



PROVIDING SOLUTIONS IN CORRECTIONS USING ADVANCED TECHNOLOGY

**NORTH CAROLINA SHERIFF'S ASSOCIATION
TECHNOLOGY PROCUREMENT
BID 24-03-0222**



OfficerApp & EnrolleeApp

Our Officer and Enrollee mobile applications are a very powerful extension of our cloud-based officer/case management platform. Many tools are conveniently available for the officer to enhance community supervision. The Enrollee app can be installed on an Enrollee-owned iOS or Android phone or our lock down ShadowPhone with or without a ShadowTether (tamperproof wristband). See ShadowTether Wristband with ShadowPhone price sheet for more information.

We are always adding to our suite of services to help Officers manage an effective community corrections program. When you partner with us, your agency becomes part of our development team.

		MSRP	Discount	Price
Enrollee App Individual Enrollment Fee (no agency fee)		\$ 175.00	100%	\$ -
Monthly Active Subscription Rate (volume discounts from 89% to 98%)	1 to 100	\$ 280.00	89%	\$ 30.00
	101 to 5,000	\$ 280.00	93%	\$ 20.00
	5,001 to 10,000	\$ 280.00	95%	\$ 15.00
	10,001 to 20,000	\$ 280.00	98%	\$ 6.25
	20,001 to 25,000	\$ 280.00	98%	\$ 6.13
	25,001 and up	\$ 280.00	98%	\$ 6.00

The Officer App comes at no additional charge for each subscription

The Shadowtrack case management system comes at no additional charge for each subscription

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North Carolina Sheriff's Association



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Statement of Work

Shadowtrack Technologies, Inc. offers a GPS tracking wristwatch, a wristband tethered to a robust secure smartphone, and a mobile application utilizing the smartphone technology on defendants and offenders existing smartphone, as part of its community corrections suite of solutions.

Our tamper-proof, GPS/Wi-Fi active tracking, two-way communication wristwatch, combines the efficiency of a one-piece unit with the services of a two-piece unit. Shadowtether with our ShadowPhone provides the same services with the addition of the tools associated with our Enrollee App. The ShadowtrackONE Platform provides an easy application from which to create curfews with inclusion and exclusion zones, monitor activity, respond to exceptions or infractions, and create reports for the court. Our solutions are available for officers via web and mobile applications.

Regarding future application development, agencies and officers have a seat at the development table where ideas, opinions, and requests are strongly encouraged. As an agile and responsive company, we meet you where you are.

Shadowtrack® is pleased to deliver our services as a subscription. Aligning with your needs, and well within your budget, we are confident you will conclude that Shadowtrack® is your best partner option.

Qualifications

Beginning in 1999, Robert Magaletta created Shadowtrack®, offering a single service, identifying an enrollee's voice and location using sophisticated biometrics technology through landline telephones. This followed fifteen years of owning his own radio frequency home incarceration and GPS tracking company.

We now provide over eighteen key services specific to the needs of community corrections acting independently or in conjunction with active GPS tracking.

We were Shadowtrack then, and we are Shadowtrack now. Our customers truly are our partners. We are a tried and trusted leader for the technology solutions you seek. ShadoWatch®, ShadowTether and Wristband, Enrollee App, and Officer App, combined with our easy-to-navigate case management system, and our comprehensive suite of services, is a powerful and complete supervision solution.

Electronic Monitoring Specifications

Shadowtrack is presenting our one-piece GPS, two-piece GPS, and Enrollee App solutions. **ShadoWatch and ShadowTether** - work independently or in concurrence with our Radio Frequency **Beacon**, and are utilized through our **ShadowtrackONE Platform**. ShadoWatch is a one-piece solution acting as a two-piece. ShadowTether Wristband works with our ShadowPhone, which is a robust and durable device sending location points at adjustable intervals. Additionally, it comes with the Enrollee App locked on the device giving officers and enrollees the greatest potential for successful interaction anytime, any day, anywhere. Shadowtrack is also offering both our **Officer App** and **Enrollee App**, which works in conjunction with the ShadoWatch, at no additional cost.

ShadoWatch

Shadowtrack's tamper-proof watch, securely fitted to the offender's wrist, is both lightweight and discrete. The device uses GPS, WiFi, cellular triangulation, and beacon technology for constant tracking. Inbound and outbound curfews can be set as desired, as well as inclusion and exclusion zones, with modification abilities allowed for Accountability Court Staff.



