



Attachment 08

## OFFEROR RESPONSE WORKSHEET

Offeror must provide complete and succinct responses to each item below. **Insert your responses into this worksheet directly below each question or prompt.** While supplementary marketing materials are neither requested nor desired, Offeror should provide all information necessary to demonstrate Offeror's ability to meet the requirements of this RFP and the RFP's Scope of Work.

### I. RESPONSE TO MANDATORY MINIMUM REQUIREMENTS

- A. OEM (Original Equipment Manufacturer) must have three (3) years' experience demonstrating the ability to provide the Electronic Monitoring equipment and monitoring services to the criminal justice marketplace. Offerors must respond with a written narrative confirming three (3) years' experience.**

**SuperCom, Inc** (SuperCom) is a leading global provider of traditional and digital identity solutions, advanced safety and security products, and solutions to governments as well as private and public institutions around the world. Established in 1988 (as SuperCom Ltd.), the company is headquartered in Tel Aviv, Israel, and is publicly traded on NASDAQ under the ticker SPCB. We maintain offices in both Florida and California, with account executives and customer success managers available throughout the United States.

SuperCom operates through three main divisions: Secure ID, IOT and Cybersecurity. We are known for providing outstanding innovative turnkey solutions, most notably of which is our offering in the field of electronic monitoring, with solutions deployed throughout the United States, Canada, and multiple European countries.

SuperCom, Inc. was incorporated in January 2010 and for more than fifteen (15) years has provided electronic monitoring to an extensive list of Sheriff Departments, Probation Departments, and other judicial entities both nationally and internationally. SuperCom has continued to have strong growth and the ability to offer expanded products and services. We partner with our customers to develop enhancements and improved solutions that are implemented within our products and services. Our long-term experience in managing electronic monitoring programs has led to strong relationships with our team members leading the way in championing change to standards, protocols, and legislation across the industry.

SuperCom, as the original equipment manufacturer of all products offered throughout this proposal, has all equipment available and can increase production to support the needs of any Participating Entity. We also own, operate, maintain, and enhance PureMonitor, our customizable monitoring application.



**B. Offeror must declare that all current products and services meet CJIS and FCC requirements as referenced in Attachment 02, SOW. Offerors must respond with a written narrative confirming CJIS and FCC requirements are being met.**

SuperCom's products meet all CJIS and FCC requirements as referenced in Attachment 02, SOW.

**FCC**

All of SuperCom's products are registered and certified under FCC rules and regulations. Certificates can be provided to any Participating Entity upon request.

**CJIS**

The SuperCom Electronic Monitoring (EM) platform incorporates structured audit logging and defined data retention controls aligned with applicable CJIS Security Policy requirements for Criminal Justice Information (CJI).

Within the EM system, CJI includes offender identifiers, supervision status, GPS location history, zones and schedules, alerts, officer actions, and court-related documentation. Sensitive data is encrypted as appropriate. Both supervision data and user interactions with that data are fully auditable.

**1. Audit Trail Controls**

The platform maintains comprehensive, tamper-resistant audit logs capturing all access to and interaction with CJI, including:

- User authentication attempts (successful and failed) and logoff activity
- User account creation or modification
- Viewing or modification of offender data (details, zones, schedules)
- Alert acknowledgment and handling
- Report generation and data exports
- Role, permission, and configuration changes

Each audit entry records:

- Unique user identifier
- Action performed and success/failure status
- Date and time stamp
- Affected offender/record
- Source IP address



Audit logs are access-controlled and cannot be altered or deleted, including by administrative users.

## **2. Audit Log Retention**

Audit logs remain accessible online for a minimum of 1 year before archival, consistent with CJIS audit retention expectations. Archived logs remain retrievable for compliance, investigative, or legal review. Retention policies are system-enforced and documented.

## **3. Supervision Data Retention**

Supervision data is retained in accordance with agency-defined or statutory requirements. The platform supports configurable retention periods and preserves data in its original, time-stamped form. Upon expiration, data is securely deleted pursuant to documented disposal procedures.

## **4. Traceability & Evidentiary Integrity**

Device-generated events (e.g., tamper alerts, zone violations, GPS points) are time-stamped upon receipt and stored as supervision records. User interactions with those records are logged separately within audit logs.

## **5. Governance Controls**

Access to CJIS is restricted through role-based permissions and multi-factor authentication. Audit and retention controls are structured to support oversight by authorized agency personnel and, where applicable, CJIS authorities.

- C. Offeror must provide Nationwide Services (including Hawaii and Alaska). Offerors must describe their ability to provide services outside of the United States, e.g. US Territories and Canada. Offerors must respond with confirmation of Nationwide Services, and their ability to provide services outside of the United States.**

SuperCom provides electronic monitoring solutions throughout the United States, Canada, and multiple European countries. As an international company, we pride ourselves on providing our customers with solutions that are not limited to one country, and we have demonstrated reliability and customer satisfaction with each of our products.

- D. Technology. Offerors must provide the necessary documentation to meet the Information Technology Security Requirements in Attachment 02, III. Offerors who fail to meet this requirement will be deemed non-responsive. Offerors shall describe the measures taken to protect sensitive Participating Entity and Client information.**

SuperCom complies with the Information Technology Security Requirements of the RFP.



Request for Proposals for  
**ELECTRONIC MONITORING**

Issued by the **State of Nevada**  
**Solicitation Number 99SWC-S3474**



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SuperCom's PureMonitor system is hosted in Amazon Web Services data centers located in the United States.

**Additional Requirements:**

- 1. The Contractor must contact the Purchasing Entity immediately upon receipt of any electronic discovery, litigation holds, discovery searches, expert testimony, or other similar requests which in any way might reasonably require access to the Purchasing Entity's Data.**

SuperCom acknowledges and agrees to this requirement.

- 2. The Contractor must not respond to subpoenas, service of process, and other legal requests related to the Purchasing Entity without first notifying the Purchasing Entity unless prohibited by law from providing such notice.**

SuperCom acknowledges and agrees to this requirement.

- 3. The Purchasing Entity owns all rights, title, and interest in its Data that is related to the services provided under any Order. The Contractor must not access the Purchasing Entity's user accounts or Data, except (i) in the response to service or technical issues, (ii) as required by the express terms of the Order, or (iii) at the Purchasing Entity's written request.**

SuperCom acknowledges and agrees to this requirement.

**Data Requirements**

- 1. Each authorized user must be able to access the Contractor's software in a secure manner.**

SuperCom's monitoring application software - PureMonitor - is particularly easy to operate, flexible, extremely reliable and secure as well as fast performing. It is accessible on a variety of web browsers (e.g., Microsoft Edge, Google Chrome) and only via a HTTPS (TLS 1.2) connection. Each user is assigned a username and password in order to access the application.

- 2. Data that is stored in the Contractor's software must be protected to ensure unauthorized access.**

SuperCom maintains sufficient security measures to protect its electronic records against theft and cyber-attacks.



SuperCom is certified with the ISO 27001:2013 security standard and abides by the strictest security requirements for its end-to-end electronic monitoring solution covering both the end devices and our monitoring system, PureMonitor. Additionally, its system is protected against attacks according to the best practices of OWASP.

SuperCom's Cyber Division has extensive experience in information and cyber security and provides strong guidance and control over all design, implementation, and service processes of our Electronic Monitoring Solution.

- 3. Contractor must have sound procedures (e.g., background checks, hiring Practices, etc.) to ensure its employees are properly authorized for access to confidential and sensitive client information. The Contractor must ensure that the confidentiality is maintained and must not disclose any such information to any third party without written authorization of the Participating Entity.**

SuperCom is fully committed to protecting the confidentiality, integrity, and availability of Protected Health Information (PHI) and Personally Identifiable Information (PII). Our privacy and security practices are guided by the U.S. Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health (HITECH) Act, and relevant state laws. All employees and contractors undergo background checks commensurate with their access level before being authorized to handle PHI/PII. Additionally, SuperCom provides annual training and policy enforcement for its workforce:

- Annual Training and Acknowledgment
  - All workforce members are required to complete HIPAA-specific training annually and acknowledge their understanding of SuperCom's information security and privacy policies.
  - Specialized training in secure development, data protection, and threat awareness is provided based on role and risk profile.
- Policy Enforcement and Awareness
  - Employees must sign and renew a confidentiality agreement each year, which includes guidance on acceptable use, prohibited behaviors, and consequences for violations.
  - SuperCom promotes a culture of accountability and security awareness, reinforced through ongoing communications and spot-checks.

SuperCom does not disclose any confidential or program information to any third party without prior written authorization of the Participating Entity.



**4. The Contractor must be able to create user groups with varying access privileges (e.g., read/write and read only).**

PureMonitor has a wide variety of customizable user profiles based upon County needs. Each user profile has its own permissions and access to view/edit lower levels in the system.

The administrator profile is pre-configured in the system at the beginning of the project and using this profile the County can create all the necessary roles and link them to relevant permissions. SuperCom will aid implementing all the profiles at the beginning of the project (assistance to implement or to pre-define the profiles).

The administrator (admin user) will be able to adjust user profiles and assign them to each user in the system, as well as activation or deactivation of users (permanent or temporary). The administrator user will be able to edit the directory of all the users in the system.

For example: an admin user can assign a user "viewing only" permissions, without the possibility to change or revise settings or handle events.

Admin users can:

- Create users and manage their roles
- Create new roles and give them to other users
- Define users' "home" agencies
- Define users' access to agencies

**5. Each Client's location data must be accessible for a minimum of seven years (or as designated by Participating Entity). Before it is archived or stored offline.**

SuperCom will comply with the required data retention policies.

**6. Archived copies of each participant's location data must be retained for a minimum of seven years (or as designated by Participating Entity) and/or provided in a format that can be stored and easily interpreted by the Participating Entity.**

SuperCom will comply with the required data retention policies.

**7. The Contractor must backup the system data at least every 24 hours.**

PureMonitor system is hosted as a fully redundant cloud-based data storage system. High availability is supported by intra-site and inter-site with the use of a complete



disaster recovery system based on multiple-site architecture. The configuration of each site will be identical and include all required infrastructure and monitoring software.

Each site contains fully redundant components (network, servers, data storage, etc.) to ensure there is no single point of failure:

- Application virtual servers are installed in an active/active configuration managed by a load balancer.
- Database servers are installed in a Microsoft SQL Server active/passive cluster configuration –SQL Server Always On.
- All servers (application and database) are installed as virtual machines to ensure quick recovery in case of any failures.
- Storage array, firewalls, network switches and communication lines are also installed in a redundant configuration in the cloud environment.

The databases will sync between the two sites using data replication provided by SQL Server. Additionally, the SQL Server databases will be backed up regularly (night and intra-day) and stored in both the primary and DR sites.

The above architecture is used to ensure that during any failure the alternate system will be immediately placed online resulting in uninterrupted monitoring:

- No data is lost – all received data from devices is replicated to both sites.
- Continuity of communication with devices – devices will continue communicating with the DR site in a seamless fashion.
- Continuous access to the PureMonitor monitoring application – PureMonitor users will continue accessing the system via the DR site in a seamless fashion.

- 8. Data generated as a result of the location monitoring must be owned by the Participating Entity and may not be used in any way by the Contractor without consent of the Participating Entity. The Contractor must ensure that all data is available to the Participating Entity in the event the contract is terminated, or the Contractor goes out of business.**

The County has ownership of all data within your electronic monitoring program, and we do not use the data for any purposes outside the program. You can access any data in databases without any special tools and export data. If stored data is encrypted, SuperCom will provide a key for decrypting the data.



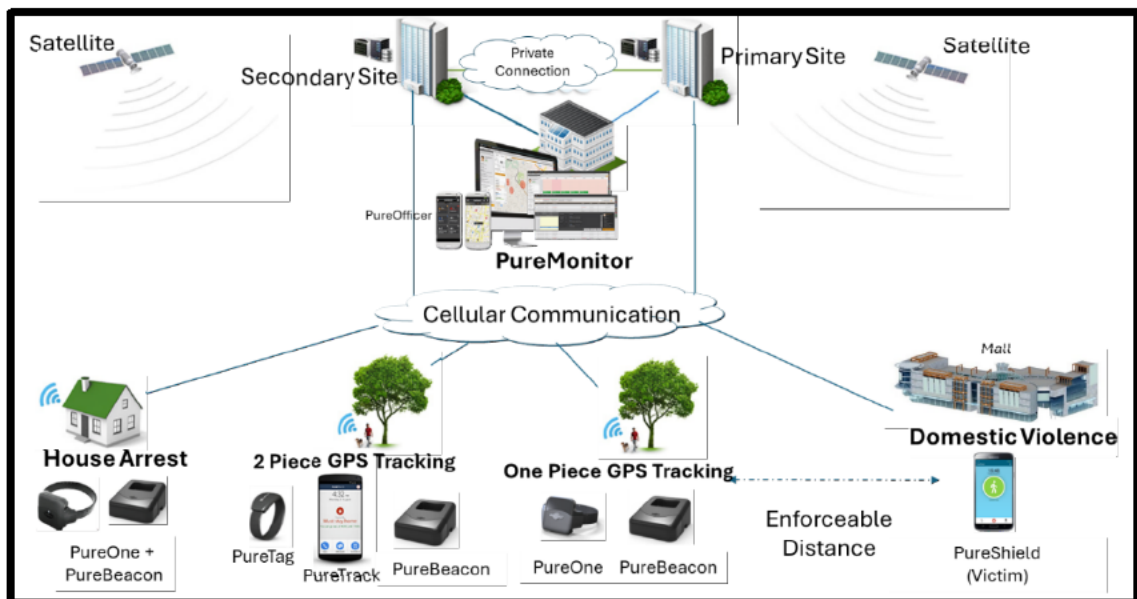
## II. RESPONSE TO TECHNICAL CRITERIA

### SECTIONS A, B, AND C SHOULD BE COMPLETED ACCORDING TO THE CATEGORY(IES) TO WHICH YOU ARE RESPONDING:

#### A. Scope of Work – Category 1: GPS (offerors are required to answer all questions if proposing for GPS Services)

##### 1. Describe your plan for meeting the Master Agreement Objectives identified in Attachment 02, Scope of Work.

SuperCom’s Electronic Monitoring system integrates several components designed to work together in a complete Offender Electronic Monitoring solution. The system components are based on best-of-breed offender electronic monitoring technology to deliver and maintain high reliability and uncompromising performance.



NOTE: Not all products are included in our proposal.

#### OBJECTIVES AND INTENDED RESULTS

The objectives of implementing SuperCom’s electronic monitoring solution for a Participating Entity include:

- **Enhancing Monitoring Reliability and Accuracy:** Provide advanced tracking technology to improve the accuracy and reliability of electronic monitoring for the Entity’s supervised populations.
- **Improving Operational Efficiency:** Streamline monitoring and reporting processes through user-friendly interfaces, automated alert systems, and comprehensive data analytics, enabling quicker response and informed decision-making.



- **Ensuring Data Security and Compliance:** Safeguard all sensitive historical and current monitoring data throughout the transition, ensuring compliance with state and federal regulatory standards.
- **Providing Robust Training and Support:** Deliver extensive, customized training for the Entity's personnel, enabling staff to proficiently utilize SuperCom's solutions from day one.

The intended results include:

- ✓ A successful, disruption-free transition that supports uninterrupted supervision and monitoring capabilities.
- ✓ Increased confidence among staff and stakeholders in the reliability and effectiveness of the monitoring system.
- ✓ Enhanced compliance and risk management capabilities, reducing potential liabilities for the Participating Entity.
- ✓ Improved long-term operational effectiveness through a partnership focused on responsive, proactive customer service and ongoing technical support.

#### **WORK PLAN AND APPROACH**

SuperCom recognizes that a Participating Entity's decision to establish, or transition to, a new electronic monitoring vendor is a significant initiative requiring careful coordination, advanced technical expertise, and proactive management. Our team fully understands the specific operational, security, and logistical considerations inherent in this change. We commit to providing the Participating Entity with a seamless transition by addressing critical areas including data migration, system integration, staff training, stakeholder communication, and continuity of services to minimize disruption to daily operations.

SuperCom's comprehensive work plan will be tailored specifically for the Participating Entity and encompasses:

- **Project Management and Transition Planning:** Development of a detailed project plan outlining milestones, responsibilities, and timelines to ensure a smooth transition to SuperCom's electronic monitoring solution.
- **System Integration and Secure Data Migration:** Safe and accurate migration of all relevant historical data, seamless integration with existing systems, and comprehensive validation testing to assure operational continuity and data integrity.



- **Customized User Training and Documentation:** Personalized training programs for personnel, supported by intuitive documentation and user manuals tailored specifically to Participating Entity’s operational needs.
- **Ongoing Technical and Operational Support:** Provision of dedicated, accessible technical support, proactive system maintenance, continuous software updates, and rapid troubleshooting to maintain optimal performance.
- **Effective Stakeholder Communication:** Regular, transparent communication with stakeholders throughout the project lifecycle, ensuring clarity, responsiveness, and full alignment with an Entity’s operational objectives and standards.

We believe that our approach to operational excellence, utilizing our comprehensive solution, provides our partners with efficient processes, reduced costs, and improved service delivery.

**2. Describe the hardware you propose to meet the requirements of the SOW, including battery life.**

SuperCom offers two GPS solutions to meet the requirements of the SOW, and the needs of a Participating Entity.

- One-Piece: PureOne, with an optional Beacon
- Two-Piece: PureTrack, with PureTag, and optional Beacon.

A description of each device is provided below.



## **One-Piece: PureOne, with an optional Beacon**

### **PureOne (GPS)**

SuperCom proposes utilizing PureOne, a best-of-breed one-piece GPS tracking bracelet for continuous location tracking of offenders both indoors and outdoors.

The device is extremely lightweight, secure, and robust with quick charging to ensure a minimum impact on the daily activities of the monitored person. Designed to track people with multiple location monitoring mechanisms and the built-in LTE cellular module used for secured communication with the PureMonitor (central monitoring server) to display rich information about the monitored person's activities. When indoors it sends its signals via BLE to the PureBeacon home base station (optional) which allows accurate indoor location tracking and preservation of the PureOne's battery life.



### **PureOne Feature Highlights**

- Small, lightweight, ergonomic, and hypoallergenic with sleek comfortable design
- New, or certified like new, device that clean, free of defects, and in good working order
- Strap: flexible and adjustable to ankle/wrist of any tracked individual – one size strap which can be cut to the right size of the offender's ankle/wrist. Once locked, the only way to remove the strap is by cutting it. Straps are disposable to ensure hygiene safety for the offender and limit liability to the Entity.
- Capable of signaling offender about a violation/warning
- Environmental tested for Altitude, High/Low Temperature and Humidity, Thermal Shock, Mechanical Shock, Freefall, and Dust/Water Immersion, as well as waterproof tested to 50 feet, and functions reliably during normal activities such as bathing, showering, sweating, and swimming
- Equipped with a superior location mechanism which is based on GPS (primary) and mobile network-based location technologies (secondary). The device always tries to get a fixed location point using the primary method (GPS, GNSS). If the primary method fails, it tries two alternative methods: mobile network-based location technology and Cell ID and Wi-Fi positioning technology.
- Location tracking sampling frequency (remotely configurable)



- Over-the-air communications are encrypted:
  - BLE communication with the PureBeacon base station (optional) is encrypted using AES 256-bit encryption along with fraud detection mechanisms.
  - Cellular communication to the EMS is encrypted HTTPS (TLS 1.2) with AES 256-bit.
- Battery life: minimum 60 hours
- Rapid charging via a tethered (AC) or mobile charger, with full charge within 90 minutes
- Configurable GPS point frequency and data transmission intervals - PureOne device operates in Active mode with standard acquisition rates of one (1) GPS point, recorded every minute, and transmitted every ten (10) minutes, which is recommended to extend the battery life of our monitoring device. All violations are reported to PureMonitor in real time.
  - Grace periods to schedules are assigned in PureMonitor
- Communication channel to the EMS – based on Cellular LTE with multi-operator roaming
- Storage - the unit can store data of at least 30 days of usage in case there is no connection to web application (Server). Once communication restores, the events will be sent to the EMS with the original timestamp. The events will be deleted from the internal memory only when the device receives acknowledgement of receipt from the EMS.
- Advanced software and hardware security features
- Multiple tamper mechanisms – case, strap, no movement, cellular jamming, shielding, communication gaps
- The devices are recycled after end of life (plastics – both the body and strap)
- Malfunction alerts are supported and sent to the EMS if triggered
- Simple and quick installation with all tools, straps, clips, and chargers provided at no additional cost
- FCC/CE Certified

The PureOne device is designed to fully activate indoors without requiring acquisition of GPS satellite signals. Device initialization, network registration, and supervision enablement are not dependent on immediate satellite lock. Upon power-up or assignment, the device establishes secure cellular communication with the monitoring platform and becomes operational within the system, even when installed in an indoor environment where GPS reception may be limited. Core supervision functions, including



tamper detection, strap integrity monitoring, battery reporting, and periodic heartbeat transmissions, are active independently of satellite acquisition.

