP MONITORING SYSTEM FACILITY

The Contractor shall maintain a contingency plan for movement to a backup monitoring system immediately following a monitoring system malfunction. The contractor shall notify ATD Headquarters in writing of any intent to relocate a monitoring center or a back-up monitoring center and shall not initiate said relocation without written approval of the ATD COR.

SECURITY AND SAFEGUARDS OF MONITORING SYSTEM INFORMATION

a. The Contractor shall maintain a physical facility compliant with all applicable Federal, State and local regulations (e.g., building codes, fire and safety codes) and shall not endanger the health and safety of employees and the community. The Contractor shall specify the security safeguards to prevent unauthorized access to monitoring data inside the monitoring facility by monitoring employees or other staff. The Contractor shall include a listing of the employees authorized to make changes or modify Participant data or other agency program setting should the COR request this. The Contractor shall also detail how it determines, maintains, and communicates this authorization to its employees. The Contractor shall provide security codes to the ERO offices to guarantee the security of data modifications made remotely or over communication systems/lines with the monitoring system or manually on the telephone with a monitoring center employee. The Contractor is prohibited from accessing system user IDs of ERO employees except when specifically required to resolve help-desk issues.

b. Continuous Operation of Monitoring System- The Contractor staff shall be at the monitoring site and shall operate the monitoring system continuously 24 hours a day, 7 days a week. The monitoring center shall promptly detect and notify Case Specialists and/or ERO Officers of key event as defined in the next section, “Monitoring System Architecture.” If remote access is temporarily inoperable, contractor staff shall implement a contingency plan to manually provide data entry upon requests by Case Specialists and/or ERO Officers of all Participant enrollments, schedule changes and other monitoring information requests and reports and otherwise respond to all inquiries from the staff referenced above.

MONITORING SYSTEM ARCHITECTURE

a. The Contractor shall provide information on monitoring system architecture prior to the award of the contract, to include the hardware, software and power source(s). This shall include a description of contingency plans for ensuring continuous uninterrupted monitoring upon the occurrence of a monitoring component or system failure.

b. To ensure compliance with electronic monitoring restrictions, the Contractor shall monthly test for the location of Participants at specific locations at random.

c. Key events for Electronic Monitoring System:

   i. The Contractor shall notify the Case Specialist and/or ERO Officers of any or all of the following applicable key events:
1. Unauthorized absence from Participant residence
2. GPS zone violations
3. Failure to return to Participant residence from a scheduled absence
4. Late arrivals or early departures from Participant residence
5. Equipment (including, but not limited to Transmitter, Monitoring unit) malfunctions
6. Tampering with equipment
7. Loss of electrical power or telephone service
8. Low battery
9. Location verification failure
10. Missed calls from the Monitoring Unit
11. No position fix event (over 12 hours)

ii. Upon the occurrence of any Key Event, the monitoring system shall notify the Case Specialist and ERO case officer using the Notification Schedule to be determined after award.

iii. The Contractor shall comply with the notification schedule for all ERO offices/Officers. Notification parameters in the monitoring system shall not exceed five (5) minutes. The Contractor's system shall provide for two or more simultaneous or time-delayed backup notifications by e-mail or telephone call should the primary notification method fail. For example, if the notification profile indicates emails are preferred and there is an email outage, the contractor shall automatically be able to resort to an alternate method, such as texting.

iv. The Contractor shall telephonically contact the Participant immediately upon system notification of a band or device tamper alert. In the event of such an alert the Contractor shall arrange a residence visit or an office visit, as appropriate, to occur no later than the next business day to examine the equipment to ensure that it has not been tampered with. If the Contractor can contact the participant, then written notification of the band/strap device tamper can be made within 48 hours if there are no further issues. If the contractor is not able to contact the participant telephonically, then the contractor shall contact local ERO and the AMO within one hour of the initial alert. Contact shall be made at least via e-mail but the Government reserves the right to request a phone call or text message in addition to the e-mail.