Officers can communicate with offenders via two-way voice communication, and messaging. Activation, as well as monitoring of the ShadoWatch, is completed within the ShadowtrackONE Platform. The watch has a battery life of up to 24 hours and is charged via a cordless charger. From a depleted state charge time can take up to one hour. Location points are recorded and sent at agency rate determination and can be placed in pursuit mode when needed. In the event of a poor cellular signal, location points are cached and downloaded once communication is restored.

ShadoWatch carries the IP68 international waterproof, dust, and debris certification. It can withstand submersion in water up to 1.5 meters for up to 30 minutes. The watch is shock resistant and tamper-proof, with heart rate and motion sensors, as well as titanium reinforcement within the wristband.

Protocol groups are created for alarm types with the ability to determine grace periods.

Supported Alarms:

- Band Tamper
- Lack of Motion
- Failed To Charge
- Battery Critical
- Outside Inclusion Zone
- Inside Exclusion Zone
- No Heart Rate
- Device Communication Timeout
- Device Communication Timeout Escalated

Shadowtrack's GPS watch fully integrates with our Enrollee App, providing staff with even higher degrees of confidence. This solution is an agency 'fail-safe' offering secondary location checking, video and voice calling, chat, calendaring, interactive voicemail, instant locations - should the offender fail to maintain proper charging - and a sophisticated method of notes that remain in our robust stand-alone case management system or migrate seamlessly to your agency case management system. Shadowtrack also offers access to all Enrollee App and Landline services free of charge to agencies where the offender is using ShadoWatch.



ShadowTether Wristband and ShadowPhone

Our ShadowTether tamperproof wristband, is a cutting-edge solution for officers to effectively monitor and supervise defendants or offenders in the community. Our wristband is designed to pair with our Enrollee App and ShadowPhone, providing a seamless and secure system for monitoring and tracking offenders. Our tamperproof wristband is made of durable and high-quality materials, ensuring it can withstand everyday wear and tear. The band is designed to fit securely on the wrist, making it difficult to remove without detection.

If any attempt to tamper with the band is made, our Enrollee App immediately alerts officers, ensuring prompt information regarding potential violations. Our ShadowPhone and App allow officers to monitor the movements and activities of enrollees in near real-time, ensuring compliance with all requirements and restrictions. The app also includes features that allow officers to communicate with enrollees, schedule appointments, and receive notifications of any changes in enrollee status. With our tamperproof wristband and Enrollee App, officers can effectively supervise defendants or offenders in the community, ensuring compliance with court orders and maintaining public safety. Our solution is easy to use, reliable, and secure, providing officers with the tools they need to effectively carry out their duties.



ShadowBeacon

Shadowtrack's Beacon establishes connection with the ShadoWatch via a Bluetooth connection. Up to five beacons can be connected to a single ShadoWatch or Enrollee App on personal phones or our secure ShadowPhone and can be placed throughout the offender's home. The optimal range of the beacon is 20 to 30 meters. Anti-spoofing technology is built within each beacon and has the capability of notifying Court Staff if tampered with.



ShadowtrackONE Platform

Shadowtrack's secure online database and monitoring software platform. All data transmitted from the ShadoWatch, Beacon, Enrollee App, and Officer App is recorded within the platform. Upon login, Court Staff can easily access their entire caseload, create Inclusion and Exclusion zones, set curfews, check compliance, initiate any of the

Officer App features, monitor current and historical information on the individual's movement, enter/modify offender information, device information, and alarms, etc. Staff also have the ability to generate and modify reports for all offender data.

The ShadowtrackONE Platform is robust and user friendly allowing access over a wireless network 24 hours per day, 365 days per year without interruption.

Key Features:

- Enhanced Mapping Capabilities
- Real Time & Historical Data
- 2-Factor Authentication
- Push Notifications
- Instant Reports
- 24/7 Access
- Multilingual

Inclusion/Exclusion Zones

Staff can easily create state/county, circle, or polygon zones. When creating a zone, Court Staff enter a designated address, which is then displayed on the map in satellite view. Zones can be created personally for an individual offender or shared between multiple offenders.



Zones can easily be assigned to schedules by first determining the zone type; inclusion or exclusion, then selecting the zone you would like to use from the dropdown menu. A start date and time can be specified or the all-day option can be toggled on. The recurrence is determined and schedule exceptions can be added, as determined appropriate by staff.