In situations where GPS signals are temporarily unavailable, the device supports alternative positioning mechanisms using LBS (Location-Based Services) including:

- Utilizing cellular tower triangulation
- Wi-Fi and Bluetooth based positioning
- Integration with an indoor home unit (PureBeacon) for presence verification within a defined residential location

These capabilities allow the system to maintain location awareness and supervision continuity during indoor operation. GPS positioning is automatically obtained once satellite visibility becomes sufficient, without interrupting device functionality.

### **PureBeacon (Optional)**

PureBeacon is a secure device designed to provide indoor surveillance of offenders and is equipped with multiple tamper detection abilities. It communicates with the offender monitoring device (PureOne/PureTrack), to indicate that the offender is currently at home or in a predefined area where the device is installed.



When the offender device (PureOne/PureTrack) detects the PureBeacon it is paired with, the offender device switches from "Away" mode to "Home" mode. In "Home" mode, the offender device reduces positioning checks, which have become less necessary since the client is home, thus extending battery life.

PureBeacon is AC powered and contains an internal battery backup capable of providing approximately 75 hours of operation. It contains an LED interface and physical Button Press for multiple added functionalities.

### **PureBeacon Feature Highlights**

- Incorporates PureOne charging station for quick charging
- Wall power connected with approximately 75 hours of internal backup battery
- Boasts AES 256-bit encrypted communications
- Multiple tamper detection capabilities
  - Case
  - Motion



- Power disconnected
- Low battery alert
- LED interface and physical button
- IP54 waterproof and dustproof
- FCC and CE certified
- Dimensions: Length 150mm x Width 125mm x Height

## **Two-Piece: PureTrack, with PureTag, and optional Beacon**

### **PureTrack – Mobile Device**

PureTrack is SuperCom's mobile client device. It is a smartphone-based device, designed to track individuals continuously.

The same PureTag bracelet that the offender wears for House Arrest Monitoring can be used for this solution without any need for modification. The device constantly verifies the proximity of the PureTag bracelet, and alerts once breached.

The device allows bi-directional voice and text communication with the offender, as well as biometric fingerprint identification if this option is confirmed.

A built-in mechanism performs the switchover between monitoring while at home and GPS tracking, so that the offender is continuously monitored. The device supports pairing with a home-based beacon device (PureBeacon).



### **PureTrack Feature Highlights**

- Dimensions: Height 164.4 mm x Width 77.9mm x Depth 7.9 mm
- Weight: 200 g, it is a carried device, in the pocket or bag
- Remote update capability



### **PureTag Bracelet – RF Monitoring Device**

SuperCom's PureTag bracelet tag is a small, wearable electronic device worn by an offender under monitoring. It consists of a body and an adjustable, replaceable strap.

Installation, which is performed by only one installer, is quick and easy. Only a cutting tool is required to shorten the strap if necessary. After installation it can be worn for months and doesn't require any special care.

The bracelet tag is very resistant yet still very light and comfortable. Its curved shape was specially designed to perfectly fit the ankle/wrist. Its sleek and thin design merges easily with the offender's daily activities.



#### **PureTag Feature Highlights**

- Ergonomic and slim design for comfortable wear by the offender
- Hypoallergenic materials
- Strap: flexible and adjustable to ankle/wrist of any offender – one size strap which can be cut to the right size of the offender's ankle/wrist. Once locked, the only way to remove the strap is by cutting it.
- Small and lightweight.
- Complete silence: no audible or visual alerts to the offender.
- IP68 Certified – Waterproof and Dustproof
- Battery life: minimum 12 months
- Highly secured – The unit is equipped with several sensors to detect any attempt to remove the device:
  - Strap open / cut detection
  - Case open detection
  - No movement detection
- The devices are recycled after end of life (plastics – both the body and strap).
- Malfunction alerts are supported and sent to the EMS if triggered.
- AES 256-bit encryption
- FCC/CE approved



### **PureBeacon (Optional)**

PureBeacon is a secure device designed to provide indoor surveillance of offenders and is equipped with multiple tamper detection abilities. It communicates with the offender monitoring device (PureOne/PureTrack), to indicate that the offender is currently at home or in a predefined area where the device is installed.



When the offender device (PureOne/PureTrack) detects the PureBeacon it is paired with, the offender device switches from “Away” mode to “Home” mode. In “Home” mode, the offender device reduces positioning checks, which have become less necessary since the client is home, thus extending battery life.

PureBeacon is AC powered and contains an internal battery backup capable of providing approximately 75 hours of operation. It contains an LED interface and physical Button Press for multiple added functionalities.

#### **PureBeacon Feature Highlights**

- Incorporates PureOne charging station for quick charging
- Wall power connected with approximately 75 hours of internal backup battery
- Boasts AES 256-bit encrypted communications
- Multiple tamper detection capabilities
  - Case
  - Motion
  - Power disconnected
  - Low battery alert
- LED interface and physical button
- IP54 waterproof and dustproof
- FCC and CE certified
- Dimensions: Length 150mm x Width 125mm x Height



3. **Describe your software system (web-based applications, smart phone applications). Describe unique design features that ensure accuracy and/or speed of reporting. Include a description on Priority Communication or similar features.**

### **PureMonitor**

SuperCom's monitoring application software - PureMonitor- is particularly easy to operate, flexible, extremely reliable and secure as well as fast performing.

PureMonitor is a user-friendly web application (web interface) designed to cover all the operators' needs in a single application and is accessible through computer, tablet, or mobile device. The application's intuitive UI enables users to work at the fast pace required for mission critical systems such as electronic monitoring.



#### **PureMonitor Feature Highlights:**

- Fully web-based application supported 24/7 by our Monitoring Center
- Highly intuitive and easy user interface
- Events management - viewing and handling of all events in the system, with advanced filtering mechanism
- Offender personal details management
- Enhanced offender curfew management:
  - Offender schedule management
  - Intuitive offender zone management:
    - Advanced offender location engine
    - Zones and curfew easy defining
    - Real-time location positioning of each GPS tracked offender
    - Historical location (trail) of GPS tracked offenders
- Equipment management (assignment, activation, deactivation, remote configuration)
- System configuration and administration (users management, with role permissions defining)
- Ability to create reports of audit records, events, action logs, and more
- SMS and email notifications to personnel



- Easy and flexible customizations for the Participating Entity
- Highly secured monitoring experience - Access only via HTTPS (TLS 1.2) connection

### **PureMonitor Operations**

SuperCom recognizes the critical importance of continuous system availability for offender monitoring and supervision. The solution is architected and operated to meet the required availability level of 99.99%, minimizing the risk of service disruption due to hardware or software failures.

The platform architecture incorporates both multi-availability zone redundancy within a primary region and geographically separate cross-region deployment to ensure resilience and continuity in the event of a regional service disruption.

### **Cloud Infrastructure Foundation**

SuperCom's monitoring platform is hosted on Amazon Web Services (AWS), leveraging enterprise-grade cloud infrastructure designed for high availability and fault tolerance. The system is deployed using:

- Multi-availability zone configurations within the primary region
- Redundant service components
- SQL Server Always On availability groups for database replication
- Cross-region replication and failover capability to a geographically distinct secondary AWS region

AWS infrastructure is backed by formal Service Level Agreements (SLAs) for core services, with availability targets that align with or exceed 99.99% service objectives depending on the specific services utilized. This architecture supports enterprise-level reliability and operational continuity

### **High Availability Architecture**

SuperCom's solution utilizes resilient cloud architecture incorporating:

- Multi-availability zone deployment
- Active cross-region disaster recovery architecture



- Geographically redundant infrastructure
- Redundant application servers
- Load balancing across computer instances
- SQL Server Always On with automatic failover
- Infrastructure health monitoring and automated recovery processes

This design eliminates single points of failure and ensures service continuity in the event of component-level, availability zone-level, or regional disruptions.

### **Continuity of Operations Plan (COOP)**

SuperCom maintains a documented Continuity of Operations Plan to ensure uninterrupted service delivery during unforeseen events. The plan includes:

- Defined incident response procedures
- Escalation protocols and communication pathways
- Redundant infrastructure deployed across multiple availability zones and geographically distinct regions
- Real-time infrastructure and application monitoring
- Clearly defined roles and responsibilities across technical and management teams

Continuous monitoring tools track system health and performance, generating automated alerts based on predefined thresholds. These alerts are immediately escalated to technical teams for investigation and resolution.

### **Disaster Recovery (DR)**

SuperCom maintains a formal Disaster Recovery Plan designed to ensure restoration of services in the event of a significant incident, including region-wide disruption.

The DR framework includes:

- Automated, regular backups
- Encrypted data storage



- Continuous cross-region data replication to a geographically separate AWS region
- Near-zero Recovery Point Objective (RPO) due to continuous database synchronization
- Automatic cross-region failover mechanisms with a maximum Recovery Time Objective (RTO) of 15 minutes
- Annual validation and testing of failover and recovery procedures

In the event of a regional failure or significant disruption in the primary region, all system traffic, including monitoring devices, web users, administrative users, and API integrations, is automatically diverted to the disaster recovery site located in a geographically separate AWS region.

This automated diversion ensures continuity of device communication, alert generation, supervision visibility, and reporting functionality with minimal operational interruption.

Redundancy across availability zones and geographically distinct regions ensures fault tolerance and minimizes the impact of infrastructure-level or regional disruptions.

### **Planned Maintenance**

Planned maintenance activities are scheduled outside standard operational hours whenever possible and communicated in advance to minimize operational impact. Rolling deployment strategies are utilized to prevent service interruption during updates.

### **Audit Logs**

The SuperCom Electronic Monitoring (EM) platform incorporates structured audit logging and defined data retention controls designed to align with the CJIS Security Policy requirements applicable to Criminal Justice Information (CJI). Within SuperCom's EM system, CJI includes offender identifiers, supervision status, GPS location history, zones and schedules definitions, alerts, officer actions, and court-related documentation. Sensitive data encryption is applied as necessary. The platform ensures that both supervision data and user interaction with that data are auditable and retained in accordance with CJIS expectations.



### 1. Audit Trail Controls

The system maintains comprehensive audit logs recording all access to and interaction with CJJ, including:

- User authentication attempts (successful and failed)
- User logoff
- Any action in the system like:
  - User creation or modification
  - View or alter of offender data such as details, zones, schedules
  - Acknowledgment and handling of alerts
  - Report generation and data exports
  - Role and permission updates
  - Configuration changes
- Each audit record includes:
  - Unique user and action identifiers
  - Action date and time stamp (synchronized system time)
  - Description of the action performed with indication of action's success or failure
  - Identification of the affected offender or record (where applicable)
  - User's IP address

Audit logs are access-controlled and protected against unauthorized modification. Administrative privileges do not permit alteration or deletion of historical audit entries.

### 2. **Audit Log Retention**

Audit logs are retained with online access for a minimum of 1 year, before being archived, consistent with CJIS audit retention requirements. Archived audit data remains retrievable for investigative or compliance review purposes.

Retention policies are documented and enforced through system configuration controls.

### 3. **Supervision Data Retention**

Supervision data, including location history, event records, and case documentation, is retained in accordance with the contracting agency's policies. The system supports configurable retention periods to align with statutory or agency-defined requirements.

Data is preserved in its original time-stamped form and is not modified through standard user operations. Upon expiration of retention periods, data is securely deleted in accordance with documented data disposal procedures.



#### 4. Traceability and Evidentiary Support

All supervision events generated by devices (e.g., tamper alerts, zone and schedule violations, GPS location points) are time-stamped and recorded upon receipt by the platform. User interactions with these records are logged separately within audit logs to preserve traceability.

This separation of supervision data and audit records ensures:

- Chronological accuracy
- Accountability for user access
- Documented history of record handling
- Support for judicial or investigative review

#### 5. CJIS Governance Alignment

Access to CJ within SuperCom's EM platform is restricted to authorized users through role-based permissions and multi-factor authentication. Audit records and retention controls are structured to support review by authorized agency personnel and, where applicable, CJIS oversight authorities.

#### 4. Describe the alerts that can be set up (location, time constraints, tamper alerts, low battery, etc.). Describe the process for setting system alerts for violations (curfew, zone, tamper). Include the alert intervals and how long it will take for the hardware to communicate with the software. Describe how the technology reduces false tampers and ensures accurate alert notification.

PureMonitor supports an advanced event handling mechanism, which makes the handling procedures productive and efficient. The module includes:

- Event automatic generation
- Event handling
- Event logging
- Remarks management
- Generation of notifications (SMS/EMAIL)
- Archiving

# Request for Proposals for ELECTRONIC MONITORING

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In the system, events are classified into 3 severities: violations, alarms and regular events (differ by the color in the events list):

Offender Name	Event Type	Event Source	Agency	Event Time
John Smith	Entered Exclusion Zone	PureTrack (Zone: Home4)	Supervisors	03/08/2016 11:22:12 AM
Lopez Hill	Entered PureBeacon Range	PureTrack (Zone: PureBeacon)	Supervisors	03/08/2016 11:22:28 AM
David Scott	PureBeacon Proximity Tamper	PureCom	Supervisors	03/08/2016 11:22:39 AM
Lopez Hill	Sync Successful	PureCom	Supervisors	03/08/2016 11:22:17 AM
Henry Scott	Communication gap	PureCom	Supervisors	03/08/2016 10:44:30 AM
George Adams	Did not return	PureCom	Supervisors	03/08/2016 10:34:48 AM
William Marsh	Valid SOS	PureTrack	Supervisors	03/08/2016 10:19:01 AM
George Adams	Unit Battery is Low	PureTrack	Supervisors	03/08/2016 10:10:32 AM
William Marsh	GPS Proximity	PureTrack	Headquarters	03/08/2016 09:53:59 AM
Lopez Hill	Device Charging Started	PureTrack	SuperCom	03/08/2016 09:53:14 AM
PureTrack Ver 112104	Power on after sudden shutdown	PureTrack	Argentina	03/08/2016 09:52:23 AM
PureTrack Ver 112104	Device start up	PureCom	Headquarters	03/08/2016 09:52:12 AM
John Smith	Communication gap -> Device communication restored	PureTrack	Supervisors	03/08/2016 09:51:09 AM
Taylor Miller	PureBeacon Proximity Tamper -> PureBeacon Proximity Tamper Closed	PureCom	Demco	03/08/2016 09:17:03 AM
William Marsh	Communication gap	PureTrack (Zone: Home1)	Supervisors	03/08/2016 08:39:01 AM
George Adams	Device Shut Down	PureTrack (Zone: PureBeacon)	Demco	03/08/2016 08:39:15 AM
George Adams	Sync Failed	PureCom	SuperCom	03/08/2016 08:39:15 AM

- Events which are classified as violations are colored in Red.
- Events which are classified as warning are colored in Blue.
- Events which are classified as normal are colored in Dark Grey.

SuperCom can define the classifications of events during implementation phase (customization is based on Customer's request).

In addition, the monitoring application notifies the user once there are new generated events in each tab, by visual and audible notification techniques: visual (bubbles, popup) and sound alerts.

Various events are included in the EMS, which allows the users to monitor the offenders. Event information covers data on the monitoring device, position (for GPS client), route (for GPS client), area, time, exclusion and inclusion areas, lack of GNSS signal (for GPS client), battery loss, monitoring device dysfunctionality data and sabotage alarms.

Events can trigger Email/SMS notifications to be sent to pre-defined users/officers. Multiple recipients are supported. The automatic notifications are configurable for each user and event.

SuperCom's EM devices incorporate multi-layered tamper detection mechanisms that work together to minimize false alarms while ensuring genuine tamper events are identified and reported immediately. For example:

- PureBeacon utilizes case tamper detection based on multiple independent sensors, including light-based and mechanical mechanisms, allowing cross-validation before generating an alert.

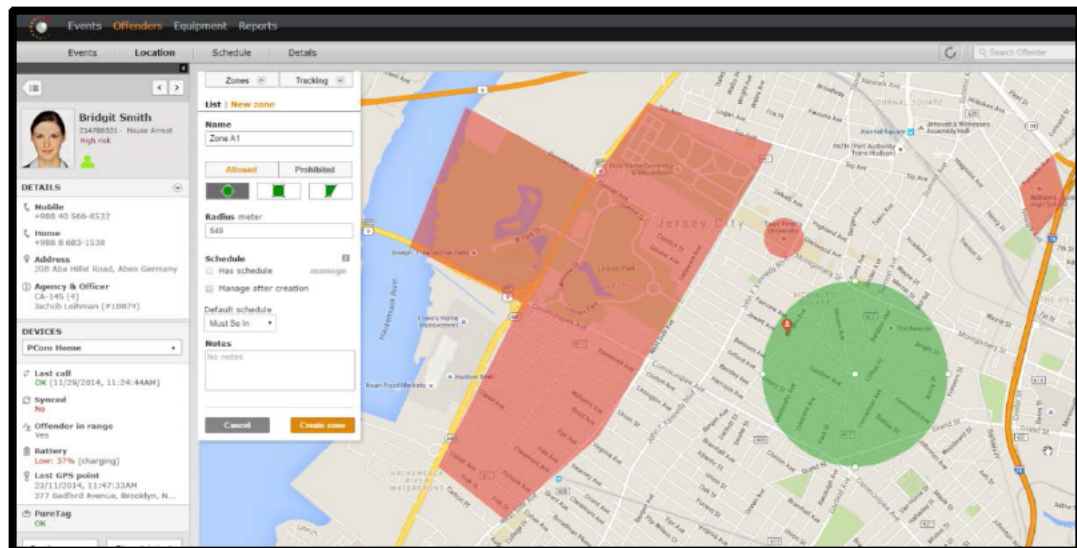


- Strap tamper detection is based on continuous fiber optic signal monitoring, managed by a proprietary algorithm with adjustable sensitivity parameters to reduce environmental or movement-related false alerts.

Additionally, the PureOne GPS tracker incorporates an on-board AI model that filters GPS drift and anomalous location points, helping prevent false location violations while maintaining accurate and timely alert notification.

**5. Describe the process for how you set up maps (e.g. exclusion zone, customizable, pre-loaded?)**

Personnel create, assign, and edit exclusion and inclusion zones and zone schedules for tracked individuals while logged into PureMonitor. PureOne can store these zones and their respective schedules in its built-in non-volatile memory. The monitoring application supports defining zones by Circle, Rectangular or free Polygon shapes. Once active, PureOne will record any equipment or zone violation. Alerts are generated once the offender gets close to (if buffer zones are enabled) or enters an exclusion zone.



