ATTACHMENT 6

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

1. GPS ANKLE BRACELETS AND TRACKING / MONITORING SYSTEM

   a. The Contractor shall own, warehouse, install, monitor and reclaim all of the Electronic Monitoring
equipment as stated in this requirements document. Upon completion of the task order, the
Department of Homeland Security (DHS) shall make participants available for the Contractor to
recover all monitoring and transmitting equipment. The Contractor shall be solely responsible for
all coordination and any and all failures and deficiencies resulting from equipment or services
provided to DHS under this task order. The Contractor shall provide replacement equipment for all
monitoring/transmitting units that DHS determines to be defective.

   b. In the event that ERO requires that a participant be enrolled after standard business hours, ERO has
the option to deliver the participant to the Contractor facility for enrollment or to be enrolled in the
field. If the participant is to be enrolled in the field, ERO will accompany the Contractor until
installation is complete.

   c. The Contractor shall provide an Electronic Monitoring System that provides redundant processors
with memory shadowing, 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 use FCC certified equipment. Systems or equipment without FCC
certification shall be deemed technically unacceptable and the fault of the Contractor to provide
services under this contract. The Contractor shall provide a copy of the FCC certification for each
component of the Electronic Monitoring System for approval by the ICE Contracting
Officer/Headquarters COR.

2. 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 the local ERO Task Manager
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 and/or cell towers for use with GPS transmitters as specified in this
Appendix.

      iii. GPS Transmitter Tracking Specifications:
1. The system may offer a "Locate Now" function that will enable the transmitting unit and monitoring system to have a continuous reporting mode with automatic location updates in real time or at a minimum of once per minute. This function will be accessible via secure Internet web browser and smart phone mobile application with turn-by-turn directions to device’s location. The “Locate Now” function will remain active for two (2) hours, after which time the GPS unit will resume normal operations. All software must be compliant with ICE OCIO standards.

2. Normal Operations for the GPS Ankle Bracelet Transmitter will allow for the continuous tracking of the Participant's whereabouts by storing the coordinates of the device internally every three (3) minutes and then uploading those GPS coordinates at least once every four hours to a monitoring system.

3. The Contractor shall provide GPS transmitters that are able to monitor the Participant's whereabouts inside Exclusion and/or Inclusion zones. 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.

4. Signal Range Extender – On an as needed basis, 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 client 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.

5. Physical Characteristics - The transmitter shall be adjustable to fit the ankle of any size Participant. 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 and moisture proof, and function reliably under normal atmospheric and environmental conditions. The device should be comfortable and durable enough to withstand the strains of everyday wear, which may consist of working, recreational activities, resting or sleeping. 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.

6. The transmitter shall be tamper resistant and have features that reliably detect efforts to tamper with or remove the device.

7. The transmitter shall not require an external battery. The transmitter shall have an internal power source capable of functioning continuously for at
least six (6) months. It shall transmit a signal to indicate when its internal
power supply is low.

8. The transmitter must have an option to allow participants to charge their unit
without restricting their mobility and freedom of movement.

iv. Monitoring Unit / Transmitter

1. The contractor shall provide a monitoring unit that is capable of using two or more location
detection technologies to determine participant location.

2. Monitoring Unit Requirements - The monitoring unit shall include an internal clock to
time/date stamp all detected monitoring events. The unit shall have a backup operation
feature, backup power source and sufficient memory to store data if communication with
the monitoring center is disrupted or if AC power fails. If communications with the
monitoring center are disrupted, the monitoring unit shall transmit stored data to the
monitoring center as soon as communications are restored. 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.

3. Monitoring Unit Installation - Prior to the end of the Enrollment/Orientation with the
participant (refer to the ATD 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.
Equipment that requires component installation in the Participant's residence must
be installed and operational within eighteen (18) hours of intake. Exceptions for
extraordinary circumstances must be coordinated for approval with the local ERO
Task Manager or COR.

4. Tamper Resistance and Notification Features - The monitoring 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.

5. 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.

6. The Contractor shall provide all necessary tools to install, adjust, and remove the
monitoring unit and transmitter in the event that 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
i. The Contractor shall maintain a sufficient inventory of GPS Ankle Bracelets / Monitoring Equipment to complete installations within 18 hours of intake; broken parts and replacement parts within 24 hours and supporting special operations. The Contractor shall maintain the inventory in good operating condition and arrange for prompt repair and replacement to meet the demands of the Program.

d. Equipment and Service Upgrades/Improvements

i. Throughout the life of the task order, the Contractor shall provide GPS equipment that is in good working order and capable of fulfilling mission requirements. At contract start, the Contractor must 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 equipment provided under this contract shall have completed final testing, FCC certification and be commercially available. All GPS Tracking equipment and service upgrades or changes shall be submitted in writing, via the COR, to the Contracting Officer for approval.