v. The Contractor shall telephonically contact the Participant immediately upon system
notification of a low battery alert (25% battery life remaining) to ensure the Participant charges the device appropriately. Should the battery life remaining reach 10% or less, the Contractor shall notify the ERO case officer using the Notification Schedule.

vi. The contractor shall provide ERO officers remote access capability via the Internet for accessing and performing all standard functions on the monitoring system, including view, print, download, enter/modify participant monitoring information. The contractor shall provide multiple additional definable fields to allow for local and national customization of the system to accommodate a Field Office’s desire to input and maintain other information as needed. The system shall have the ability to query the database using any data field, to sort by any data field, and to search by any data field. Downloadable data shall be in a format that is compatible for use with the Microsoft Office Product Suite.

Email communications:

The Contractor shall work with ICE OCIO to establish an approved method of sending secure email communications from their network to the ICE network without the need for data encryption.

REMOTE ACCESS TO MONITORING SYSTEM

a. The contractor shall provide a mobile application for ERO in the field to interface with all case management and monitoring systems. The mobile application shall allow Officers access to view any site caseload and perform all duties.

b. The remotely accessible system shall have an adequate security infrastructure to prevent unauthorized users from gaining access to participant data, ensuring that it meets current ICE OCIO compliance standards. The system shall use the most current monitoring systems at multiple levels (e.g., firewall, database). The security system shall provide information, to the COR within 24 hours, on attempted intrusions and other relevant or useful information that can be reported for further investigation and referral for criminal action.

REMOTELY ACCESSIBLE DATABASE

a. The Contractor’s remotely accessible database shall be compatible for use with the Microsoft Office Suite of Products and shall provide a minimum number of database fields (specified below). The following minimum specification for database fields, functions, and reports are as follows:

   i. Participant ID
   ii. Last Name First Name
   iii. Alien Registration Number
   iv. EARM Case ID
   v. ATD Tracking ID
   vi. Alias
vii. Participant type (e.g., pre-order, POCR)
viii. Date of Birth
ix. Sex
x. Office location
xi. Country of birth
xii. Language spoken
xiii. Address
xiv. City
xv. State
xvi. Zip code
xvii. Phone#
xviii. Phone #2
xix. Time Zone
xx. Daylight savings
xxi. Customizable Fields
xxii. Transmitter ID
xxiii. Transmitter status
xxiv. Monitoring Unit ID
xxv. Monitoring Unit configuration
xxvi. Monitoring Unit status
xxvii. Case officer name
xxviii. ISAP Participant schedule
xxix. Schedule overview
xxx. Leave (out of range) date/time
xxxi. Enter (in range) date/time

b. Contractor shall capture the following data elements regarding event history of participant transactions:

i. Date
ii. Event time
iii. Receive time
iv. Alarm events
v. Equipment type
vi. Event group
vii. Equipment status
viii. Equipment Inventory
ix. Transmitter IDs
x. Monitoring Unit IDs

c. ATD Headquarters and local ERO Remote Access:

i. The contractor shall provide ATD Headquarters and local ERO ATD staff with remote access to the Monitoring System. The following items shall be monthly extractions available for remote viewing and downloading:

1. Installations / terminations by Field Office and immigration status of the ISAP
Participant at the point of termination.
2. Actively monitored Participants at the end of each month.
3. Participant schedule changes and alerts by Field Office and case type.
4. Transmitters returned for repair and the repairs made.
5. Time taken by monitoring center staff to answer Case Specialists' calls.
6. Alerts of specific Key Events.
7. Calls to Participants.

TELEPHONE ACCESS TO THE MONITORING FACILITY

The Contractor shall provide a toll-free telephone number for ERO Officers and Case Specialists to call the Monitoring Center for technical support or assistance in entering, changing, or obtaining any monitoring data captured in the monitoring system. The maximum holding time for calls to the monitoring center for any purpose shall not exceed one minute.