Zone geography in PureMonitor is based on the agency database. SuperCom will work with the Participating Entity to create zones that can be used as templates for each offender. Additionally, zone information from your previous vendor or established addresses, such as schools, can be imported to help create zones as well. Zones can be used individually from the templates, or they can be applied to a group of offenders.

PureMonitor will immediately generate alerts for each of the given situations above, which can be viewed in the user's dashboard or received through text message or email.



**6. Describe your customizable reporting. How does the reporting work with court requests and chain of custody requirements for legal purposes.**

PureMonitor is equipped with an advanced reports module containing various reports such as events reports, offender reports, equipment reports, management reports, and more. The reports can be created based on several filters/parameters, such as time period, selected offender/s, or agency, or users can query, sort, and search on any field necessary. The data formats used in PureMonitor are compatible with and comparable to ISO standards. Date and timestamps are given as required. Locations are displayed as longitudes and latitudes based on the WGS84 lat/lon system and accurate to at least six decimal places, separated by a full stop.

Reports can be customized according to the Participating Entity's requirements. Samples of these reports are:

- Equipment history report, which includes the history of the selected equipment, associated SIM cards, etc.
- Equipment report, which includes the number of devices per agency, per monitoring type, number of devices allocated, per status of equipment, etc.
- Tracking route data
- Action log per user (user activity report).

All reporting can be downloaded or exported in a format compatible with the Participating Entity's systems and this data can be certified by our experts to use in legal proceedings upon request.

**Chain of Custody**

The SuperCom Electronic Monitoring platform is designed to support a structured digital chain of custody framework suitable for evidentiary use in judicial proceedings. The system ensures secure data collection, controlled access, traceable interactions, and preservation of data integrity throughout the lifecycle of supervision information.

All supervision data, including GPS location records, tamper alerts, zone events, device status messages, communications logs, and related case activity, is securely transmitted from monitoring devices using encrypted communication communications and stored within protected operational databases. Data is recorded with synchronized timestamps to ensure accurate chronological sequencing of supervision activity.

Access to system data is governed by role-based access control (RBAC) with least-privilege enforcement. Each user is uniquely authenticated, and all interactions with supervision



data, including viewing, acknowledgment, export, report generation, configuration changes, and integration exchanges, are recorded in secure audit logs. Audit entries capture user identity, date and time of activity, and the nature of the action performed. Audit records are access-controlled, retained in accordance with defined retention policies, and protected against unauthorized modification.

The platform supports evidentiary integrity controls consistent with digital chain of custody principles. Supervision records and audit logs are maintained in secured storage environments with administrative access restrictions and change-tracking controls. Any authorized modification (where system design permits such actions, for example administrative annotations) is logged and attributable. Controls are in place to prevent unauthorized alteration or deletion of historical supervision data.

Time synchronization mechanisms ensure that system timestamps are aligned with standardized time sources to preserve chronological accuracy. This supports reliable reconstruction of event sequences for investigative or judicial review.

#### **Customizable Reporting for Court and Legal Proceedings**

The reporting module enables authorized users to generate structured reports directly from system-recorded data. Available reports include, but are not limited to:

- Violation and compliance reports
- Event history reports
- GPS tracking history and movement summaries
- Zone entry/exit activity reports
- Device status and tamper event logs
- User action and audit history reports

Reports are generated from original system data without manual alteration. Exported reports maintain original timestamps, event sequencing, and identifying metadata. Each report includes generation date and time, system attribution, and user identification information. Report generation and export actions are themselves recorded in the audit log to preserve traceability.

Where required for legal proceedings, reports may incorporate integrity verification elements (such as system-generated reference identifiers and content verification mechanisms) to support confirmation that the report corresponds to the underlying system record at the time of generation.

#### **System Integrations and Data Exchange Integrity**

Where integrations with court systems, law enforcement platforms, or external case management systems are implemented, data exchanges occur through authenticated



and encrypted interfaces. All inbound and outbound data transactions are logged to preserve traceability and accountability. Access to integration interfaces is restricted and monitored in accordance with security governance policies.

#### **Evidentiary Handling of Physical Devices**

In cases requiring physical device inspection (e.g., suspected tamper events), documented operational procedures are followed to preserve evidentiary integrity. These procedures include controlled collection, documented handling, labelling, and restricted access during examination. Device-related digital records remain preserved within the system and correlated with physical evidence documentation.

#### **Retention and Preservation Controls**

Supervision data, audit logs, and generated reports are retained according to defined retention schedules aligned with contractual and regulatory requirements. Where necessary, case-related data may be preserved in accordance with legal or administrative directives to ensure availability for judicial proceedings.

Through secure data transmission, access-controlled storage, immutable audit logging practices, controlled reporting, authenticated integrations, and documented evidence-handling procedures, SuperCom provides a digital chain of custody framework that supports integrity, traceability, authenticity, and reliability of electronic monitoring data for court use.

#### **7. Describe how often the device collects a point and reports the location within a set time frame.**

Our PureOne device operates in Active mode. Standard acquisition rates for devices in our industry are one (1) GPS point, recorded every minute, and transmitted every ten (10) minutes, which is recommended to extend the battery life of our monitoring device. All violations are reported to PureMonitor in real time. However, with SuperCom this acquisition rate is configurable to meet the Participating Entity's standards to increase or decrease reporting times and does not require a separate device.

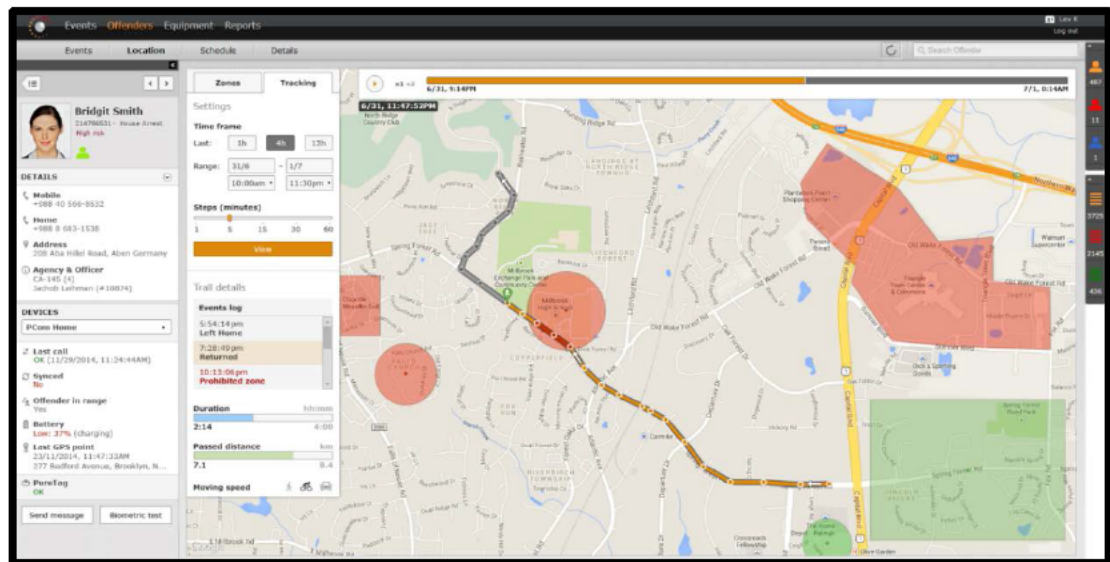
PureMonitor, which is updated quarterly, is a single application for all types of monitoring: House Arrest and GPS Tracking. The operator only needs to select and assign the relevant devices to the client to allow a new type of monitoring.

It is possible to monitor a single offender, or multiple offenders, or group which is based on the permissions of the user. The user will be able to view the offenders' alarms/events, trail/route, live locations, and handle the events accordingly.



PureMonitor features the ability to show current and historical trails of any GPS tracked individual during a certain time frame. It's useful when investigating an event/alert of a specific individual. Live Trail Playback makes it easy to analyze the individual's steps and to investigate the event quickly.

In the screenshot below, the trail of a specific client is marked in orange on the map.



On the upper right bar, the user may click on the 'Play' button to observe the client's steps (location) on a certain time frame, along with the events during that time, which are presented on the left panel.

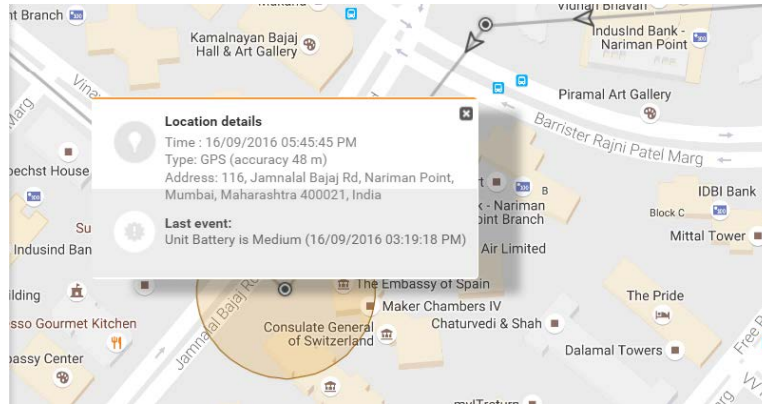
The user has ability to filter the location fix points by type, using the playback bar:

- GPS type – GPS point fix (GNSS)
- Network type – LBS point fix (Cellular or Wi-Fi).

In addition, the user may click on a location point on the map to reveal additional details, such as: Time stamp, Type (with accuracy), Address and Last event at that point.



Note that the point's accuracy is visually indicated on the map as well.



**Location points clustering** - PureMonitor supports location points clustering (for GPS tracked clients). The monitoring application performs grouping (clustering) of several location points around the same area. When a client's trail is reviewed, multiple points within a configured radius are gathered into a single point (cluster point). This makes the trail analysis far more productive and much easier.

**8. Describe your Customer Service, including at least the following:**

**a. Hours of operation**

SuperCom's U.S.-based Monitoring Center operates 24 hours a day, 7 days a week, efficiently and effectively meeting the Participating Entity's needs, utilizing reliable systems to ensure high performance and provide real-time analytic dashboards. We can provide offender contact for simple violations such as low battery alerts, and we can provide an agency's staff with support in zone creation, ordering additional equipment, and enrolling/unenrolling individuals in the system, depending on the needs of the Participating Entity. In all cases, our technicians follow streamlined workflows and clear protocols for common scenarios or escalations, which can be modified to meet your needs.

**b. Order procedures (how long to respond to order, delivery time frame). Delivery time after receipt of order? Describe online ordering procedures.**

SuperCom has provided a sample Service Level Agreement for Order Fulfillment in Attachment D.

**Order Response & Fulfillment Timeframes**

- Large Initial Onboarding Orders: Fulfilled within 15 calendar days from receipt of order, including configuration, quality assurance testing, and shipment.



- Ongoing Incremental Orders: Fulfilled within two (2) business days from receipt of order.

All equipment is pre-tested and quality-checked prior to shipment to ensure operational readiness upon delivery.

SuperCom does not currently offer online ordering; however, we do plan to implement this in the future.

**c. Product request response time (what is kept on hand at office vs ordering products) – inventory on hand**

SuperCom maintains a robust inventory management and fulfillment program to ensure uninterrupted service and rapid response to Participating Entities nationwide.

**Inventory on Hand**

- A minimum of 500 GPS units and 250 RF units are maintained at all times in SuperCom’s U.S. Operations Center in Miami, Florida.
- An additional minimum of 500 GPS units and 250 RF units are maintained in inventory at SuperCom’s primary international warehouse in Israel, providing strategic redundancy and supply chain resilience.

This dual-location, device-specific inventory structure ensures business continuity, mitigates supply chain disruptions, and enables rapid deployment for both standard and surge requirements across all monitoring categories.

While SuperCom maintains sufficient inventory levels to accommodate an Entity’s needs, our Account Managers will work with the Entity to ensure adequate shelf inventory is maintained and that needs of the program are being met.

SuperCom provides details about our training program in #9.D, below, including initial, ongoing, and supplemental training. All materials and brochures for use of the services are provided during training.

**9. How do you comply with local and state regulations (what type of research do you conduct when working with a new entity?)**

SuperCom maintains a rigorous regulatory compliance framework to ensure full compliance with all applicable federal, state, and local laws during onboarding and servicing of any new Participating Entity. Our compliance process combines structured legal research, formal due diligence, internal compliance controls, and continuous monitoring.

Prior to engaging with a new agency or entity, through our Compliance Team and in coordination with Legal Counsel, we conduct comprehensive regulatory research to



identify all applicable statutory, administrative, and operational requirements. This includes:

- **State Statutes and Administrative Codes:** Review of state-specific laws governing electronic monitoring, offender supervision, GPS tracking, privacy, and data retention.
- **Local Jurisdiction Requirements:** Evaluation of county, municipal, and court-level policies, procurement regulations, and operational standards.
- **Procurement and Contract Compliance:** Verification that engagement aligns with NASPO ValuePoint Master Agreement requirements and the Participating Addendum terms.
- **Licensing and Certification Requirements:** Identification of any required licenses, registrations, or certifications applicable to electronic monitoring providers, including private monitoring provider registrations where applicable.
- **Privacy and Data Protection Laws:** Review of federal and state privacy regulations, including CJIS (Criminal Justice Information Services) Security Policy requirements, state privacy statutes, and applicable data protection standards.

We also conduct entity-level evaluations to ensure compliance with all operational, legal, and contractual requirements for supervision, reporting, billing, and participant management to ensure alignment with SuperCom's operational and reporting capabilities. This compliance is conducted through formal contractual and administrative controls, including execution of NASPO ValuePoint Participating Addendums and associated agreements, documentation of all regulatory requirements applicable to each jurisdiction, and maintenance of written compliance checklists and jurisdiction-specific compliance profiles. To ensure that all authorized dealers, partners, and resellers comply with local and state regulations, we provide written compliance standards and operational procedures and then monitor performance and compliance through periodic audits and reporting reviews. These controls ensure all parties operate within the applicable regulatory framework.

We continuously monitor regulatory changes through reviews of legislative updates and regulatory publications, participation in industry associations and government working groups, ongoing communication with state and local agencies, and periodic internal compliance audits and reviews.

When regulatory changes occur, SuperCom promptly updates internal procedures, documentation, training materials, and system configurations to maintain compliance. SuperCom also provides ongoing compliance training to its staff, partners, and resellers, ensuring awareness of regulatory requirements and contractual obligations.



**10. Describe the on-boarding process for new Participating Entities.**

SuperCom provides a structured, comprehensive onboarding process to ensure new Participating Entities successfully implement our GPS electronic monitoring program with minimal disruption and maximum operational effectiveness. Our onboarding approach emphasizes planning, training, system configuration, and ongoing support to ensure seamless transition and rapid deployment.

**A. Post-Contract Kickoff and Project Initiation**

Immediately upon execution of the NASPO ValuePoint Participating Addendum, SuperCom initiates a formal onboarding process that includes reviewing all regulations as detailed in #9, above, as well developing a detailed implementation plan and conducting a kickoff meeting. During the kickoff meeting, we will:

- Introduce SuperCom’s implementation team and agency stakeholders
- Review implementation plan, project timeline, and milestones
- Confirm program objectives and supervision requirements
- Identify key agency contacts and decision-makers
- Review data security, reporting, and operational expectations

**B. Program Design and System Configuration**

SuperCom collaborates with agency leadership to configure the GPS monitoring platform in accordance with agency policies and supervision standards.

**Configuration Includes:**

- User roles and access levels
- Alert parameters and violation thresholds
- Inclusion and exclusion zones
- Curfew schedules
- Victim protection parameters (if applicable)
- Notification settings and escalation protocols

This ensures the system reflects agency policies from day one.

**C. Equipment Preparation and Deployment**

SuperCom prepares and deploys equipment in accordance with the agency’s implementation timeline.



**Equipment Support Includes:**

- Pre-configured GPS devices
- Device testing and quality assurance
- Shipment or on-site delivery coordination
- Inventory tracking setup
- Spare device planning

For agencies transitioning from another provider, SuperCom coordinates continuity planning to prevent supervision gaps.

**D. Comprehensive Training Program**

SuperCom provides structured, role-based training to ensure agency personnel are fully prepared to operate the system.

**Training Components:**

- Administrator training (system configuration and reporting)
- Officer training (daily monitoring operations)
- Device installation and troubleshooting procedures
- Violation response protocols
- Report generation and court documentation
- Best practices for GPS supervision

Training is available via:

- On-site training sessions
- Live virtual training
- Recorded training modules
- Training manuals and quick-reference guides

Refresher training is available as needed.

**E. Pilot Phase (Optional but Recommended)**

For new agencies or statewide deployments, SuperCom may recommend a pilot phase to:

- Validate workflows
- Confirm alert thresholds
- Test reporting procedures



- Address operational adjustments

The pilot phase allows fine-tuning prior to full-scale deployment.

#### **F. Go-Live Support**

At program launch, SuperCom provides enhanced support to ensure a smooth transition.

##### **Go-Live Support Includes:**

- Real-time technical assistance
- Dedicated implementation specialist availability
- Immediate troubleshooting support
- Monitoring of system performance
- Daily check-ins during the initial launch period

This ensures the agency's confidence and operational readiness.

#### **G. Ongoing Account Management and Customer Success**

Following implementation, SuperCom assigns a dedicated Account Manager to provide:

- Regular performance reviews
- Operational optimization recommendations
- Program expansion planning
- Ongoing training support
- Policy consultation and best practices

SuperCom maintains 24/7 technical support to ensure uninterrupted service.

#### **H. Reporting and Performance Monitoring**

SuperCom supports agencies with performance reporting tools, including:

- Activity and compliance reports
- Alert and violation summaries
- Caseload management tools
- Program utilization of metrics
- Administrative dashboards

These tools help agencies measure effectiveness and ensure accountability.



## I. Scalability and Expansion Support

SuperCom's platform is designed to scale as the agency's needs grow. Whether expanding from a pilot to full deployment or increasing caseload capacity, SuperCom supports:

- Rapid device deployment
- Additional user training
- System configuration adjustments
- Policy refinement support

### 11. Describe the on-boarding process for new Clients. Include any installation information that may apply.

SuperCom has a history of successfully on-boarding and transition programs as detailed in #10, above. Our clients appreciate our detailed implementation plan, and our timeline is adaptable to our client's needs. A sample of our on-boarding process and timeline, provided below, ensures this process will be smooth and simple.