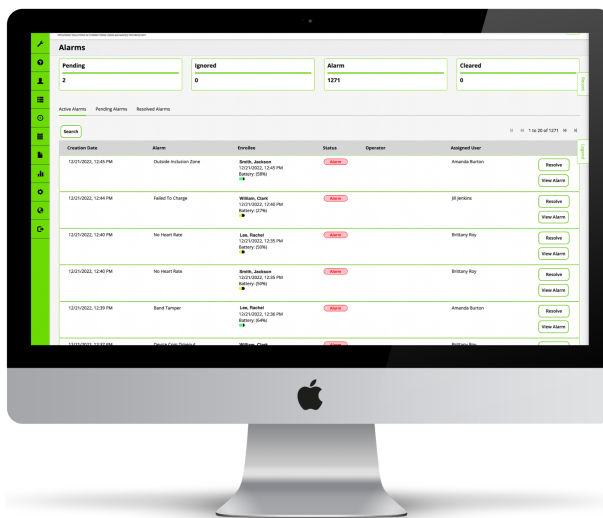
Central Monitoring Center

Within the ShadowtrackONE Platform our Alarms module provides monitoring services 24 hours per day, 365 days per year without interruption. At a glance, staff can view Pending, Ignored, Cleared, and the total amount of alarms outstanding. To drill down further alarms are categorized into three tabs; Active Alarms, Pending Alarms, and Resolved Alarms. From the dashboard, showing real-time watch alarms, Court Staff are provided with alarm information such as the creation date, alarm type, offender information, battery percentage, alarm status, the assigned officer, as well as the operator who resolved the alarm. Court Staff can simply view any alarm by clicking the

View Alarm button as well as manually resolve an alarm. We also provide the ability to use a comprehensive search field that will navigate through thousands of alarms. Protocols are set up according to agency specifications which notify staff of violations through desired push notifications.

Officer App

Shadowtrack's Officer App is available on both the Apple app store as well as desktop computers. Features available to the supervising officer to communicate with the offender include video calls, interactive interviews, instant messaging, calendaring, and two-way voice mail; each complete with location confirmation, and notes migrating from our platform to yours. Voice mail and interactive interviews also provide transcription of the enrollee's spoken words.



Enrollee App

Shadowtrack's Enrollee App is available on both iOS and Android devices. Standing independently, or in conjunction with ShadoWatch, this advanced technology provides officers with tools never before conceived. Listed below are some of the features we provide.

ShadowLocate

Using biometric technology, Shadowtrack obtains locations by voice, facial, or fingerprint, verifying the enrollee's location on a scheduled or random basis. Our location feature can be used on its own or paired with the majority of our other services offered, including ShadowBeacon.

ShadowView

A video session between the officer and enrollee allowing for face-to-face interaction. A location is captured when the enrollee answers the call and is viewable in real-time. Officers can request enrollees to use the camera 'flip feature' to reveal what the officer would see during a typical visit.

ShadowInteractive

An interactive interview of customized questions created by the officer. Allowing for the offender to maintain contact and compliance with their officer. Shadowtrack sends automatic reminders before each self-report session via SMS, telephone call, email, or Enrollee App voicemail.

ShadowCal

ShadowCal is Shadowtrack's calendar feature. When an appointment is created, the enrollee is notified via a push notification, and reminders are sent out 24 hours before an upcoming appointment. Officers also have the option to add an enrollee's appointment to their own calendars. Notifications from officers to enrollees can also be pushed from message to task, thus turning instructions into actions.

ShadowVmail

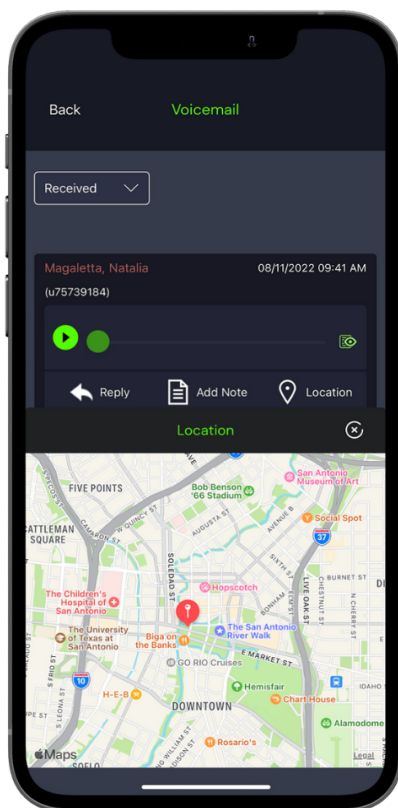
Shadowtrack's sophisticated voicemail solution aids communication between

officers and enrollees. It's designed specifically for the special needs of community corrections officers. ShadowVmail is the only service that does not have to be officer initiated; enrollees can reach out to their officers at any time by leaving an enhanced voicemail. Officers have the ability when recording a message to schedule that message to be sent out on a specific date and time.