3. CENTRAL MONITORING FACILITY

a. The Contractor shall, at a centrally located monitoring system/facility, receive, store and disseminate information generated by the monitoring equipment and systems 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 is 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.

4. BACKUP MONITORING SYSTEM / FACILITY

a. The Contractor shall maintain a contingency plan for movement to a backup monitoring system immediately following a monitoring system malfunction. The ERO Headquarters COR shall approve any change in the location of the monitoring center or any backup center in advance and in writing.

5. 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 settings should the Case Specialist 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(s). In the event that remote access is temporarily inoperable, Contractor staff shall implement a contingency 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.

6. MONITORING SYSTEM ARCHITECTURE

a. The Contractor shall provide information on monitoring system architecture 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. Key events for Electronic Monitoring Systems:

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

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

iii. The Contractor shall comply with the notification schedule for all Enforcement and Removal offices. Notification parameters in the monitoring system shall not exceed five (5) minutes. The Contractor’s system shall be capable of providing for two or more simultaneous or time-delayed backup notifications by e-mail or telephone call.

iv. The Contractor must telephonically contact the Participant immediately upon system notification of a band or device tamper alert. In the event of such an alert the Contractor must 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 is able to make contact with 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 local ERO Task Manager must be contacted within one hour of the initial alert.

v. The Contractor must telephonically contact the Participant immediately upon system notification of a low battery alert (20% battery life remaining) to ensure the Participant charges the device appropriately. Should the battery life remaining reach 10% or less, the Contractor must notify the ERO case officer using the Notification Schedule.

7. REMOTE ACCESS TO MONITORING SYSTEM

a. The contractor shall provide ERO officers a remote access capability via the Internet for accessing the monitoring system to view, print, download, enter/modify participant monitoring information, and have the ability to perform all standard functions. 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.

b. The remotely accessible system shall minimize user interaction whenever possible. Utilization of a scheduled batch facility for automatic off-hours production of reports is one example of minimized user interaction. The system shall also keep a behind-the-scenes historical transaction record of up to ten updates. The transaction log shall record the login ID and date of update for a minimum of 90 days.

c. The remotely accessible system shall provide a separate ERO/HQ management/supervisor interface.

d. 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 on attempted intrusions and other relevant or useful information that can be reported for further investigation and referral for criminal action.

8. 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). DHS reserves the right to reasonably increase the number of fields at no additional cost. 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

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b. 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 CDs

c. COR and ERO Task Manager Remote Access

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

      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 Case Specialists.

9. Telephone Access to the Monitoring Facility
   a. 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 monitoring data. The maximum holding time for calls to the monitoring center for any purpose shall not exceed one minute.

10. Database Functions/Reports
    a. New Participant Enrollments - Case Specialists shall complete a new Participant enrollment including relevant personal information for each participant, including name, address, alien registration number, telephone number(s), equipment serial numbers, case officer name, schedule curfew information and other pertinent information necessary to activate monitoring. The system must allow for, and differentiate between Temporary and Permanent schedules.
    b. Data/Schedule Changes - Case Specialists 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 - A listing of all Participant names, associated transmitter/receiver serial numbers, the current real-time status of the Participant referencing the single most recent event that was reported for each Participant. Additional detail shall be available, in real-time as events occur for each participant.
    d. Case Specialist Caseload Report - A report that provides the current participant list of a Case Specialist's assigned cases.
    e. Event/Report Analysis - Case Specialists 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 - Case Specialists shall be able to terminate monitoring on any Participant on their caseload, once directed by the local ERO Task Manager.
    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.

11. MULTI-LINGUAL TELEPHONIC VOICE RECOGNITION / VERIFICATION REPORTING SYSTEM
a. A Multi-lingual telephonic voice recognition/verification reporting system shall be provided.

b. The Reporting System must 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 must operate with dual processors utilizing memory shadowing and redundancy, capable of delivering high reliability with minimal downtime.

d. The system must be capable of utilizing current technologies and relevant sources to immediately capture and store an accurate location for participants when they are reporting telephonically.

e. Reporting frequencies for the Telephonic Reporting System should be able to be scheduled by:
   
   i. Specific day of the week (i.e. Tuesdays)
   ii. Specific date of the month (i.e. 1st of the month)
   iii. By a two hour block of time 24 hours a day (i.e. 4PM – 6PM)
   iv. Scheduled monthly

f. The system must be capable of recognizing exceptions and sending notifications instantly as specified in the SOW.

g. Desired languages at a minimum are 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, Canjobal, Kiche, Somali, Bengali, Punjabi and Gujarati.

h. The Contractor shall implement policies and procedures prohibiting Participants from using Voice over Internet Protocol (VoIP) or mobile phones to access the telephonic reporting system as directed by ICE/ERO ATD Officers.