#### Week 1:

- Offeror Responsibilities:
  - Contract award acceptance and confirmation of terms
  - Organize and lead project kick-off meeting
  - Develop and submit finalized project plan and deliverables schedule
- County Responsibilities:
  - Award and confirm contract details
  - Participate in project kick-off meeting
  - Approve final project plan and deliverables schedule

#### Week 2:

- Offeror Responsibilities:
  - Procure and ship Active GPS monitoring devices
  - Verify infrastructure readiness including communications and data systems
  - Setup and configure Active GPS monitoring devices
  - Install and configure backend software systems
- County Responsibilities:
  - Facilitate infrastructure access and readiness
  - Verify receipt and confirm delivery of devices
  - Provide access to facilities and systems required for installation
  - Collaborate in initial system setup and configuration



**Week 3:**

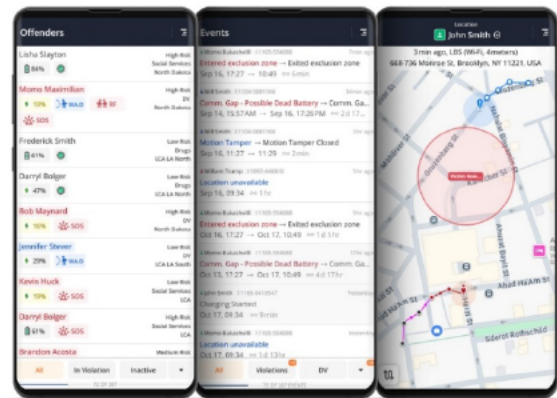
- Offeror Responsibilities:
  - Conduct internal system testing
  - Organize and deliver staff training sessions (monitoring procedures, violation management, reporting)
  - Execute live pilot testing with limited deployment
  - Adjust and fine-tune alert systems and GPS tracking intervals
- County Responsibilities:
  - Ensure staff availability for training
  - Support internal system testing activities
  - Coordinate participants for pilot testing
  - Provide timely feedback on system performance

**Week 4:**

- Offeror Responsibilities:
  - Fully deploy Active GPS ankle-worn devices
  - Manage transition from current system to the new system
  - Monitor and troubleshoot post-deployment issues
  - Conduct official project handover and seek acceptance confirmation
- County Responsibilities:
  - Facilitate full deployment and user transition
  - Provide prompt feedback on any post-deployment issues
  - Officially confirm project acceptance

**12. Provide screenshots showing the functionality and user experience of the web-based platform and the mobile platform.**

In addition to the various screenshots previously show, we are providing additional user experience graphics to show our versatile and robust functionality.



*PureMonitor application on both the web and mobile platforms*

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**Add New Time Frame**

The system checks the consistency between the default schedule and the appointment type to avoid conflict.

The upper bar within the events page will generate notification bubbles on the relevant filter tab once a new event is added to the system.

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The screenshot shows the 'Equipment' management tab in the PureMonitor system. The interface includes a navigation menu at the top with options like 'Events', 'Offenders', 'Equipment', 'Reports', 'Users', 'Agencies', 'Crime Correlation', and 'Management'. Below the navigation is a toolbar with 'Add New Equipment' and a search bar. A summary bar shows counts for different equipment types: All (21), PureCams (2), PureTags (4), PureTracks (0), GPS, and Bluetooth. The main area is a table with the following columns: Serial Number, Type, Agency, Allocated To, and Import Date.

Serial Number	Type	Agency	Allocated To	Import Date
710296	PureTag	Las Vegas		11/12/2017
710150	PureTag	Las Vegas	Ehud Test Offender	11/13/2017
610288	PureTag	Las Vegas	RF TEST SC	11/12/2017
610280	PureTag	Las Vegas		11/12/2017
6088	TRAC	Las Vegas	Alcohol Test	06/28/2017
6079	TRAC	Las Vegas	RF TEST SC	09/22/2017
6037ada	TRAC	Las Vegas		06/15/2017
6037	TRAC	Las Vegas		11/20/2017
19-900015	BLUtag	Las Vegas		11/21/2017
19-900014	BLUtag	Las Vegas	TESTER GPS SC	11/21/2017
190-900015	BLUtag	Las Vegas		11/21/2017

*PureMonitor has an equipment management tab allowing users to manage the electronic monitoring devices in the system.*

**13. Attach the Service Level Agreement for the GPS product(s) you are proposing.**

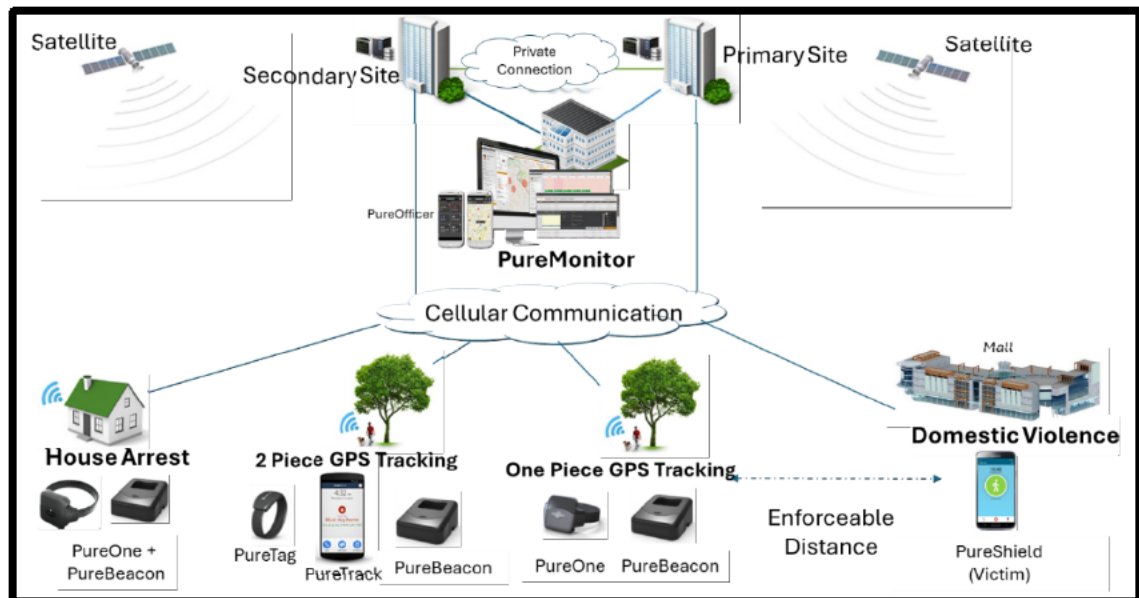
SuperCom has provided a sample Service Level Agreement for GPS Services in Attachment A.



**B. Scope of Work – Category 2: RF (Offerors are required to answer all questions if proposing for RF Services)**

**1. Describe your plan for meeting the Master Agreement Objectives identified in Attachment 02, Scope of Work.**

SuperCom’s Electronic Monitoring system integrates several components designed to work together in a complete Offender Electronic Monitoring solution. The system components are based on best-of-breed offender electronic monitoring technology to deliver and maintain high reliability and uncompromising performance.



*NOTE: Not all products are included in our proposal.*

**OBJECTIVES AND INTENDED RESULTS**

The objectives of implementing SuperCom’s electronic monitoring solution for a Participating Entity include:

- **Enhancing Monitoring Reliability and Accuracy:** Provide advanced tracking technology to improve the accuracy and reliability of electronic monitoring for the Entity’s supervised populations.
- **Improving Operational Efficiency:** Streamline monitoring and reporting processes through user-friendly interfaces, automated alert systems, and comprehensive data analytics, enabling quicker response and informed decision-making.
- **Ensuring Data Security and Compliance:** Safeguard all sensitive historical and current monitoring data throughout the transition, ensuring compliance with state and federal regulatory standards.



- **Providing Robust Training and Support:** Deliver extensive, customized training for the Entity's personnel, enabling staff to proficiently utilize SuperCom's solutions from day one.

The intended results include:

- ✓ A successful, disruption-free transition that supports uninterrupted supervision and monitoring capabilities.
- ✓ Increased confidence among staff and stakeholders in the reliability and effectiveness of the monitoring system.
- ✓ Enhanced compliance and risk management capabilities, reducing potential liabilities for the Participating Entity.
- ✓ Improved long-term operational effectiveness through a partnership focused on responsive, proactive customer service and ongoing technical support.

#### **WORK PLAN AND APPROACH**

SuperCom recognizes that a Participating Entity's decision to establish, or transition to, a new electronic monitoring vendor is a significant initiative requiring careful coordination, advanced technical expertise, and proactive management. Our team fully understands the specific operational, security, and logistical considerations inherent in this change. We commit to providing the Participating Entity with a seamless transition by addressing critical areas including data migration, system integration, staff training, stakeholder communication, and continuity of services to minimize disruption to daily operations.

SuperCom's comprehensive work plan will be tailored specifically for the Participating Entity and encompasses:

- **Project Management and Transition Planning:** Development of a detailed project plan outlining milestones, responsibilities, and timelines to ensure a smooth transition to SuperCom's electronic monitoring solution.
- **System Integration and Secure Data Migration:** Safe and accurate migration of all relevant historical data, seamless integration with existing systems, and comprehensive validation testing to assure operational continuity and data integrity.
- **Customized User Training and Documentation:** Personalized training programs for personnel, supported by intuitive documentation and user manuals tailored specifically to Participating Entity's operational needs.



- **Ongoing Technical and Operational Support:** Provision of dedicated, accessible technical support, proactive system maintenance, continuous software updates, and rapid troubleshooting to maintain optimal performance.
- **Effective Stakeholder Communication:** Regular, transparent communication with stakeholders throughout the project lifecycle, ensuring clarity, responsiveness, and full alignment with an Entity's operational objectives and standards.

We believe that our approach to operational excellence, utilizing our comprehensive solution, provides our partners with efficient processes, reduced costs, and improved service delivery.

**2. Describe the hardware you propose to meet the requirements of the SOW, including battery life.**

For the Radio Frequency (RF) House Arrest solution, SuperCom proposes using our PureHome solution. PureBeacon is paired with the PureTag bracelet which is worn on the offender's ankle. It receives the signal of the PureTag and transmits live events to the EMS (PureMonitor) application. It integrates many communication means both with the PureTag and with the EMS (PureMonitor).

**PureTag Bracelet – RF Monitoring Device**

SuperCom's PureTag bracelet tag is a small, wearable electronic device worn by an offender under monitoring. It consists of a body and an adjustable, replaceable strap.



Installation, which is performed by only one installer, is quick and easy. Only a cutting tool is required to shorten the strap if necessary. After installation it can be worn for months and doesn't require any special care.

The bracelet tag is very resistant yet still very light and comfortable. Its curved shape was specially designed to perfectly fit the ankle/wrist. Its sleek and thin design merges easily with the offender's daily activities.

**PureTag Feature Highlights**

- Ergonomic and slim design for comfortable wear by the offender
- Hypoallergenic materials

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- Strap: flexible and adjustable to ankle/wrist of any offender – one size strap which can be cut to the right size of the offender’s ankle/wrist. Once locked, the only way to remove the strap is by cutting it.
- Small and lightweight.
- Complete silence: no audible or visual alerts to the offender.
- IP68 Certified – Waterproof and Dustproof
- Battery life: minimum 12 months
- Highly secured – The unit is equipped with several sensors to detect any attempt to remove the device:
  - Strap open / cut detection
  - Case open detection
  - No movement detection
- The devices are recycled after end of life (plastics – both the body and strap).
- Malfunction alerts are supported and sent to the EMS if triggered.
- AES 256-bit encryption
- FCC/CE approved

**PureHome**

SuperCom's PureHome is a home base unit paired with PureTag to create RF Monitoring solutions. It receives the signal of the PureTag bracelet and transmits events to the PureMonitor application.

Built in an impact resistant shell and support allows enhanced and secure offender monitoring at home.





### PureHome Feature Highlights

- Easy installation procedure – quick and easy within few minutes, with no special tools needed
- Detection range – up to 150m line of sight, in open air conditions. The range is adjustable remotely.
- Highly secure device – multiple tamper mechanisms:
  - Power tamper – if the device is not plugged in.
  - Case tamper – if the case of the device is compromised.
  - Motion tamper – if the device is moved.
- Malfunction alerts are supported and sent to the EMS if triggered.
- Internal battery backup – at least 48hours
- Communication channel to the EMS – based on Cellular LTE with multi-carrier roaming
- Over-the-air communications are encrypted:
  - RF/BLE communication with the PureTag bracelet is encrypted using AES 256- bit encryption along with fraud detection mechanisms.
  - Cellular communication to the EMS is encrypted HTTPS (TLS 1.2) with AES 256- bit, along with alert mechanism to detect fraud attempts.
- Secured IP based communication to the server.
- Storage - the unit can store data of at least 30 days of usage in case there is no connection to web application (Server). Once communication restores, the events will be sent to the EMS with the original timestamp. The events will be deleted from the internal memory only when the device receives acknowledgement of receipt from the EMS.
  - The device does not store any personal data of the offender.
- Charging the device – possible with a charger which comes with the device. It supports 110V.
- The device integration with the EMS is based on standard method: REST.
- The device can be placed on a shelf or a table.
- Firmware remote upgrade is supported.
- FCC/CE approved.

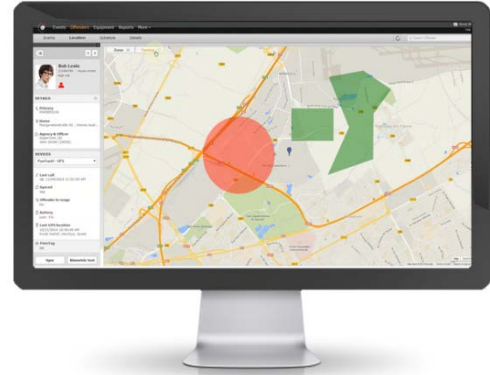


**3. Describe your software system (web-based applications, smart phone applications). Describe unique design features that ensure accuracy and/or speed of reporting.**

**PureMonitor**

SuperCom's monitoring application software - PureMonitor- is particularly easy to operate, flexible, extremely reliable and secure as well as fast performing.

PureMonitor is a user-friendly web application (web interface) designed to cover all the operators' needs in a single application and is accessible through computer, tablet, or mobile device. The application's intuitive UI enables users to work at the fast pace required for mission critical systems such as electronic monitoring.



**PureMonitor Feature Highlights:**

- Fully web-based application supported 24/7 by our Monitoring Center
- Highly intuitive and easy user interface
- Events management - viewing and handling of all events in the system, with advanced filtering mechanism
- Offender personal details management
- Enhanced offender curfew management:
  - Offender schedule management
  - Intuitive offender zone management:
    - Advanced offender location engine
    - Zones and curfew easy defining
    - Real-time location positioning of each GPS tracked offender
    - Historical location (trail) of GPS tracked offenders
- Equipment management (assignment, activation, deactivation, remote configuration)
- System configuration and administration (users management, with role permissions defining)
- Ability to create reports of audit records, events, action logs, and more
- SMS and email notifications to personnel
- Easy and flexible customizations for the Participating Entity



- Highly secured monitoring experience - Access only via HTTPS (TLS 1.2) connection

### **PureMonitor Operations**

SuperCom recognizes the critical importance of continuous system availability for offender monitoring and supervision. The solution is architected and operated to meet the required availability level of 99.99%, minimizing the risk of service disruption due to hardware or software failures.

The platform architecture incorporates both multi-availability zone redundancy within a primary region and geographically separate cross-region deployment to ensure resilience and continuity in the event of a regional service disruption.

### **Cloud Infrastructure Foundation**

SuperCom's monitoring platform is hosted on Amazon Web Services (AWS), leveraging enterprise-grade cloud infrastructure designed for high availability and fault tolerance. The system is deployed using:

- Multi-availability zone configurations within the primary region
- Redundant service components
- SQL Server Always On availability groups for database replication
- Cross-region replication and failover capability to a geographically distinct secondary AWS region

AWS infrastructure is backed by formal Service Level Agreements (SLAs) for core services, with availability targets that align with or exceed 99.99% service objectives depending on the specific services utilized. This architecture supports enterprise-level reliability and operational continuity

### **High Availability Architecture**

SuperCom's solution utilizes resilient cloud architecture incorporating:

- Multi-availability zone deployment
- Active cross-region disaster recovery architecture
- Geographically redundant infrastructure



- Redundant application servers
- Load balancing across computer instances
- SQL Server Always On with automatic failover
- Infrastructure health monitoring and automated recovery processes

This design eliminates single points of failure and ensures service continuity in the event of component-level, availability zone-level, or regional disruptions.

### **Continuity of Operations Plan (COOP)**

SuperCom maintains a documented Continuity of Operations Plan to ensure uninterrupted service delivery during unforeseen events. The plan includes:

- Defined incident response procedures
- Escalation protocols and communication pathways
- Redundant infrastructure deployed across multiple availability zones and geographically distinct regions
- Real-time infrastructure and application monitoring
- Clearly defined roles and responsibilities across technical and management teams

Continuous monitoring tools track system health and performance, generating automated alerts based on predefined thresholds. These alerts are immediately escalated to technical teams for investigation and resolution.

### **Disaster Recovery (DR)**

SuperCom maintains a formal Disaster Recovery Plan designed to ensure restoration of services in the event of a significant incident, including region-wide disruption.

The DR framework includes:

- Automated, regular backups
- Encrypted data storage
- Continuous cross-region data replication to a geographically separate AWS region



- Near-zero Recovery Point Objective (RPO) due to continuous database synchronization
- Automatic cross-region failover mechanisms with a maximum Recovery Time Objective (RTO) of 15 minutes
- Annual validation and testing of failover and recovery procedures

In the event of a regional failure or significant disruption in the primary region, all system traffic, including monitoring devices, web users, administrative users, and API integrations, is automatically diverted to the disaster recovery site located in a geographically separate AWS region.

This automated diversion ensures continuity of device communication, alert generation, supervision visibility, and reporting functionality with minimal operational interruption.

Redundancy across availability zones and geographically distinct regions ensures fault tolerance and minimizes the impact of infrastructure-level or regional disruptions.

### **Planned Maintenance**

Planned maintenance activities are scheduled outside standard operational hours whenever possible and communicated in advance to minimize operational impact. Rolling deployment strategies are utilized to prevent service interruption during updates.

### **Audit Logs**

The SuperCom Electronic Monitoring (EM) platform incorporates structured audit logging and defined data retention controls designed to align with the CJIS Security Policy requirements applicable to Criminal Justice Information (CJI). Within SuperCom's EM system, CJI includes offender identifiers, supervision status, GPS location history, zones and schedules definitions, alerts, officer actions, and court-related documentation. Sensitive data encryption is applied as necessary. The platform ensures that both supervision data and user interaction with that data are auditable and retained in accordance with CJIS expectations.

#### **1. Audit Trail Controls**

The system maintains comprehensive audit logs recording all access to and interaction with CJI, including:

- User authentication attempts (successful and failed)



- User logoff
- Any action in the system like:
  - User creation or modification
  - View or alter of offender data such as details, zones, schedules
  - Acknowledgment and handling of alerts
  - Report generation and data exports
  - Role and permission updates
  - Configuration changes
- Each audit record includes:
  - Unique user and action identifiers
  - Action date and time stamp (synchronized system time)
  - Description of the action performed with indication of action's success or failure
  - Identification of the affected offender or record (where applicable)
  - User's IP address

Audit logs are access-controlled and protected against unauthorized modification. Administrative privileges do not permit alteration or deletion of historical audit entries.

## 2. Audit Log Retention

Audit logs are retained with online access for a minimum of 1 year, before being archived, consistent with CJIS audit retention requirements. Archived audit data remains retrievable for investigative or compliance review purposes.

Retention policies are documented and enforced through system configuration controls.

## 3. Supervision Data Retention

Supervision data, including location history, event records, and case documentation, is retained in accordance with the contracting agency's policies. The system supports configurable retention periods to align with statutory or agency-defined requirements.

Data is preserved in its original time-stamped form and is not modified through standard user operations. Upon expiration of retention periods, data is securely deleted in accordance with documented data disposal procedures.



#### 4. Traceability and Evidentiary Support

All supervision events generated by devices (e.g., tamper alerts, zone and schedule violations, GPS location points) are time-stamped and recorded upon receipt by the platform. User interactions with these records are logged separately within audit logs to preserve traceability.

This separation of supervision data and audit records ensures:

- Chronological accuracy
- Accountability for user access
- Documented history of record handling
- Support for judicial or investigative review

#### 5. CJIS Governance Alignment

Access to CJIS within SuperCom's EM platform is restricted to authorized users through role-based permissions and multi-factor authentication. Audit records and retention controls are structured to support review by authorized agency personnel and, where applicable, CJIS oversight authorities.