Vocemails display the date, time, and location of where the enrollee was when the message was recorded. Officers may listen or read the transcribed message, view the location, add a note, respond, or schedule their response.

ShadowTest

Random or scheduled drug test notifications provide a turn-key solution refining the entire drug testing process from start to finish.



When Judges want to place the onus on the enrollee, ShadowTest can be configured for the enrollee to check in daily through the mobile app. Officers are either notified immediately or after an agreed-upon number of enrollee failures.¹

ShadowChat

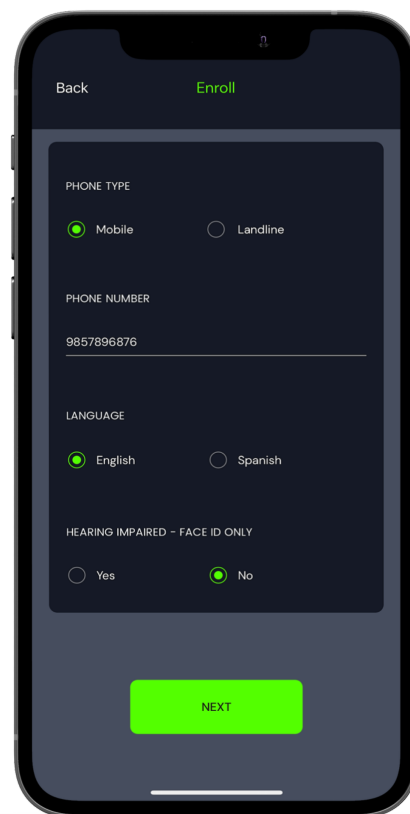
Instant messaging is initiated by the officer, which retrieves a location when the enrollee answers the call and is viewable in real-time. Officers can also create notes during and after the chat session.

ShadowBriety

The BACtrack device works in conjunction with Android and iOS devices. Integrated with the Enrollee App, it meets the needs of agencies by offering a cost-effective solution for enrollees required to be under an alcohol monitoring solution.

Touchless Enrollment

Enrollment being the first step, we listened and collaborated diligently with our partners in the field – pretrial, probation and parole, jail, and court officers – making this process quick, effective, efficient, and straightforward. Officers enter the enrollee's phone number; select phone type, language, and if there is a hearing impairment. From here, officers may assign schedules and templates, such as interviews, drug test notifications, or curfews. The enrollee receives everything necessary, and the process takes around five minutes to complete, whether in person or remotely. Shadowtrack notifies officers once enrollment is completed.



ShadowPass

Shadowtrack's travel pass feature is set for release in 2023. Enrollees initiate travel requests through the Enrollee App. Adding facial print, enrollees complete the required information and electronically send a partially completed form to the officer. If the officer approves of the travel, they merge case-specific information - as required by agency protocol - into an electronic document for review by a supervisor. If the supervisor approves of this travel, they indicate such via the press of a button. An electronic signature follows the digital document back to the



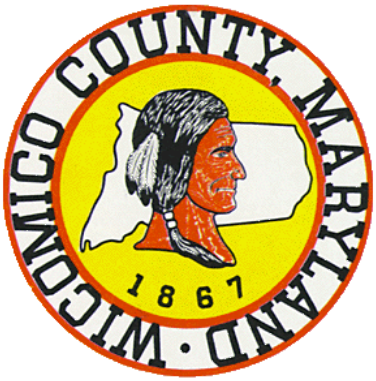
¹ This additional functionality for ShadowTest is to be released in 2023

officer. The officer may add supervision instructions, such as, *“Send me a voicemail through your enrollee app when you arrive there and when you arrive home.”* Both the officer and enrollee own the final digital document. Either party can save it as a PDF and attach it to the digital file or print a hard copy.²

ShadowCheck-In

Offenders will be able to self check-in to the local probation or pretrial office, notify their officer they are in the lobby, and begin answering a series of questions pertaining to areas of interest to the officer.³

References

		
<p>Tammy Williams Security Operations Manager (804) 840-4847 Tammyb.Williams@vadoc.virginia.gov</p>	<p>Marilyn Moe Project Manager (701) 328-2198 mmoe@ndcourts.gov</p>	<p>Thomas Pusey Director, Information Technology (410) 548 4850 Tpusey@wicomicocounty.org</p>

SOC 2, Type 2 Compliant

Shadowtrack Technologies, Inc is certified by the American Institute of Certified Public Accountants (AICPA) to be Systems and Organizations Control (SOC) compliant. To that end, we meet or exceed **SOC 2, Type 2** compliance requirements.



² This additional functionality for ShadowPass is to be released in 2023

³ This additional functionality for ShadowCheck-in is to be released in 2023