DATABASE FUNCTIONS/REPORTS

a. New Participant Enrollments - Contractor shall complete a new Participant enrollment including relevant personal information for each participant, including name, alien registration number, telephone number(s), equipment serial numbers, case officer names, and other pertinent information necessary to activate monitoring. The system shall allow for and differentiate between Temporary and Permanent schedules.

b. Data/Schedule Changes - Contractor shall be able to have direct access to make participant data and/or changes without the need for faxing or monitoring operator input.

c. Caseload Review – Contractor shall provide a listing of all Participant names, associated transmitter serial numbers, and the current real-time status of the Participant referencing the single most recent event that was reported for each Participant.

d. Case Specialist Caseload Report – Contractor shall provide a report that provides the current participant list of a Case Specialist's assigned cases.

e. Event/Report Analysis - Contractors shall be able to review real-time monitoring events as they occur, generate historical and analysis of events onscreen and download reports as needed.

f. Terminate Participants - Contractors shall be able to terminate monitoring on any Participant on their caseload, once directed by the local ERO ATD staff or the AMO.

g. Daily Summary Report - A chronological list of all Participants' activities including date and time of occurrence based on the report dates requested. The report shall include Participant name, complete activity schedule, monitoring center comments, reference to any Key Events, and equipment configuration.
h. Equipment Utilization Report - A report that shows utilization by equipment ID.

MULTILINGUAL TELEPHONIC VOICE RECOGNITION/VERIFICATION REPORTING SYSTEM

a. A Multi-lingual telephonic voice recognition/verification reporting system shall be provided.

b. The Reporting System shall operate 24 hours a day, 7 days a week, 365 days a year and be tied directly into the contractor-owned monitoring center.

c. The system shall operate with dual processors utilizing memory shadowing (backup system designed to take over immediately without delay) and redundancy, capable of delivering high reliability with minimal downtime.

d. Reporting frequencies for the Telephonic Reporting System shall be scheduled monthly and fall under one of the following frequencies:

   1. Specific day of the week (i.e. Tuesdays)
   2. Specific day of the month (i.e. 1st of the month)
   3. During a two-hour block of time 24 hours a day (i.e. 4PM - 6PM)

e. The system shall be capable of recognizing exceptions and sending notifications instantly as specified in the Statement of Work.

f. The Contractor shall provide the following languages: English, Spanish, French, German, Greek, Korean, Japanese, Dutch, Kurdish, Armenian, Swahili, Polish, Italian, Indonesian, Mandarin, Cantonese, Fuzhou, Haitian Creole, Vietnamese, Cambodian Khmer, Thai, Lao, Russian, Farsi, Arabic, Hindi, Urdu, Portuguese, Kanjobal, Ki’che, Somali, Bengali, Punjabi and Gujarati, Romanian.

g. The Contractor shall allow land line, voice over IP (internet protocol) or cellularas requested by ERO.

BIOMETRIC REPORTING SYSTEM

a. A biometric reporting system / mobile platform (application) shall be provided for various forms of check-in, including facial recognition.

b. Reporting frequencies for the Biometric Reporting System shall be scheduled:

Weekly

   1. Specific day of the week (i.e. Tuesdays)
   2. During a two-hour block of time 24 hours a day (i.e. 4PM - 6PM)

Monthly

   1. Specific day of the week (i.e. Tuesdays)
   2. Specific day of the month (i.e. 1st of the month)
3. During a two-hour block of time 24 hours a day (i.e. 4PM - 6PM)

Random Check-in: As requested by local ERO and the AMO not to exceed two additional check-ins per month.

c. Reporting system shall capture and upload the coordinates and address of the participant at the time of check-in.

d. In addition to biometric check-in the mobile platform shall allow participants to communicate with the contractor or ERO and the contractor or ERO can message the participant. The participant can request assistance as needed, upload photos of documents, request community-based services, confirm appointments, confirm and update contractor on court proceedings.