#### 4. What are the number of settings and general distances of the available range settings of the proposed RF system?

The proposed RF system includes four predefined range settings:

- Minimum - approximately 400 sq ft
- Medium - approximately 800 sq ft
- Long - approximately 1,200 sq ft
- Maximum - approximately 1,600 sq ft

Distances are measured in square footage, assuming the RF home unit is centrally located within the residence.

In addition to these predefined settings, range settings can be adjusted as needed to accommodate specific residence layouts or agency requirements.

#### 5. Describe the alerts that can be set up (time, tamper alerts, low battery, etc). Describe the process for setting system alerts for violations (curfew, tamper). Include the alert intervals and how long it will take for the hardware to communicate with the software. Describe how the technology reduces false tampers and ensures accurate alert notification.

PureMonitor supports an advanced event handling mechanism, which makes the handling procedures productive and efficient. The module includes:

- Event automatic generation
- Event handling
- Event logging

# Request for Proposals for ELECTRONIC MONITORING

Issued by the **State of Nevada**  
**Solicitation Number 99SWC-S3474**



- Remarks management
- Generation of notifications (SMS/EMAIL)
- Archiving

In the system, events are classified into 3 severities: violations, alarms and regular events (differ by the color in the events list):

Offender name	Event type	Event source	Agency	Event time
John Smith	Entered Exclusion Zone	PureTrack (Zone: Home1)	Supercom	03/08/2016 11:22:21 AM
Lopez HB	Entered Perimeter Range	PureTrack (Zone: Perimeter)	Supercom	03/08/2016 11:22:28 AM
David Scott	Perimeter Proximity Tamper	PureCom	Supercom	03/08/2016 11:22:28 AM
Lopez HB	Sync Successful	PureCom	Argentiva	03/08/2016 11:22:17 AM
Henry Scott	Communication gap	PureCom	Supercom	03/08/2016 10:44:20 AM
George Adams	Did not return	PureCom	Supercom	03/08/2016 10:34:48 AM
William Marsh	Vehicle SOS	PureTrack	Supercom	03/08/2016 10:19:01 AM
George Adams	Unit Battery is Low	PureTrack	Supercom	03/08/2016 10:16:32 AM
William Marsh	GPS Proximity	PureTrack	HeadAgency	03/08/2016 09:53:58 AM
Lopez HB	Device Charging Started	PureTrack	SuperCom	03/08/2016 09:53:14 AM
PureTrack Ver 121104	Power on after sudden shutdown	PureTrack	Argentiva	03/08/2016 09:52:13 AM
PureTrack Ver 121104	Device start up	PureCom	HeadAgency	03/08/2016 09:52:12 AM
John Smith	Communication gap -> Device communication restored	PureCom	Supercom	03/08/2016 09:51:59 AM
Taylor Miller	Perimeter Proximity Tamper -> Perimeter Proximity Tamper Closed	PureCom	Demo	03/08/2016 09:17:10 AM
William Marsh	Communication gap	PureTrack (Zone: Home1)	Supercom	03/08/2016 08:39:01 AM
George Adams	Device Shut Down	PureTrack (Zone: Perimeter)	Demo	03/08/2016 08:39:13 AM
George Adams	Sync Failed	PureCom	SuperCom	03/08/2016 08:39:13 AM

- Events which are classified as violations are colored in Red.
- Events which are classified as warning are colored in Blue.
- Events which are classified as normal are colored in Dark Grey.

SuperCom can define the classifications of events during implementation phase (customization is based on Customer's request).

In addition, the monitoring application notifies the user once there are new generated events in each tab, by visual and audible notification techniques: visual (bubbles, popup) and sound alerts.

Various events are included in the EMS, which allows the users to monitor the offenders. Event information covers data on the monitoring device, area, time, exclusion and inclusion areas, battery loss, monitoring device dysfunctionality data and sabotage alarms.

Events can trigger Email/SMS notifications to be sent to pre-defined users/officers. Multiple recipients are supported. The automatic notifications are configurable for each user and event.

SuperCom's EM devices incorporate multi-layered tamper detection mechanisms that work together to minimize false alarms while ensuring genuine tamper events are identified and reported immediately. For example:



- PureHome utilizes case tamper detection based on multiple independent sensors, including light-based and mechanical mechanisms, allowing cross-validation before generating an alert.
- Strap tamper detection is based on continuous fiber optic signal monitoring, managed by a proprietary algorithm with adjustable sensitivity parameters to reduce environmental or movement-related false alerts.

**6. Describe your customizable reporting. How does the reporting work with court requests and chain of custody requirements for legal purposes.**

PureMonitor is equipped with an advanced reports module containing various reports such as events reports, offender reports, equipment reports, management reports, and more. The reports can be created based on several filters/parameters, such as time period, selected offender/s, or agency, or users can query, sort, and search on any field necessary. The data formats used in PureMonitor are compatible with and comparable to ISO standards. Date and timestamps are given as required. Locations are displayed as longitudes and latitudes based on the WGS84 lat/lon system and accurate to at least six decimal places, separated by a full stop.

Reports can be customized according to the Participating Entity's requirements. Samples of these reports are:

- Equipment history report, which includes the history of the selected equipment, associated SIM cards, etc.
- Equipment report, which includes the number of devices per agency, per monitoring type, number of devices allocated, per status of equipment, etc.
- Tracking route data
- Action log per user (user activity report).

All reporting can be downloaded or exported in a format compatible with the Participating Entity's systems and this data can be certified by our experts to use in legal proceedings upon request.

**Chain of Custody**

The SuperCom Electronic Monitoring platform is designed to support a structured digital chain of custody framework suitable for evidentiary use in judicial proceedings. The system ensures secure data collection, controlled access, traceable interactions, and preservation of data integrity throughout the lifecycle of supervision information.



All supervision data, including GPS location records, tamper alerts, zone events, device status messages, communications logs, and related case activity, is securely transmitted from monitoring devices using encrypted communication communications and stored within protected operational databases. Data is recorded with synchronized timestamps to ensure accurate chronological sequencing of supervision activity.

Access to system data is governed by role-based access control (RBAC) with least-privilege enforcement. Each user is uniquely authenticated, and all interactions with supervision data, including viewing, acknowledgment, export, report generation, configuration changes, and integration exchanges, are recorded in secure audit logs. Audit entries capture user identity, date and time of activity, and the nature of the action performed. Audit records are access-controlled, retained in accordance with defined retention policies, and protected against unauthorized modification.

The platform supports evidentiary integrity controls consistent with digital chain of custody principles. Supervision records and audit logs are maintained in secured storage environments with administrative access restrictions and change-tracking controls. Any authorized modification (where system design permits such actions, for example administrative annotations) is logged and attributable. Controls are in place to prevent unauthorized alteration or deletion of historical supervision data.

Time synchronization mechanisms ensure that system timestamps are aligned with standardized time sources to preserve chronological accuracy. This supports reliable reconstruction of event sequences for investigative or judicial review.

#### **Customizable Reporting for Court and Legal Proceedings**

The reporting module enables authorized users to generate structured reports directly from system-recorded data. Available reports include, but are not limited to:

- Violation and compliance reports
- Event history reports
- GPS tracking history and movement summaries
- Zone entry/exit activity reports
- Device status and tamper event logs
- User action and audit history reports

Reports are generated from original system data without manual alteration. Exported reports maintain original timestamps, event sequencing, and identifying metadata. Each report includes generation date and time, system attribution, and user identification information. Report generation and export actions are themselves recorded in the audit log to preserve traceability.



Where required for legal proceedings, reports may incorporate integrity verification elements (such as system-generated reference identifiers and content verification mechanisms) to support confirmation that the report corresponds to the underlying system record at the time of generation.

#### **System Integrations and Data Exchange Integrity**

Where integrations with court systems, law enforcement platforms, or external case management systems are implemented, data exchanges occur through authenticated and encrypted interfaces. All inbound and outbound data transactions are logged to preserve traceability and accountability. Access to integration interfaces is restricted and monitored in accordance with security governance policies.

#### **Evidentiary Handling of Physical Devices**

In cases requiring physical device inspection (e.g., suspected tamper events), documented operational procedures are followed to preserve evidentiary integrity. These procedures include controlled collection, documented handling, labelling, and restricted access during examination. Device-related digital records remain preserved within the system and correlated with physical evidence documentation.

#### **Retention and Preservation Controls**

Supervision data, audit logs, and generated reports are retained according to defined retention schedules aligned with contractual and regulatory requirements. Where necessary, case-related data may be preserved in accordance with legal or administrative directives to ensure availability for judicial proceedings.

Through secure data transmission, access-controlled storage, immutable audit logging practices, controlled reporting, authenticated integrations, and documented evidence-handling procedures, SuperCom provides a digital chain of custody framework that supports integrity, traceability, authenticity, and reliability of electronic monitoring data for court use.

### **7. Describe your Customer Service, including at least the following:**

#### **a. Hours of operation**

SuperCom's U.S.-based Monitoring Center operates 24 hours a day, 7 days a week, efficiently and effectively meeting the Participating Entity's needs, utilizing reliable systems to ensure high performance and provide real-time analytic dashboards. We can provide offender contact for simple violations such as low battery alerts, and we can provide an agency's staff with support in zone creation, ordering additional equipment,



and enrolling/unenrolling individuals in the system, depending on the needs of the Participating Entity. In all cases, our technicians follow streamlined workflows and clear protocols for common scenarios or escalations, which can be modified to meet your needs.

**b. Order procedures (how long to respond to order, delivery time frame). Delivery time after receipt of order? Describe online ordering procedures.**

SuperCom has provided a sample Service Level Agreement for Order Fulfillment in Attachment D.

Order Response & Fulfillment Timeframes

- Large Initial Onboarding Orders: Fulfilled within 15 calendar days from receipt of order, including configuration, quality assurance testing, and shipment.
- Ongoing Incremental Orders: Fulfilled within two (2) business days from receipt of order.

All equipment is pre-tested and quality-checked prior to shipment to ensure operational readiness upon delivery.

SuperCom does not currently offer online ordering; however, we do plan to implement this in the future.

**c. Product request response time (what is kept on hand at office vs ordering products) – inventory on hand**

SuperCom maintains a robust inventory management and fulfillment program to ensure uninterrupted service and rapid response to Participating Entities nationwide.

Inventory on Hand

- A minimum of 500 GPS units and 250 RF units are maintained at all times in SuperCom's U.S. Operations Center in Miami, Florida.
- An additional minimum of 500 GPS units and 250 RF units are maintained in inventory at SuperCom's primary international warehouse in Israel, providing strategic redundancy and supply chain resilience.

This dual-location, device-specific inventory structure ensures business continuity, mitigates supply chain disruptions, and enables rapid deployment for both standard and surge requirements across all monitoring categories.

While SuperCom maintains sufficient inventory levels to accommodate an Entity's needs, our Account Managers will work with the Entity to ensure adequate shelf inventory is maintained and that needs of the program are being met.



SuperCom provides details about our training program in #9.D, below, including initial, ongoing, and supplemental training. All materials and brochures for use of the services are provided during training.

**8. How do you comply with local and state regulations (what type of research do you conduct when working with a new entity?)**

SuperCom maintains a rigorous regulatory compliance framework to ensure full compliance with all applicable federal, state, and local laws during onboarding and servicing of any new Participating Entity. Our compliance process combines structured legal research, formal due diligence, internal compliance controls, and continuous monitoring.

Prior to engaging with a new agency or entity, through our Compliance Team and in coordination with Legal Counsel, we conduct comprehensive regulatory research to identify all applicable statutory, administrative, and operational requirements. This includes:

- State Statutes and Administrative Codes: Review of state-specific laws governing electronic monitoring, offender supervision, GPS tracking, privacy, and data retention.
- Local Jurisdiction Requirements: Evaluation of county, municipal, and court-level policies, procurement regulations, and operational standards.
- Procurement and Contract Compliance: Verification that engagement aligns with NASPO ValuePoint Master Agreement requirements and the Participating Addendum terms.
- Licensing and Certification Requirements: Identification of any required licenses, registrations, or certifications applicable to electronic monitoring providers, including private monitoring provider registrations where applicable.
- Privacy and Data Protection Laws: Review of federal and state privacy regulations, including CJIS (Criminal Justice Information Services) Security Policy requirements, state privacy statutes, and applicable data protection standards.

We also conduct entity-level evaluations to ensure compliance with all operational, legal, and contractual requirements for supervision, reporting, billing, and participant management to ensure alignment with SuperCom's operational and reporting capabilities. This compliance is conducted through formal contractual and administrative controls, including execution of NASPO ValuePoint Participating Addendums and associated agreements, documentation of all regulatory requirements applicable to each jurisdiction, and maintenance of written compliance checklists and jurisdiction-specific compliance profiles. To ensure that all authorized dealers, partners, and resellers comply with local and state regulations, we provide written compliance standards and operational procedures and then monitor performance and compliance through periodic audits and reporting



reviews. These controls ensure all parties operate within the applicable regulatory framework.

We continuously monitor regulatory changes through reviews of legislative updates and regulatory publications, participation in industry associations and government working groups, ongoing communication with state and local agencies, and periodic internal compliance audits and reviews.

When regulatory changes occur, SuperCom promptly updates internal procedures, documentation, training materials, and system configurations to maintain compliance. SuperCom also provides ongoing compliance training to its staff, partners, and resellers, ensuring awareness of regulatory requirements and contractual obligations.

## **9. Describe the on-boarding process for new Participating Entities.**

SuperCom provides a structured, comprehensive onboarding process to ensure new Participating Entities successfully implement our GPS electronic monitoring program with minimal disruption and maximum operational effectiveness. Our onboarding approach emphasizes planning, training, system configuration, and ongoing support to ensure seamless transition and rapid deployment.

### **A. Post-Contract Kickoff and Project Initiation**

Immediately upon execution of the NASPO ValuePoint Participating Addendum, SuperCom initiates a formal onboarding process that includes reviewing all regulations as detailed in #9, above, as well developing a detailed implementation plan and conducting a kickoff meeting. During the kickoff meeting, we will:

- Introduce SuperCom’s implementation team and agency stakeholders
- Review implementation plan, project timeline, and milestones
- Confirm program objectives and supervision requirements
- Identify key agency contacts and decision-makers
- Review data security, reporting, and operational expectations

### **B. Program Design and System Configuration**

SuperCom collaborates with agency leadership to configure the GPS monitoring platform in accordance with agency policies and supervision standards.



**Configuration Includes:**

- User roles and access levels
- Alert parameters and violation thresholds
- Inclusion and exclusion zones
- Curfew schedules
- Victim protection parameters (if applicable)
- Notification settings and escalation protocols

This ensures the system reflects agency policies from day one.

**C. Equipment Preparation and Deployment**

SuperCom prepares and deploys equipment in accordance with the agency's implementation timeline.

**Equipment Support Includes:**

- Pre-configured GPS devices
- Device testing and quality assurance
- Shipment or on-site delivery coordination
- Inventory tracking setup
- Spare device planning

For agencies transitioning from another provider, SuperCom coordinates continuity planning to prevent supervision gaps.

**D. Comprehensive Training Program**

SuperCom provides structured, role-based training to ensure agency personnel are fully prepared to operate the system.

**Training Components:**

- Administrator training (system configuration and reporting)
- Officer training (daily monitoring operations)
- Device installation and troubleshooting procedures
- Violation response protocols
- Report generation and court documentation
- Best practices for GPS supervision



Training is available via:

- On-site training sessions
- Live virtual training
- Recorded training modules
- Training manuals and quick-reference guides

Refresher training is available as needed.

#### **E. Pilot Phase (Optional but Recommended)**

For new agencies or statewide deployments, SuperCom may recommend a pilot phase to:

- Validate workflows
- Confirm alert thresholds
- Test reporting procedures
- Address operational adjustments

The pilot phase allows fine-tuning prior to full-scale deployment.

#### **F. Go-Live Support**

At program launch, SuperCom provides enhanced support to ensure a smooth transition.

##### **Go-Live Support Includes:**

- Real-time technical assistance
- Dedicated implementation specialist availability
- Immediate troubleshooting support
- Monitoring of system performance
- Daily check-ins during the initial launch period

This ensures the agency's confidence and operational readiness.

#### **G. Ongoing Account Management and Customer Success**

Following implementation, SuperCom assigns a dedicated Account Manager to provide:

- Regular performance reviews
- Operational optimization recommendations



- Program expansion planning
- Ongoing training support
- Policy consultation and best practices

SuperCom maintains 24/7 technical support to ensure uninterrupted service.

#### **H. Reporting and Performance Monitoring**

SuperCom supports agencies with performance reporting tools, including:

- Activity and compliance reports
- Alert and violation summaries
- Caseload management tools
- Program utilization of metrics
- Administrative dashboards

These tools help agencies measure effectiveness and ensure accountability.

#### **I. Scalability and Expansion Support**

SuperCom's platform is designed to scale as the agency's needs grow. Whether expanding from a pilot to full deployment or increasing caseload capacity, SuperCom supports:

- Rapid device deployment
- Additional user training
- System configuration adjustments
- Policy refinement support

### **10. Describe the on-boarding process for new Clients. Include any installation information that may apply.**

SuperCom has a history of successfully on-boarding and transition programs as detailed in #10, above. Our clients appreciate our detailed implementation plan, and our timeline is adaptable to our client's needs. A sample of our on-boarding process and timeline, provided below, ensures this process will be smooth and simple.

#### **Week 1:**

- Offeror Responsibilities:
  - Contract award acceptance and confirmation of terms
  - Organize and lead project kick-off meeting
  - Develop and submit finalized project plan and deliverables schedule



- County Responsibilities:
  - Award and confirm contract details
  - Participate in project kick-off meeting
  - Approve final project plan and deliverables schedule

**Week 2:**

- Offeror Responsibilities:
  - Procure and ship Active GPS monitoring devices
  - Verify infrastructure readiness including communications and data systems
  - Setup and configure Active GPS monitoring devices
  - Install and configure backend software systems
- County Responsibilities:
  - Facilitate infrastructure access and readiness
  - Verify receipt and confirm delivery of devices
  - Provide access to facilities and systems required for installation
  - Collaborate in initial system setup and configuration

**Week 3:**

- Offeror Responsibilities:
  - Conduct internal system testing
  - Organize and deliver staff training sessions (monitoring procedures, violation management, reporting)
  - Execute live pilot testing with limited deployment
  - Adjust and fine-tune alert systems and GPS tracking intervals
- County Responsibilities:
  - Ensure staff availability for training
  - Support internal system testing activities
  - Coordinate participants for pilot testing
  - Provide timely feedback on system performance

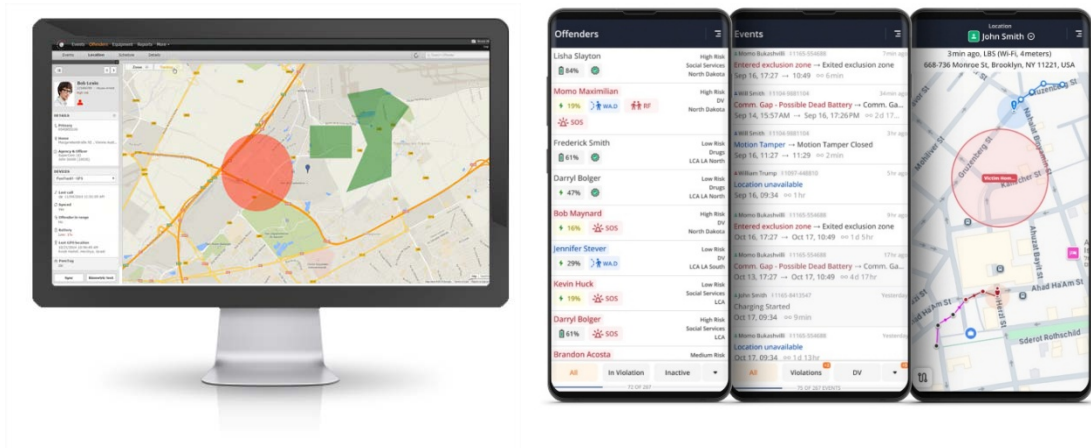
**Week 4:**

- Offeror Responsibilities:
  - Fully deploy Active GPS ankle-worn devices
  - Manage transition from current system to the new system
  - Monitor and troubleshoot post-deployment issues
  - Conduct official project handover and seek acceptance confirmation
- County Responsibilities:
  - Facilitate full deployment and user transition
  - Provide prompt feedback on any post-deployment issues
  - Officially confirm project acceptance



**11. Provide screen shots showing the functionality and user experience of the web-based platform as well as the mobile platform.**

In addition to the various screenshots previously show, we are providing additional user experience graphics to show our versatile and robust functionality.



*PureMonitor application on both the web and mobile platforms*

**Request for Proposals for  
ELECTRONIC MONITORING**

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**Add New Time Frame**

Labels:

Type:

All day  Repeat

Start Time:

End Time:

Note:

Repeats:   
 Daily   
 Weekly   
 Weekdays (Mon - Fri)

Every:  days on

Ends:   
 Never (until 07/30/2015)   
 After  occurrences   
 On

*The system checks the consistency between the default schedule and the appointment type to avoid conflict.*

*The upper bar within the events page will generate notification bubbles on the relevant filter tab once a new event is added to the system.*

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The screenshot shows the 'Equipment' management tab in the PureMonitor system. The interface includes a navigation menu at the top with options like 'Events', 'Offenders', 'Equipment', 'Reports', 'Users', 'Agencies', 'Crime Correlation', and 'Management'. Below the menu is a toolbar with 'Add New Equipment' and 'Search Equipment' buttons. A tabbed interface shows 'All 21' selected, with other tabs for 'PureComs 2', 'PureTags 4', 'PureTracks 0', 'GPS', and 'BluHome'. The main area displays a table of equipment records.

Serial Number	Type	Agency	Allocated To	Import Date
710296	PureTag	MISSOURI		11/12/2017
710150	PureTag	MISSOURI	Ehud Test Offender	11/13/2017
610288	PureTag	MISSOURI	RF TEST SC	11/12/2017
610280	PureTag	MISSOURI		11/12/2017
6088	TRAC	MISSOURI	Alcohol Test	06/29/2017
6079	TRAC	MISSOURI	RF TEST SC	05/22/2017
60379da	TRAC	MISSOURI		06/15/2017
6037	TRAC	MISSOURI		11/20/2017
18-900015	BLUtag	MISSOURI		11/21/2017
18-900014	BLUtag	MISSOURI	TESTER GPS SC	11/21/2017
180-900015	BLUtag	MISSOURI		11/21/2017

*PureMonitor has an equipment management tab allowing users to manage the electronic monitoring devices in the system.*

**12. Attach the Service Level Agreement for the RF product(s) you are proposing.**

SuperCom has provided a sample Service Level Agreement for RF Services in Attachment B.

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- 
- C. Scope of Work – Category 3: Alcohol Monitoring GPS (Offerors are required to answer all questions if proposing for any Alcohol Monitoring Services. Furthermore, the Offerors shall distinguish which Alcohol Monitoring Services apply to each of the subcategories (CAM/TAC or RAM))**

SuperCom is not offering an Alcohol Monitoring option at this time.



**ALL QUESTIONS BELOW MUST BE ANSWERED REGARDLESS OF THE CATEGORY(IES) TO WHICH YOU ARE RESPONDING.**

**D. Customer Satisfaction.**

**1. Provide evidence of your customers' satisfaction with your product or services.**

**a. Client retention rate during the past 3 years**

[REDACTED]

This retention performance reflects a combination of exceptional customer service, a high-performing and reliable monitoring solution, and continuous product innovation. SuperCom consistently delivers advanced new features and system enhancements within existing contracts, enabling customers to benefit from technological advancements without operational disruption or contract instability.

SuperCom's sustained retention across both domestic and international government markets demonstrates long-term partnership strength, performance consistency, and trusted service delivery in mission-critical public safety environments.

**b. Customer surveys/references**

Customer Name	Customer Contact	Contract Scope	Contract Start Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

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Customer Name	Customer Contact	Contract Scope	Contract Start Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]



Customer Name	Customer Contact	Contract Scope	Contract Start Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**c. Vendor performance ratings**

As evidenced by our retention rate, and company growth noted in #3 below, SuperCom’s clients are continually exceedingly satisfied with our performance.

**2. Provide a brief history of your company.**

SuperCom, Inc (SuperCom) is a leading global provider of traditional and digital identity solutions, advanced safety and security products, and solutions to governments as well as private and public institutions around the world. Established in 1988 (as SuperCom Ltd.), the company is headquartered in Tel Aviv, Israel, and is publicly traded on NASDAQ under the ticker SPCB. We maintain offices in both Florida and California, with account executives and customer success managers available throughout the United States.

SuperCom operates through three main divisions: Secure ID, IOT and Cybersecurity. We are known for providing outstanding innovative turnkey solutions, most notably of which is our offering in the field of electronic monitoring, with solutions deployed throughout the United States, Canada, and multiple European countries.

SuperCom, Inc. was incorporated in January 2010 and for more than fifteen (15) years has provided electronic monitoring to an extensive list of Sheriff Departments, Probation Departments, and other judicial entities both nationally and internationally. SuperCom has continued to have strong growth and the ability to offer expanded products and services. We partner with our customers to develop enhancements and improved solutions that are implemented within our products and services. Our long-term experience in managing electronic monitoring programs has led to strong



relationships with our team members leading the way in championing change to standards, protocols, and legislation across the industry.

### **3. Describe your company's growth during the past three years.**

Over the past three years, SuperCom has experienced substantial and sustained growth across its U.S. and international electronic monitoring operations, driven by increased market adoption, expanded geographic coverage, and continued investment in technology and personnel.

#### **Organizational & Operational Growth**

To support rapid expansion and ensure consistent, high-quality service delivery, SuperCom has significantly scaled its U.S. operations by:

- Expanding 24/7 technical support and monitoring center staffing
- Growing Customer Success and account management teams to ensure proactive engagement and high retention
- Increasing field support and implementation resources to support accelerated onboarding of new customers

In parallel, SuperCom has expanded its Research & Development organization to drive continuous innovation and deliver next-generation GPS, RF, and DV Monitoring solutions. These investments have enabled ongoing enhancements in device performance, battery life, location accuracy, reporting functionality, system security and reliability, ensuring alignment with evolving CJIS, NIST, and public safety requirements.

#### **U.S. Market Growth**

SuperCom has achieved exponential growth in the United States during the past three years, including:

- Expansion into 16 new states
- Award of over 40 new EM contracts
- Significant increase in active monitored populations and monitoring programs

This growth reflects strong agency adoption of SuperCom's EM solutions and demonstrates our ability to scale operations while maintaining service quality, uptime, and customer satisfaction.



### International Market Growth

Internationally, SuperCom has:

- Signed multiple new national-level contracts across Europe
- Maintained and expanded long-standing government contracts
- Broadened the scope of existing programs to include additional monitoring modalities, including Domestic Violence (DV) monitoring and other high-risk supervision programs

Many of SuperCom's international contracts have extended beyond their original term and have been renewed or expanded, reflecting long-term customer confidence and program success.

### Overall Impact

As a result of this multi-dimensional growth strategy - geographic expansion, organizational scaling, and continued technological advancement - SuperCom's global EM footprint has increased significantly across both the U.S. and European markets. The Company has demonstrated its ability to grow rapidly while maintaining operational stability, compliance, and high customer retention.

This sustained growth positions SuperCom as a reliable, scalable, and innovation-driven partner capable of supporting nationwide and multi-jurisdictional programs under the NASPO ValuePoint Master Agreement.

#### **4. Describe your company's experience performing the same or similar Scope of Work or providing the same or similar Deliverables to other public sector customers.**

SuperCom has a highly qualified electronic monitoring team. Our executive and account management teams have extensive experience in corrections, technology, and community supervision, including project management, system integration, customer service, and contract compliance. With over 15 years of experience providing electronic monitoring solutions in both the United States and internationally, we have provided GPS and RF monitoring devices and reporting for over 50,000 offenders.

#### **E. Describe what, if any, software integration support that can be provided by the Contractor to integrate with a State's Offender Management System, if the State chooses to.**

SuperCom, utilizing PureMonitor, provides robust and flexible integration capabilities based on standard web interfaces (SOAP and REST) to allow integration with County, State, and 3<sup>rd</sup> party systems. The application's integration support is quite flexible to meet the Participating Entity's needs.



The SuperCom team, working together with Participating Entity, can customize the system's interfaces to integrate with other systems via API.

**F. Describe what, if any, artificial intelligence technologies you will be using in your performance of a Master Agreement resulting from this RFP and how and for what purposes such technologies would be used. Include any future plans for use of AI for products and/or services.**

SuperCom invests significantly in research and development to create practical value with AI-powered solutions. Our focus is on turning advanced technology into reliable, easy-to-use products.

Our PureOne 1-piece tracking device features an AI-enabled SoC using Edge AI technology, enabling adaptive, real-time intelligence for improved performance and efficiency. Below are listed existing AI features and roadmap functionality.

**Available AI Features**

**1. AI-Powered Detection of Indoor/Outdoor**

Leveraging advanced AI, PureOne (1-piece) precisely distinguishes between indoor and outdoor environments. By providing critical insights into offenders' whereabouts, this intelligent capability not only enhances tracking accuracy but also serves as a cornerstone for other future features.

**2. AI-Powered Drift Location Detection**

PureOne's AI-powered drift detection significantly reduces nuisance alarms, minimizing the need for human intervention in analyzing these occurrences. This capability enhances decision-making accuracy and improves overall monitoring effectiveness.

**AI-Related Roadmap**

**1. AI-Enhanced Routine Deviation Detection and Alerts**

AI-enhanced monitoring of daily routines to identify deviations from established patterns and generate alerts for deviations and unusual visits.

- Detection and alerting of deviations from daily routines
- Alerts for unusual visits during routine deviations or extended stops in unfamiliar areas

**2. Predictive Notification of Repeated Violations**

AI-Powered identification of recurring violation patterns based on a combination of location, schedule and events (e.g., not leaving work on time to return home and comply with "Must be inside" House Arrest schedule).

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Trigger persistent notifications for the offender and optionally for the monitoring center in advance before an actual breach occurs (e.g., "High probability of recurring House Arrest "Must be inside" schedule violation in the next 45 minutes").

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

**G. Describe the supply chain for electronic monitoring equipment. How long is the lead time to acquire equipment? Where is it shipped from. Are the products made outside of the USA?**

SuperCom maintains a structured, resilient, and vertically controlled supply chain designed to ensure uninterrupted production, rapid scalability, and reliable delivery of electronic monitoring equipment.

**Manufacturing Location**

All electronic monitoring equipment is manufactured at SuperCom’s primary production facility in Israel, which operates under strict quality assurance, security, and testing protocols. The facility supports both GPS and RF product lines and maintains full production oversight, device provisioning, firmware validation, and final quality certification prior to shipment. Products are manufactured outside of the United States, however finished goods inventory is maintained domestically to ensure immediate U.S. deployment capability.

**Inventory & Production Readiness**

In addition to finished goods inventory maintained in:

- SuperCom’s U.S. Operations Center in Miami, Florida
- SuperCom’s primary international warehouse in Israel

SuperCom maintains sufficient raw materials and critical components to manufacture up to an additional 1,000 units within 30 days, beyond existing finished inventory levels. This component-level stocking strategy ensures rapid production scalability and mitigates risks associated with global supply chain disruptions.

**Supply Chain Risk Mitigation & Resilience**

SuperCom employs a proactive supply chain continuity strategy that includes:

- Multi-supplier sourcing for critical components
- Long-term procurement agreements with key vendors
- Safety stock thresholds for high-risk or long-lead components
- Rolling demand forecasting to anticipate program growth
- Strategic buffer inventory maintained at both finished goods and component levels



This structured approach reduces exposure to geopolitical disruptions, transportation delays, and component shortages, while ensuring sustained production capacity.

In the event of regional disruption affecting one logistics route, inventory and production capacity can be reallocated between U.S. and international facilities to maintain delivery timelines.

#### **Lead Times**

- Standard equipment orders are fulfilled from existing inventory in accordance with previously stated timeframes (15 days for large onboarding orders; 2 business days for incremental orders).
- Production of an additional 1,000 units (beyond on-hand inventory) can be completed within 30 days.
- Orders exceeding 2,000 units that require expanded or custom manufacturing runs would require approximately three (3) months, as they involve scaled or custom production scheduling.

#### **Shipping**

Finished products are always shipped directly from SuperCom's U.S. Operations Center in Miami, Florida.

### **H. Quality Assurance and Hardware Returns.**

#### **1. What are your quality assurance measures and how are they handled in your organization?**

SuperCom maintains a structured hardware Quality Assurance framework designed to ensure device reliability, durability, evidentiary integrity, and operational continuity across all electronic monitoring equipment.

The hardware QA program is overseen by executive management, with quality metrics regularly reviewed to ensure sustained performance, reduced failure rates, and continuous operational improvement.

#### **Quality Management & Standards**

SuperCom operates under a formal Quality Management System aligned with ISO 9001 (Quality Management Systems) principles, ensuring:

- Documented manufacturing and inspection procedures
- Controlled production processes
- Requirement traceability
- Formal change management governance



- Corrective and Preventive Action (CAPA) processes
- Continuous improvement and management review

Production and hardware security controls are aligned with internationally recognized standards, including ISO/IEC 27001 (Information Security Management Systems) .

#### **Device & Hardware Quality Control (GPS & RF Equipment)**

SuperCom applies a multi-layer hardware testing methodology designed to minimize field failures and operational risk in supervision environments.

#### **Factory-Level Quality Control**

Every unit that leaves the factory undergoes rigorous hardware and mechanical quality control testing, including:

- Environmental, durability, and stress testing
- Mechanical integrity validation (strap housing, seals, enclosures)
- GNSS accuracy validation
- Cellular communication performance testing
- Radio frequency performance testing
- Tamper detection verification
- Firmware validation and configuration control
- Serialized production tracking and batch traceability

No unit is released for shipment without passing full functional and mechanical inspection.

#### U.S. Logistics Center Re-Validation

In addition to factory testing, every unit is tested again at SuperCom's U.S. logistics center prior to deployment.

This second-stage validation focuses on:

- Communication stability testing - cellular connectivity verification within the U.S.
- GPS stability and location consistency testing
- Full battery charge and discharge cycle testing to validate battery life performance
- Final operational readiness confirmation prior to shipment



This dual-layer testing model (factory and U.S. re-validation) significantly reduces the risk of early-life device failures and ensures equipment stability before field deployment.

**2. Describe your return policy for hardware.**

SuperCom has provided our Service Level Agreement for our Return Policy in Attachment D.

**I. Implementation and Promotion of the NASPO ValuePoint Master Agreement.**

**1. Describe your company's experience working with contracting cooperatives.**

While SuperCom has not been listed on the NASPO ValuePoint contract before, our current staff at SuperCom brings extensive experience working with contracting cooperatives at the state, local, and national levels. Between our executive management, sales force, and marketing team, we have more than 100 years of combined experience working with cooperative purchasing organizations, including NASPO ValuePoint.

Our team has successfully supported agencies utilizing cooperative contracts by ensuring compliance with master agreement requirements, maintaining accurate and complete contract documentation, and coordinating closely with lead states and participating entities. We understand the structure, governance, and reporting obligations associated with cooperative contracts, and have established internal processes to ensure compliance with pricing, service levels, administrative fee reporting, and audit requirements.

SuperCom's experience includes:

- Navigating master agreement terms, participating addenda, and state-specific requirements
- Coordinating with procurement officials to streamline onboarding and contract adoption
- Managing cooperative contract marketing in compliance with program guidelines
- Supporting contract utilization reporting and administrative fee remittance
- Ensuring consistent pricing, service delivery, and contract performance across jurisdictions

Our familiarity with NASPO ValuePoint and other cooperative frameworks allows us to accelerate procurement timelines for agencies while maintaining full contractual compliance. SuperCom's leadership team has worked directly with state procurement



offices, cooperative administrators, and public sector agencies to maximize contract value and ensure successful implementation.

Through this extensive cooperative contracting experience, SuperCom is well-positioned to support agencies efficiently, transparently, and in full alignment with cooperative procurement best practices.

**2. List the cooperatives through which you currently have a contract, and provide sales volume information for each. Identify any restrictions on pricing and sales (e.g., most-favored nation clauses) imposed by your other cooperative contracts.**

SuperCom currently participates in cooperative purchasing agreements and procurement vehicles with the following law enforcement associations:

1. *South Dakota Sheriffs' Association*

SuperCom has entered into a cooperative pricing agreement with the Association that enables participating counties to procure SuperCom's electronic monitoring and GPS tracking solutions under pre-negotiated pricing and terms. This cooperative structure allows counties to access competitive pricing and streamlined procurement.

2. *North Dakota Sheriffs' Association*

SuperCom works with the Association to make its electronic monitoring and supervision solutions available to member agencies through cooperative purchasing channels. These agreements allow participating jurisdictions to procure services using pre-approved terms without conducting separate full procurements, subject to each agency's internal approval processes.

3. *North Carolina Sheriffs' Association*

SuperCom was awarded a statewide cooperative technology procurement contract through a competitive RFP process. This contract serves as a procurement vehicle, enabling counties and other public safety agencies to contract directly with SuperCom under preset terms, simplifying procurement and accelerating the deployment of services.

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**Sales Volume by Cooperative**

SuperCom's cooperative contracts function as procurement vehicles rather than guaranteed-volume contracts. As such:

- *South Dakota Sheriffs' Association:*  
Sales volume is based on county-level participation. Multiple counties have



adopted SuperCom's monitoring services under the cooperative pricing agreement. Actual volume fluctuates depending on active units and participating agencies.

- *North Dakota Sheriffs' Association:*  
Sales volume is determined by participating jurisdictions that elect to utilize the cooperative contract. Revenue is typically structured on a per-unit, per-day, or subscription basis, depending on agency requirements.
- *North Carolina Sheriffs' Association:*  
This cooperative contract enables statewide access. Sales volume is based on participating agencies and recurring usage, often structured as subscription-based revenue tied to active monitoring units and services.

Note: Exact dollar volumes and unit counts are confidential and subject to contractual nondisclosure provisions. Aggregate revenue and deployment metrics can be provided upon request and subject to client authorization.

### **Pricing and Sales Restrictions**

SuperCom's cooperative contracts generally include the following pricing and sales provisions:

- *Cooperative Pricing Compliance:*  
SuperCom provides pricing consistent with the negotiated cooperative contract pricing schedules available to participating agencies.
- *No Mandatory Minimum Purchase Requirements:*  
Cooperative contracts function as optional procurement vehicles. Participating agencies may elect to utilize SuperCom's contract but are not obligated to purchase a minimum volume.
- *No Most-Favored Nation (MFN) Restrictions (Typical):*  
SuperCom's cooperative contracts generally do not impose MFN clauses that restrict pricing flexibility across jurisdictions. However, SuperCom maintains competitive and consistent pricing practices across cooperative agreements.
- *Agency-Specific Contracts:*  
Participating agencies may enter into separate service agreements defining deployment scope, service levels, and pricing based on volume and operational requirements.
- *Confidentiality and Commercial Protections:*  
Certain pricing details, sales volumes, and deployment metrics may be subject to confidentiality provisions.



**3. Describe how you intend to market your Master Agreement and encourage participation among potential Participating Entities, including state governments.**

SuperCom will implement a focused, public-safety-specific marketing strategy to promote its NASPO Master Agreement and encourage adoption among state governments, Departments of Corrections, parole and probation agencies, sheriff's offices, and other Participating Entities. Our strategy is designed to increase awareness, simplify procurement, and accelerate deployment of SuperCom's electronic monitoring, GPS tracking, and offender supervision solutions through NASPO ValuePoint.

**Targeted Outreach to State Departments of Corrections and Community Supervision Agencies**

SuperCom is dedicated to educating key public safety stakeholders on the benefits of the NASPO cooperative purchasing agreement and how it will help eliminate the need for lengthy RFP processes. SuperCom will prioritize direct outreach to key public safety stakeholders, including:

- State Departments of Corrections
- Parole and Probation Agencies
- Pretrial Services Agencies
- State and County Sheriff's Offices
- State Procurement Offices and Cooperative Purchasing Administrators

This outreach will include direct engagement with correctional leadership, electronic monitoring program managers, and procurement officials, and assistance with Participating Addenda execution. We will also hold individual meetings, develop capability presentations, and provide technology demonstrations.

**Demonstrations of SuperCom's Electronic Monitoring and GPS Solutions**

SuperCom will conduct live and virtual demonstrations showcasing its public safety technologies, including:

- Real-time GPS tracking and offender monitoring
- House arrest and RF monitoring solutions
- Victim protection and exclusion zone enforcement
- Domestic violence monitoring programs
- Alcohol monitoring technologies
- Cloud-based monitoring platforms and officer dashboards

Demonstrations will highlight improved public safety outcomes, increased operational efficiency, reduced officer workload, real-time alerts and reporting capabilities, and the proven reliability and scalability for statewide deployments.



### **Collaboration with State Procurement Offices and NASPO Administrators**

SuperCom will actively collaborate with state procurement officials to streamline contract participation by:

- Providing clear instructions and documentation for Participating Addenda
- Supporting procurement officials throughout onboarding
- Ensuring compliance with NASPO contract terms and state procurement requirements
- Responding quickly to procurement inquiries and technical questions

SuperCom's cooperative contract team will ensure a smooth onboarding process for new states and agencies.

### **Public Safety–Focused Marketing Materials and Resources**

SuperCom will develop and distribute NASPO-specific marketing materials tailored to corrections and public safety agencies, including:

- Electronic Monitoring and GPS tracking solution brochures
- NASPO contract summaries and pricing overview documents
- Public safety case studies demonstrating successful statewide and county deployments
- Technology comparison guides highlighting SuperCom's advantages
- Implementation and onboarding guides for corrections agencies

These materials will be distributed through direct email campaigns to corrections and law enforcement leadership, NASPO and procurement networks, and SuperCom's website and digital platforms.

### **Participation in Public Safety, Corrections, and Procurement Conferences**

SuperCom actively participates in national, regional, and state conferences attended by corrections and public safety decision-makers, including events hosted by:

- American Correctional Association
- National Sheriffs' Association
- American Probation and Parole Association

At these events, SuperCom will:

- Promote NASPO contract availability
- Conduct live technology demonstrations
- Meet directly with procurement officials and agency leaders
- Provide educational presentations on electronic monitoring best practices



### **Digital Marketing and Educational Outreach**

SuperCom will leverage digital platforms to reach corrections agencies nationwide through:

- Webinars tailored to Departments of Corrections and parole/probation agencies
- Educational webinars on electronic monitoring program implementation
- Email campaigns targeting corrections administrators and procurement officials
- Website landing pages dedicated to NASPO contract participation
- Online demonstrations and informational videos

### **Dedicated NASPO Contract Management and Support Team**

SuperCom will assign a dedicated NASPO Contract Manager and support team responsible for:

- Supporting Participating Entities throughout the procurement process
- Assisting with Participating Addenda execution
- Coordinating implementation and deployment planning
- Providing training for monitoring officers and administrators
- Delivering ongoing technical and operational support

### **Customer Success, Training, and Long-Term Engagement**

SuperCom will promote long-term adoption and contract utilization through:

- Comprehensive onboarding and training programs
- Ongoing customer support and technical assistance
- Regular program reviews and performance optimization recommendations
- Sharing best practices for offender supervision and electronic monitoring

SuperCom's goal is to ensure agencies maximize the operational and public safety benefits of its solutions.

- 4. Describe features of the dedicated website you will be setting up for this Master Agreement, including, as applicable, customized price lists for each Participating Entity, staff contact information, and online ordering capabilities.**

SuperCom's dedicated NASPO Master Agreement webpage on [www.supercom.com](http://www.supercom.com) will serve as a comprehensive resource for Participating Entities, providing contract information, pricing access, contact details, and educational materials. While SuperCom does not offer automated online ordering, this is done to ensure each Participating Entity receives personalized service through a dedicated account manager. This approach ensures accurate procurement, customized solutions, and a higher level of service and support for public safety agencies.



### **Dedicated NASPO Contract Webpage**

SuperCom will create and maintain a dedicated NASPO Master Agreement webpage that will include:

- Overview of the NASPO Master Agreement and its benefits
- Description of SuperCom’s electronic monitoring, GPS tracking, and public safety solutions available under the contract
- Instructions for Participating Entities on how to utilize the NASPO contract
- Information on how to execute Participating Addenda
- Downloadable contract documents, brochures, and capability statements
- Educational resources relevant to electronic monitoring and offender supervision programs

This webpage will be regularly updated to ensure accuracy and relevance.

### **Customized Pricing Information for Participating Entities**

SuperCom will provide pricing information in a secure, controlled, and customer-specific manner to ensure accuracy and compliance with cooperative contract requirements. This includes:

- Contract pricing schedules available upon request
- Customized pricing sheets specific to each Participating Entity, as applicable
- Pricing confirmation provided directly by SuperCom’s assigned account manager
- Compliance with NASPO Master Agreement pricing terms and conditions

Pricing documentation will be shared electronically and explained by SuperCom’s account management team to ensure clarity and transparency.

### **Dedicated Account Management and Staff Contact Information**

SuperCom prioritizes a personalized, high-touch customer service model. The website will provide:

- Contact information for SuperCom’s NASPO Contract Manager
- Regional account manager contact information
- Customer support contact details
- Technical support contact information
- General contract inquiry contact form



Each Participating Entity will be assigned a dedicated account manager who will serve as the primary point of contact throughout procurement, onboarding, deployment, and ongoing operations.

### **Personalized Ordering and Procurement Process (No Online Ordering)**

SuperCom does not provide automated online ordering. Instead, SuperCom utilizes a dedicated account management approach to ensure a professional, secure, and tailored procurement experience. This approach provides several key benefits:

- Direct consultation with a knowledgeable account manager
- Customized solution configuration based on agency operational needs
- Accurate pricing confirmation and contract compliance
- Assistance with procurement documentation and approvals
- Coordination of implementation, deployment, and training
- Ongoing customer support and relationship management

This personalized process ensures that each Participating Entity receives solutions tailored to its specific operational and public safety requirements.

### **Secure Access to Contract Resources and Documentation**

SuperCom will provide secure electronic access to relevant NASPO contract resources, including:

- Contract documents and amendments
- Product and service specifications
- Technical documentation and system requirements
- Implementation and onboarding guides
- Training materials and user documentation

Sensitive or agency-specific information will be provided directly to authorized Participating Entity representatives.



### **Educational Resources and Public Safety Information**

The dedicated NASPO webpage will also include educational and informational resources such as:

- Electronic monitoring program best practices
- Technology overview and system capabilities
- Case studies and success stories from corrections agencies
- Frequently asked questions related to procurement and implementation

### **Ongoing Website Maintenance and Updates**

SuperCom will ensure the NASPO webpage remains current and accurate through:

- Regular updates to contract information and documentation
- Timely posting of contract amendments or updates
- Maintenance of accurate contact information
- Continuous improvement of website usability and accessibility

**5. Describe the staff and other resources that will be allocated to your Master Agreement and the training you will provide to staff to ensure their familiarity with Master Agreement terms and pricing and their compliance therewith.**

SuperCom will dedicate a structured team of contract management, sales, compliance, finance, and technical professionals to support the NASPO ValuePoint Master Agreement. Through formal training programs, internal pricing controls, compliance audits, and executive oversight, SuperCom will ensure all staff are fully knowledgeable of Master Agreement terms, pricing requirements, and reporting obligations. This structured approach ensures full compliance, accurate pricing, and consistent, high-quality service to all Participating Entities.

### **Dedicated Contract Management Structure**

SuperCom will assign a structured team specifically responsible for management and compliance of the NASPO Master Agreement, including:

#### **A. NASPO Contract Manager**

- Serves as the primary point of contact for NASPO and Participating Entities
- Oversees contract compliance, reporting, and administrative requirements
- Ensures adherence to Master Agreement pricing and terms
- Coordinates Participating Addenda execution
- Monitors contract performance and customer satisfaction



**B. Regional Account Managers**

- Assigned to Participating Entities by geographic region
- Responsible for customer engagement, pricing accuracy, and solution configuration
- Ensure all quotations align strictly with NASPO-approved pricing schedules
- Provide ongoing account management and support

**C. Legal and Compliance Team**

- Reviews Participating Addenda and agency-specific agreements
- Ensures consistency with NASPO Master Agreement terms
- Monitors regulatory compliance and contractual obligations

**D. Finance and Reporting Personnel**

- Tracks NASPO contract sales and usage
- Ensures accurate pricing application and invoicing
- Manages required NASPO administrative fee reporting and remittance
- Conducts internal audits to verify contract compliance

**E. Technical and Implementation Team**

- Provides deployment, onboarding, and training services
- Ensures implementation aligns with contractual service levels
- Supports technical compliance and performance standards

**Resources Allocated to the Master Agreement**

SuperCom will dedicate the following operational resources:

- Contract-specific pricing controls within internal quoting systems
- CRM tracking to ensure proper identification of NASPO transactions
- Standardized NASPO-compliant quote templates
- Contract documentation repository for easy internal access
- Sales tracking tools for accurate administrative fee reporting
- Dedicated customer support infrastructure for Participating Entities

These systems ensure transparency, accountability, and accuracy across all NASPO-related transactions.

**Training Program for Staff**

SuperCom will implement a structured training program to ensure that all relevant personnel fully understand the requirements of the NASPO Master Agreement.



- **Initial Contract Training (Upon Award)** – All assigned personnel (sales, account management, finance, legal, and support staff) will receive training covering all aspects of the NASPO Master Agreement, including scope, pricing structure, fees, reporting, and documentation.
- **Pricing Compliance Training** – Sales and account management staff will receive specific instructions on use of NASPO pricing schedules, prohibition of unauthorized price deviations, proper quotation procedures, and documentation.
- **Ongoing Refresher Training** – SuperCom will conduct annual compliance refresher training, training updates when contract amendments occur, periodic compliance reminders and policy updates, and targeted retraining if internal audits identify areas requiring reinforcement.

### **Internal Compliance Controls**

To minimize the risk of pricing discrepancies and ensure strict adherence to the Master Agreement terms, we will implement:

- Internal approval requirements for NASPO quotations
- Automated pricing validation within internal systems
- Quarterly contract compliance reviews
- Sales tracking reports specific to NASPO
- Administrative fee reconciliation procedures
- Executive oversight of contract performance

### **Executive Oversight**

Senior leadership will maintain oversight of the NASPO Master Agreement to ensure adequate staffing levels, compliance with all contractual obligations, responsiveness to NASPO and Participating Entities, and continuous improvement of contract utilization and service delivery.

## **6. Describe how you intend to encourage adoption and usage of your Master Agreement by Participating and Purchasing Entities.**

SuperCom will implement a proactive, public safety–focused engagement strategy to encourage adoption and maximize utilization of the NASPO ValuePoint Master Agreement by Participating Entities and Purchasing Entities, including state Departments of Corrections, parole and probation agencies, sheriff’s offices, and other eligible public safety organizations.



### **Direct Outreach to State and Public Safety Agencies**

SuperCom will conduct targeted outreach to key stakeholders, including State procurement offices, State Departments of Corrections, parole and probation agencies, sheriff's offices and detention facilities, and pretrial services agencies.

SuperCom's account managers will provide:

- Direct communication with procurement officials and agency leadership
- Contract awareness presentations explaining NASPO purchasing advantages
- Assistance with Participating Addenda execution
- Guidance on how to utilize the NASPO Master Agreement for procurement

This direct engagement ensures agencies understand the benefits and ease of procurement through NASPO.

### **Education on Procurement Efficiency and Cost Savings**

SuperCom will educate agencies on the advantages of using the NASPO cooperative contract, including:

- Elimination of the need for independent RFP processes
- Pre-negotiated, competitive pricing
- Fully compliant cooperative procurement vehicle
- Faster implementation timelines
- Reduced administrative burden

This education will be delivered through webinars, meetings, presentations, and written materials.

### **Demonstrations and Pilot Program Support**

SuperCom will offer live and virtual demonstrations of its electronic monitoring and GPS tracking technologies to showcase:

- Real-time GPS tracking capabilities
- Monitoring platform functionality
- Public safety benefits and operational efficiencies
- Ease of deployment and system integration

Where appropriate, SuperCom will support pilot or evaluation programs to allow agencies to assess the technology prior to full deployment.



### **Dedicated Account Management and Personalized Support**

SuperCom's dedicated account management model is a key component of encouraging contract usage. SuperCom will:

- Assign dedicated account managers to each Participating Entity
- Provide direct consultation and procurement support
- Assist agencies with contract utilization and onboarding
- Ensure pricing accuracy and contract compliance
- Provide ongoing operational support and customer service

This personalized approach ensures agencies receive professional guidance and support throughout the procurement lifecycle.

### **Participation in Public Safety and Procurement Conferences**

SuperCom actively participates in national, regional, and state conferences attended by procurement officials and public safety leaders. At these events, SuperCom will:

- Promote the availability of its NASPO contract
- Conduct technology demonstrations
- Meet directly with decision-makers
- Provide educational sessions on electronic monitoring best practices

These engagements increase awareness and facilitate direct communication with Participating Entities.

### **Dedicated Website and Digital Resources**

SuperCom will maintain dedicated NASPO contract information on its website, including:

- Contract overview and benefits
- Instructions for participating entities
- Contact information for contract and account managers
- Product and service information
- Educational materials and case studies

These resources ensure agencies have easy access to contract information and support.



### **Customer Success and Long-Term Relationship Management**

SuperCom will encourage continued contract usage through:

- Comprehensive onboarding and training programs
- Ongoing technical support and customer service
- Regular account reviews and operational support
- Sharing best practices and program optimization recommendations

Satisfied customers often expand their use of SuperCom's solutions and recommend adoption to other agencies.

### **Collaboration with State Procurement Officials and NASPO**

SuperCom will work closely with NASPO and state procurement officials to facilitate Participating Addenda execution, support state-level contract promotion efforts, ensure compliance with contract requirements, and respond promptly to procurement and contract inquiries.

- 7. Describe your approach to negotiation of Participating Addenda. Describe the extent to which you will provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda. (e.g., Do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?)**

SuperCom takes a flexible, collaborative, and efficient approach to Participating Addenda negotiations. We fully support the incorporation of Participating Entity-specific requirements, do not require statutory citations for requested contract language, and maintain sufficient legal and contract resources to negotiate multiple Participating Addenda simultaneously. SuperCom is committed to ensuring a smooth onboarding process while maintaining full compliance with NASPO ValuePoint Master Agreement requirements.

### **Collaborative and Efficient Negotiation Process**

SuperCom utilizes a structured, responsive approach to Participating Addenda negotiation that includes:

- Prompt review of Participating Entity Participating Addendum templates and requirements
- Direct coordination between SuperCom's Contract Manager, Legal Team, and the Participating Entity's procurement and legal representatives



- Open and collaborative communication to facilitate efficient negotiation and approval
- Timely turnaround of contract reviews, revisions, and approvals

SuperCom is committed to minimizing delays and helping Participating Entities complete the Participating Addendum process as efficiently as possible.

### **Flexibility to Incorporate Entity-Specific Requirements**

SuperCom recognizes that Participating Entities often have statutory, regulatory, and operational requirements that must be incorporated into their Participating Addenda. SuperCom is fully willing to work with Participating Entities to incorporate entity-specific language, including:

- State-specific legal and procurement requirements
- Agency-specific operational provisions
- State-required contract clauses and certifications
- Data security, privacy, and confidentiality requirements
- Insurance, indemnification, and liability provisions
- Administrative and reporting requirements

SuperCom evaluates all requested additions to ensure consistency with the NASPO Master Agreement while supporting the Participating Entity's legal and operational needs.

### **No Requirement for Statutory Citations**

SuperCom does not require Participating Entities to provide statutory citations to support their requested entity-specific contract language. SuperCom understands that Participating Entities operate under established procurement rules and trusts the entity's authority to include required provisions. This approach allows for a more efficient and streamlined negotiation process.

### **Dedicated Legal and Contract Resources**

SuperCom maintains dedicated legal and contract management personnel to support Participating Addendum negotiations. These resources ensure:

- Thorough and timely review of Participating Addenda
- Accurate incorporation of entity-specific requirements
- Compliance with NASPO Master Agreement terms
- Efficient coordination between all parties



### **Ability to Support Simultaneous Negotiations**

SuperCom has sufficient legal, contract management, and operational resources to negotiate multiple Participating Addenda simultaneously. SuperCom's structured contract management processes and dedicated personnel allow us to:

- Manage negotiations with multiple states and agencies concurrently
- Provide timely responses and revisions
- Maintain consistent contract compliance
- Support large-scale, multi-state cooperative participation

This capability ensures that SuperCom can efficiently onboard multiple Participating Entities without delays.

### **Commitment to Compliance and Cooperative Contract Integrity**

While SuperCom offers flexibility, we ensure that all Participating Addenda remain consistent with the NASPO ValuePoint Master Agreement. SuperCom works with Participating Entities to ensure:

- Compliance with cooperative contract requirements
- Alignment with Master Agreement pricing and scope
- Clear and mutually acceptable contract terms

## **8. Describe your ability to provide products and services immediately upon execution of a Master Agreement and Participating Addenda.**

SuperCom is fully prepared to provide products and services immediately upon execution of the NASPO ValuePoint Master Agreement and any Participating Addenda. Our operational infrastructure, inventory management, technical support systems, and dedicated implementation teams are structured to enable rapid deployment and seamless onboarding for Participating and Purchasing Entities.

### **Established Operational Infrastructure**

SuperCom maintains an established U.S.-based operational infrastructure that includes:

- Warehousing and device inventory management
- Pre-configured electronic monitoring and GPS tracking equipment
- Cloud-based monitoring platforms ready for activation
- 24/7 monitoring and technical support capabilities
- Dedicated customer service and implementation teams

This infrastructure allows SuperCom to initiate service delivery without delay once contractual authorization is received.



### **Readily Available Inventory and Equipment**

SuperCom maintains sufficient inventory levels of electronic monitoring devices, including:

- GPS tracking units
- RF home detention equipment
- Accessories and replacement components

Devices are pre-tested, configured, and ready for shipment. Standard deployments can typically begin immediately following receipt of a purchase order or authorization under an executed Participating Addendum.

### **Rapid Onboarding and Implementation Process**

Upon execution of a Participating Addendum, SuperCom initiates a structured onboarding process that includes:

- Assignment of a dedicated account manager
- Implementation planning meeting with agency leadership
- System configuration tailored to agency operational needs
- Officer and administrator training scheduling
- Device shipment and deployment coordination

For agencies transitioning from another provider, SuperCom has established migration procedures to ensure continuity of supervision services.

### **Cloud-Based Platform Readiness**

SuperCom's electronic monitoring software platform is cloud-based and does not require complex on-premises installation. This enables:

- Immediate account creation and activation
- Secure user credential issuance
- Rapid system configuration
- Remote training and onboarding

Agencies can begin accessing the monitoring platform shortly after contract execution and account setup.

### **Dedicated Staffing and Support Resources**

As previously noted, SuperCom allocates dedicated personnel to support immediate service delivery, including:

- NASPO Contract Manager



- Regional Account Managers
- Implementation Specialists
- Technical Support Personnel
- Training and Customer Success Teams

These resources are prepared to engage with Participating Entities immediately upon contract authorization.

### **Scalable Deployment Capability**

SuperCom's systems and staffing are scalable to support small pilot programs, County-level deployments, multi-county initiatives, or Statewide rollouts. SuperCom has the operational capacity to scale services based on Participating Entity needs without disruption or delay.

### **Commitment to Seamless Transition**

SuperCom understands the critical nature of public safety in electronic monitoring services. Our implementation model prioritizes:

- Continuity of supervision
- Minimal service interruption
- Clear communication with agency personnel
- Ongoing technical and operational support

9. Describe how you will ensure summary and detailed sales information is promptly, completely, and accurately reported to you by your dealers, partners, and resellers for aggregation and reporting to NASPO ValuePoint in compliance with the terms of your Master Agreement.

SuperCom has established comprehensive internal controls, contractual requirements, and reporting systems to ensure that all summary and detailed sales information from all agencies is promptly, completely, and accurately captured, aggregated, and reported in full compliance with NASPO ValuePoint Master Agreement requirements.

### **Centralized Contract and Sales Tracking System**

SuperCom utilizes a centralized Customer Relationship Management (CRM) and financial management system to track all NASPO ValuePoint transactions. This system:

- Identifies and flags all transactions associated with the NASPO ValuePoint Master Agreement
- Records detailed transaction information, including Participating Entity name, purchase order number, product or service provided, contract pricing, invoice date, and total contract value
- Maintains a complete audit trail of all NASPO-related transactions



- Enables real-time aggregation of sales data across all sales channels

This centralized system ensures complete visibility into all NASPO contract activity.

### **Mandatory Dealer, Partner, and Reseller Reporting Requirements**

All authorized agencies will be contractually required to comply with SuperCom's NASPO ValuePoint reporting policies. These requirements include:

- Mandatory reporting of all NASPO ValuePoint sales transactions
- Submission of detailed sales reports on a defined reporting schedule, at a minimum monthly, or more frequently as required
- Use of standardized reporting templates provided by SuperCom to ensure consistency and completeness
- Identification of each Participating Entity and confirmation that the sale was conducted under the NASPO ValuePoint contract

Failure to comply with reporting requirements may result in corrective action, including suspension or termination of authorization.

### **Contractual Flow-Down Requirements**

SuperCom incorporates NASPO ValuePoint reporting obligations into all agency agreements. These agreements include provisions requiring:

- Accurate and timely reporting of all NASPO ValuePoint contract sales
- Compliance with NASPO ValuePoint pricing and administrative fee requirements
- Cooperation with SuperCom in audits and reporting verification
- Maintenance of records sufficient to support reported sales

This ensures that all sales channels comply fully with NASPO requirements.

### **Internal Verification and Reconciliation Procedures**

To ensure data integrity and reporting accuracy, SuperCom's Finance and Contract Management teams conduct routine verification and reconciliation processes, including:

- Cross-checking partner-reported sales against internal purchase orders, shipment records, and invoicing data
- Verification of pricing accuracy and contract compliance
- Review of sales reports for completeness and accuracy
- Resolution of discrepancies through direct coordination with the reporting partner



### **Dedicated Contract and Finance Oversight**

SuperCom assigns dedicated personnel responsible for NASPO ValuePoint reporting compliance, including:

- Contract Manager responsible for oversight of contract compliance and reporting
- Finance personnel responsible for aggregating and validating sales data
- Administrative staff responsible for report preparation and submission

These personnel ensure reports are accurate, complete, and submitted on time.

### **Timely Reporting and Administrative Fee Compliance**

SuperCom will comply with all NASPO ValuePoint reporting timelines and requirements, including:

- Preparation and submission of summary and detailed sales reports as required by the Master Agreement
- Accurate calculation and timely remittance of applicable NASPO administrative fees
- Maintenance of supporting documentation for all reported sales

SuperCom's internal reporting calendar ensures all reporting deadlines are consistently met.

### **Partner Training and Compliance Monitoring**

SuperCom provides training and guidance to authorized dealers, partners, and resellers to ensure full understanding of NASPO ValuePoint requirements, including:

- Contract pricing requirements
- Reporting obligations and timelines
- Use of reporting templates and systems
- Administrative fee compliance

SuperCom also monitors partner performance to ensure ongoing compliance.

### **Audit Readiness and Record Retention**

SuperCom maintains detailed sales and reporting records in accordance with NASPO ValuePoint requirements and is fully prepared to support audit requests. SuperCom will:

- Retain all relevant sales and reporting documentation
- Provide supporting documentation upon request
- Fully cooperate with NASPO ValuePoint audit processes

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SuperCom ensures prompt, complete, and accurate reporting of all NASPO ValuePoint contract sales through centralized reporting systems, mandatory partner reporting requirements, contractual compliance provisions, internal verification processes, and dedicated contract oversight personnel. These controls ensure full transparency, accurate administrative fee reporting, and complete compliance with NASPO ValuePoint Master Agreement requirements across all agencies.



## Attachment A: Sample Service Level Agreement (SLA) – Global Positioning System (GPS) Services

### 1. Purpose

This Service Level Agreement (SLA) defines the service standards, performance metrics, and support commitments for Global Positioning System (GPS) electronic monitoring services provided by SuperCom. This SLA ensures reliable, secure, and continuous monitoring services that support public safety operations and agency supervision requirements.

### 2. Scope of Services

SuperCom will provide comprehensive GPS electronic monitoring services, including:

- GPS monitoring devices and related equipment
- Cloud-based monitoring software platform
- Real-time location tracking and alerting
- Equipment installation guidance and support
- Technical support and troubleshooting
- Training for agency personnel
- Reporting and administrative support
- Device replacement and maintenance

These services are designed to support offender supervision programs, including pretrial, probation, parole, and home detention.

### 3. System Availability and Uptime

Service Component	Service Level Commitment
Monitoring Platform Availability	99.99% uptime (excluding scheduled maintenance)
GPS Tracking Services	24 hours per day, 7 days per week
Alert Notification System	Real-time alerts with system redundancy
Customer Support Availability	24/7/365

SuperCom maintains redundant systems, backup infrastructure, and failover capabilities to ensure uninterrupted monitoring services.



#### 4. Technical Support and Response Times

SuperCom provides 24/7 technical support with the following response time commitments:

Priority Level	Description	Response Time	Resolution Target
Critical	System outage or inability to monitor offenders	15 minutes	2 hours
High	Device malfunction affecting monitoring capability	30 minutes	4 hours
Medium	Software issue with a workaround available	2 hours	1 business day
Low	General questions, configuration assistance	4 business hours	2 business days

Support is available via:

- Telephone support
- Email support
- Secure online support portal

#### 5. Device Availability and Replacement

SuperCom will maintain sufficient inventory to ensure rapid device replacement and deployment.

Service Commitment	Standard
Replacement of defective devices	Within 24 hours (expedited shipping available)
Initial equipment shipment	Within 24–48 hours of order
Spare device availability	Maintained based on agency program size
Device quality testing	100% tested prior to deployment

#### 6. Monitoring Platform Performance

SuperCom’s GPS monitoring platform will provide:

- Real-time GPS tracking updates
- Tamper detection alerts
- Inclusion and exclusion zone alerts
- Curfew violation alerts
- Automated alert notification to authorized personnel
- Secure web-based access

Location data is securely stored and accessible based on agency-defined access permissions.

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## **7. Training Services**

SuperCom will provide comprehensive training to agency personnel, including:

- Administrator training
- Monitoring officer training
- Software platform usage training
- Device installation and troubleshooting training
- Reporting and documentation training

Training delivery options include:

- On-site training
- Virtual instructor-led training
- Recorded training sessions
- Written user manuals

Refresher training is available upon request at no additional cost during initial implementation.

## **8. Implementation and Onboarding Support**

SuperCom provides structured onboarding services, including:

- Dedicated implementation manager
- System configuration support
- Account setup and user access configuration
- Equipment deployment coordination
- Go-live support and monitoring

Standard implementation timelines range from immediate activation to full deployment within agreed implementation schedules.

## **9. Maintenance and Scheduled Downtime**

Scheduled system maintenance will:

- Be performed during non-peak hours whenever possible
- Include advance notice of at least 48 hours
- Minimize disruption to monitoring services
- Maintain continuous monitoring functionality whenever possible

Emergency maintenance may occur as required to maintain system security and performance.

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## **10. Data Security and Confidentiality**

SuperCom maintains strict security protocols, including:

- Encrypted data transmission
- Secure cloud infrastructure
- Role-based user access controls
- Secure data storage and backup systems
- Compliance with applicable criminal justice information security standards

SuperCom ensures confidentiality and protection of all agency and offender data.

## **11. Reporting and System Access**

SuperCom provides agencies with access to:

- Real-time offender location tracking
- Automated alert notifications
- Standard and customized reporting tools
- Historical tracking and reporting data
- Program performance metrics

Reports are accessible via a secure web portal.

## **12. Account Management**

SuperCom will assign a dedicated Account Manager responsible for:

- Primary agency contact
- Program oversight and support
- Issue escalation and resolution
- Program optimization recommendations
- Ongoing customer support

Regular account reviews will be conducted as requested by the agency.

## **13. Escalation Procedures**

If service issues cannot be resolved within standard response timeframes, escalation will occur as follows:

Level 1: Technical Support Team  
Level 2: Technical Supervisor  
Level 3: Engineering Team  
Level 4: Executive Management

SuperCom is committed to rapid issue resolution and continuous service improvement.

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#### **14. Performance Monitoring and Continuous Improvement**

SuperCom continuously monitors system performance to ensure SLA compliance. This includes:

- System uptime monitoring
- Support response tracking
- Device performance tracking
- Customer feedback review
- Continuous technology improvements

#### **15. SLA Review and Updates**

This SLA may be reviewed periodically and updated as necessary to ensure continued service excellence and compliance with agency and contract requirements.

#### **Summary**

SuperCom is committed to providing reliable, secure, and responsive GPS electronic monitoring services. This SLA ensures continuous monitoring, rapid support response, reliable equipment performance, and comprehensive customer support to help agencies maintain effective offender supervision and enhance public safety.



## Attachment B: Sample Service Level Agreement (SLA) – Radio Frequency (RF) Services

### 1. Purpose

This Service Level Agreement (SLA) defines the service standards, performance metrics, and support commitments for Radio Frequency (RF) electronic monitoring services provided by SuperCom. This SLA ensures reliable, secure, and continuous monitoring services that support public safety operations and agency supervision requirements.

### 2. Scope of Services

SuperCom will provide comprehensive RF electronic monitoring services, including:

- RF monitoring devices and related equipment
- Cloud-based monitoring software platform
- Real-time location tracking and alerting
- Equipment installation guidance and support
- Technical support and troubleshooting
- Training for agency personnel
- Reporting and administrative support
- Device replacement and maintenance

These services are designed to support offender supervision programs, including pretrial, probation, parole, and home detention.

### 3. System Availability and Uptime

Service Component	Service Level Commitment
Monitoring Platform Availability	99.99% uptime (excluding scheduled maintenance)
RF Tracking Services	24 hours per day, 7 days per week
Alert Notification System	Real-time alerts with system redundancy
Customer Support Availability	24/7/365

SuperCom maintains redundant systems, backup infrastructure, and failover capabilities to ensure uninterrupted monitoring services.

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#### 4. Technical Support and Response Times

SuperCom provides 24/7 technical support with the following response time commitments:

Priority Level	Description	Response Time	Resolution Target
Critical	System outage or inability to monitor offenders	15 minutes	2 hours
High	Device malfunction affecting monitoring capability	30 minutes	4 hours
Medium	Software issue with a workaround available	2 hours	1 business day
Low	General questions, configuration assistance	4 business hours	2 business days

Support is available via:

- Telephone support
- Email support
- Secure online support portal

#### 5. Device Availability and Replacement

SuperCom will maintain sufficient inventory to ensure rapid device replacement and deployment.

Service Commitment	Standard
Replacement of defective devices	Within 24 hours (expedited shipping available)
Initial equipment shipment	Within 24–48 hours of order
Spare device availability	Maintained based on agency program size
Device quality testing	100% tested prior to deployment

#### 6. Monitoring Platform Performance

SuperCom's RF monitoring platform will provide:

- Real-time GPS tracking updates utilizing PureHome solution
- Tamper detection alerts
- Inclusion and exclusion zone alerts
- Curfew violation alerts
- Automated alert notification to authorized personnel
- Secure web-based access

Location data is securely stored and accessible based on agency-defined access permissions.

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## **7. Training Services**

SuperCom will provide comprehensive training to agency personnel, including:

- Administrator training
- Monitoring officer training
- Software platform usage training
- Device installation and troubleshooting training
- Reporting and documentation training

Training delivery options include:

- On-site training
- Virtual instructor-led training
- Recorded training sessions
- Written user manuals

Refresher training is available upon request at no additional cost during initial implementation.

## **8. Implementation and Onboarding Support**

SuperCom provides structured onboarding services, including:

- Dedicated implementation manager
- System configuration support
- Account setup and user access configuration
- Equipment deployment coordination
- Go-live support and monitoring

Standard implementation timelines range from immediate activation to full deployment within agreed implementation schedules.

## **9. Maintenance and Scheduled Downtime**

Scheduled system maintenance will:

- Be performed during non-peak hours whenever possible
- Include advance notice of at least 48 hours
- Minimize disruption to monitoring services
- Maintain continuous monitoring functionality whenever possible

Emergency maintenance may occur as required to maintain system security and performance.

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## **10. Data Security and Confidentiality**

SuperCom maintains strict security protocols, including:

- Encrypted data transmission
- Secure cloud infrastructure
- Role-based user access controls
- Secure data storage and backup systems
- Compliance with applicable criminal justice information security standards

SuperCom ensures confidentiality and protection of all agency and offender data.

## **11. Reporting and System Access**

SuperCom provides agencies with access to:

- Real-time offender location tracking
- Automated alert notifications
- Standard and customized reporting tools
- Historical tracking and reporting data
- Program performance metrics

Reports are accessible via a secure web portal.

## **12. Account Management**

SuperCom will assign a dedicated Account Manager responsible for:

- Primary agency contact
- Program oversight and support
- Issue escalation and resolution
- Program optimization recommendations
- Ongoing customer support

Regular account reviews will be conducted as requested by the agency.

## **13. Escalation Procedures**

If service issues cannot be resolved within standard response timeframes, escalation will occur as follows:

Level 1: Technical Support Team  
Level 2: Technical Supervisor  
Level 3: Engineering Team  
Level 4: Executive Management

SuperCom is committed to rapid issue resolution and continuous service improvement.

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#### **14. Performance Monitoring and Continuous Improvement**

SuperCom continuously monitors system performance to ensure SLA compliance. This includes:

- System uptime monitoring
- Support response tracking
- Device performance tracking
- Customer feedback review
- Continuous technology improvements

#### **15. SLA Review and Updates**

This SLA may be reviewed periodically and updated as necessary to ensure continued service excellence and compliance with agency and contract requirements.

#### **Summary**

SuperCom is committed to providing reliable, secure, and responsive RF electronic monitoring services. This SLA ensures continuous monitoring, rapid support response, reliable equipment performance, and comprehensive customer support to help agencies maintain effective offender supervision and enhance public safety.



## Attachment C: Sample Service Level Agreement (SLA) – Equipment Return Process

### 1. Coordinated Return Authorization

To ensure accurate tracking and accountability, the Agency will complete a SuperCom-provided Return Form detailing the equipment being returned, including device type, serial numbers (if applicable), and reason for return.

The completed form will be submitted via secure email to the agency's dedicated executive account manager via e-mail.

### 2. Return Label Issuance

Within **24 hours** of receiving the completed Return Form, **SuperCom, Inc.** will email the Agency a prepaid UPS return shipping label.

**Performance Commitment:** 99% of return labels issued within 24 hours of complete documentation receipt.

### 3. Packaging & Shipment

The Agency will securely package the equipment and affix the provided UPS return label.

Unless otherwise requested or operationally required, all returns will ship via UPS Ground service. Expedited return shipping options are available upon request.

SuperCom will track inbound shipments to ensure visibility and receipt confirmation.

### 4. Receipt Confirmation & Processing

Upon receipt at SuperCom's facility, returned equipment will be promptly inspected and processed. Confirmation of receipt and any identified discrepancies will be communicated to the Agency in a timely manner.

SuperCom is committed to maintaining accurate inventory reconciliation and transparent communication throughout the return lifecycle.

### 5. Accountability & Continuous Partnership

SuperCom maintains documented return tracking procedures to ensure chain-of-custody integrity and inventory accuracy. The dedicated Account Manager will provide proactive support for bulk returns, program transitions, or end-of-contract reconciliation.



## Attachment D: Sample Service Level Agreement (SLA) - Ordering & Fulfillment Partnership

### 1. Dedicated Account Management & Proactive Support

**SuperCom, Inc.** will assign a senior-level Account Manager as the Agency's single point of contact for all ordering, fulfillment coordination, and service needs.

The Account Manager will maintain ongoing familiarity with Agency policies, population trends, and deployment patterns to anticipate demand, streamline ordering, and prevent delays. This relationship-based approach ensures continuity, accountability, and operational efficiency.

Ordering requests may be submitted directly via phone or secure email.

### 2. Rapid Acknowledgment & Transparent Communication

- Orders will be acknowledged within 60 minutes during business hours.
- After-hours requests will be acknowledged by 9:00 AM EST the following business day.

Each acknowledgment will include confirmation details, shipment method, and expected delivery timeframe. Proactive status updates will be provided for urgent or high-volume orders.

**Performance Commitment:** 99.5% on-time acknowledgment rate.

### 3. Priority Processing & Reliable Fulfillment

- Orders received before 3:00 PM EST will be processed the same business day.
- Equipment will ship within **one (1) business day** of processing.
- Standard Shipping is UPS 2<sup>nd</sup> day air.
- Emergency requests will be prioritized and processed within **two (2) hours**, with expedited delivery arranged as operationally required.

SuperCom maintains sufficient inventory levels and surge capacity to support fluctuating Agency demand.

**Performance Commitment:** 98% on-time processing and shipment.

### 4. Deployment-Ready Activation

All equipment is provisioned in advance to support immediate field deployment upon receipt. Activation support is available 24/7/365.

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**5. Accountability, Accuracy & Escalation**

SuperCom, Inc. guarantees a minimum **99.8% order accuracy rate**. Any SuperCom, Inc. attributable discrepancies will be corrected immediately at no cost to the Agency, including expedited replacement if necessary.

A formal escalation pathway provides a response to critical issues within **one (1) hour**, ensuring uninterrupted service continuity.