

Corey R. Steel
State Court Administrator



Gene Cotter
State Probation Administrator

TO: ALL HIGHLY QUALIFIED ELECTRONIC MONITORING VENDORS

RE: REQUEST FOR QUALIFICATIONS – JUVENILE ELECTRONIC MONITORING (EM)

ISSUE DATE: May 12, 2025

RESPONSE DUE DATE: June 6, 2025, by 11:59 PM CST

ISSUED BY: Gene Cotter, State Probation Administrator

Kari Rumbaugh, Deputy Probation Administrator, Juvenile Probation Services Division

I. INTRODUCTION

- A. The Administrative Office of the Courts and Probation (AOCB), on behalf of the Juvenile Probation Services Division, is issuing this Request for Qualification (RFQ) to identify qualified Electronic Monitoring (EM) vendors to provide continuous EM services to youth involved in the justice system, on probation for the period of August 01, 2025, through June 30, 2028.

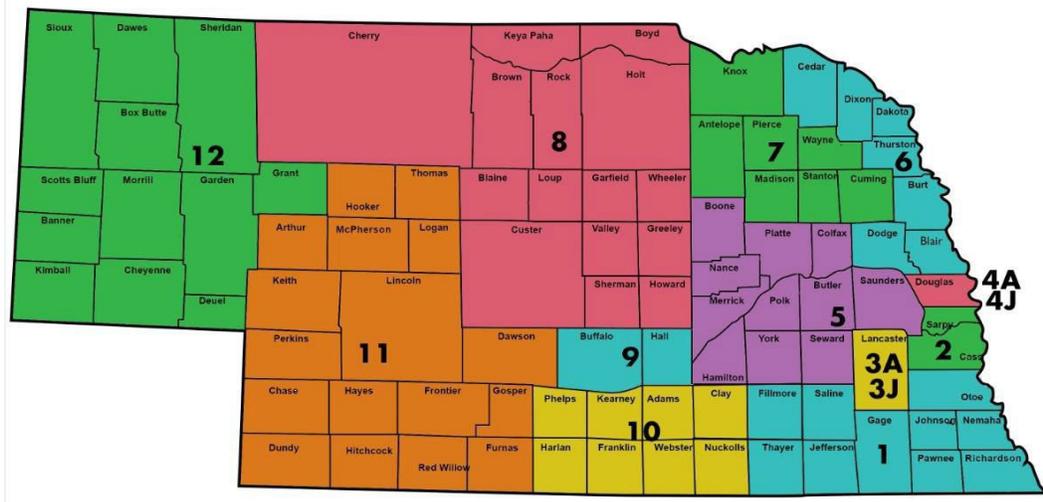
II. SERVICE OVERVIEW

- A. Juvenile EM contracted services are provided statewide. These services encompass equipment management, installation and removal, immediate response to alerts or violations, and collaboration with youth, their parents, the Courts, Probation, and other key stakeholders. The primary purpose for AOCB's use of EM for youth is to provide an alternative to detention. The determination for EM use is based on two major factors: the likelihood of the youth failing to appear for court hearings and the risk of engaging in further delinquent behavior. Under limited circumstances, the court may authorize the use of EM at the discretion of the probation District to aid in more intensive supervision.

III. SCOPE OF INTEREST

- A. AOCF invites responses from Vendors with experience providing EM services to justice involved youth in accordance with the minimum requirements outlined in the following: AOCF Electronic Monitoring Service Definition– Juvenile (Attachment A) and Juvenile EM Response Matrix (Attachment B).
- B. EM services are provided throughout the state. Respondents are required to identify the Probation Districts where their agency can successfully provide EM services across the entire district. Installations will primarily take place at the family home, but could also include, but is not limited to, probation offices, courts, and detention or treatment centers.

Diagram 1: Probation District Map



- C. AOCF is especially interested in responses from vendors committed to meeting the following criteria:
 - 1. Scope: Provide both Radio Frequency (RF) and Global Positioning System (GPS) service setting inclusion and exclusion zones.
 - 2. Capacity: Deliver service across multiple Districts.
 - 3. Equipment: Utilize the current generation EM equipment that meets or exceeds industry standards for accuracy, durability, and security.
 - 4. Responsiveness:
 - a) Installations: Respond to EM service referrals immediately and be in-route to complete installations within thirty (30) minutes.
 - b) Alerts/Violations: Respond immediately as outlined in the Juvenile EM Response Matrix (Attachment B).
 - 5. Staff: Demonstrate knowledge of service requirements and experience working with youth, able to provide technical assistance and support to ensure efficient and accurate function of equipment.
 - 6. Delivery: Work effectively with various populations

IV. VENDOR RESPONSIBILITIES

A. Vendors shall perform services in accordance with the requirements set forth in the AOCPP Electronic Monitoring Service Definition – Juvenile (Attachment A). The following outlines key operational and performance expectations specific to this service engagement:

1. Monitoring & Alert Response. Vendors must provide continuous, effective monitoring and timely responses to alerts for youth placed on EM within the designated service area. Response protocols must align with the Juvenile EM Response Matrix (Attachment B).
 - a) Address alerts/events immediately with the youth and/or parent/guardian via phone or in person.
 - b) Notify the assigned Probation Officer within the required timeframe.
 - c) Alerts include, but are not limited to:
 - Exclusionary Zones (GPS) – Unauthorized presence in restricted areas (e.g., victim’s home).
 - Inclusionary Zones (GPS) – Failure to remain in approved zones (e.g., school, work, treatment).
 - Curfew Violations (RF/GPS) – Late return or unauthorized departure
 - Signal Loss/Connectivity Issues (RF/GPS) – Inability to track client location.
 - Tampered Equipment (RF/GPS) – Strap or receiver tampering.
 - Low Battery Notifications (RF/GPS) – Battery nearing depletion.
2. Documentation & Reporting
 - a) Document all alerts and contacts in the Vendor Referral Page of the voucher payment system.
 - b) Provide weekly comment entries (Monday–Sunday) summarizing daily activity, even when no contact or violation occurred.
 - c) Be capable of generating ad hoc reports upon request, including point tracking reports when judicial approval or a subpoena is obtained.
3. Voucher System & Billing
 - a). Submit all service vouchers within 30 calendar days of full performance.
4. Equipment Maintenance
 - a) All equipment must be maintained according to the manufacturer’s specifications and maintenance schedule to ensure optimal performance and reliability.
 - b) Repair or replace defective equipment immediately upon discovery.
 - c) Perform battery replacements as needed to prevent service interruption.
5. Testimony
 - a) Ensure accuracy and reliability of services are supported by court-submissible documentation or expert testimony.
 - b) Provide court testimony, if subpoenaed or requested, at no cost to AOCPP.
6. Access
 - a) Provide probation staff and other authorized individuals with direct access into the electronic monitoring system upon request.

V. AOCP AND INTAKE/SUPERVISING OFFICER EXPECTATIONS

- A. AOCP and Field Staff will do the following:
1. Provide login credentials for the voucher system.
 2. Initiate EM vouchers and notify vendors of referrals.
 3. Approve participation in pro-social activities and provide schedules.
 4. Submit the weekly EM schedule for each youth.
 5. Communicate authorization for device removal.
 6. Respond to alerts as outlined in the Juvenile EM Response Matrix (Attachment B).
 7. Coordinate with external agencies on point tracking requests.

VI. RFQ SCORING RUBRIC

A. Responses will be evaluated on a 100-point scale based on the following criteria:

Scoring Domain	Point Value
1. Submission Completion & Quality <ul style="list-style-type: none">• Completeness and accuracy in responding to all RFQ sections.• Overall organization, clarity, and professional structure of narratives.	5%
2. Professional Experience <ul style="list-style-type: none">• Description and relevance of experience in providing EM services.• Experience working with juvenile justice systems and diverse populations.	25%
3. Knowledge of Services Requirements <ul style="list-style-type: none">• Program description prioritizes AOCP’s specific service expectations and requirements concerning equipment use, responsiveness, and stakeholder collaboration.• Demonstration of familiarity with Juvenile EM Response Matrix (Attachment B) and other service guidelines.	35%
4. Demonstrated ability to Provide Service <ul style="list-style-type: none">• Detailed description of capabilities and strategies to deliver services meeting requirements across selected district(s).• Strategies to meet performance metrics including installation timelines, responsiveness to alerts.	35%

VII. SUBMISSION GUIDELINES

A. All Responses must be submitted electronically no later than June 6, 2025, via Qualtrics at the following link:

[RFQ -JUVENILE ELECTRONIC MONITORING](#)

B. Respondents are expected to review the RFQ in its entirety including the Electronic Monitoring Service Definition-Juvenile (Attachment A), the Juvenile EM Response Matrix (Attachment B), and AOCP [Standards of Practice](#). Additionally, provide complete and thorough responses to all questions asked in Qualtrics. Respondents will receive an on-screen confirmation upon submission.

- C. Probation may reject any or all responses or parts thereof and/or cancel this RFQ and re-solicit, if such action is in Probation's best interest. Probation may waive informalities and minor irregularities on responses received. This RFQ does not commit Probation to award any contract or to pay any costs incurred in the preparation of responses.

VIII. RFQ TIMELINE

<u>May 12, 2025</u>	RFQ opens & accepting responses begins.
<u>June 6, 2025</u>	RFQ closes & vendor-responses accepted until 11:59 PM CST.
<u>June 27, 2025</u>	Selection notifications & contract awarding.
<u>August 1, 2025</u>	Selected vendors must ensure operational readiness to begin service.

IX. OTHER REQUIREMENTS

- A. Questions. AOCPC believes that this RFQ, including the content and instructions on Qualtrics, provides adequate information and understanding on how to respond, therefore AOCPC will not accept any questions or comments regarding the RFQ content.
- B. Maintaining Status as a Registered Service Provider (RSP). EM vendors are required to be Registered Service Provider(s) with the AOCPC.
- C. Submission Clarifications. Discussions may be conducted with Vendors(s) for the purpose of clarifying responses to ensure the Scoring Committee has a full understanding of the responses to this RFQ. During such discussions, there will be no disclosure of any information derived from responses submitted by competing Vendors. Vendors will be notified in writing or by phone if this is requested.
- D. Service Rate & Voucher Completion. All service vouchers must be submitted within 30 calendar days of service completion with required documentation. Reimbursement is based on AOCPC's established fee-for-service rate as indicated on the [Juvenile Rate Sheet](#).
- E. Access to RFQ Records. Once this competitive procurement process is complete, all records and associated contracts are considered public records and may be released to third parties upon appropriately submitted public records request(s).
- F. Subcontractors. All direct services rights or obligations are bestowed upon the contracted Vendor and shall not in whole or in part be assigned, delegated, or subcontracted to any other person or entity with the expressed consent of AOCPC. Any such relationships must be disclosed and approved in the RFQ response and/or in advance of the performance of any services by said third party.
- G. Preparation Fee. By submission of a response, Vendor certifies that Vendor has neither paid nor agreed to pay any person, other than a bona fide employee, a fee or a brokerage resulting from the award of the contract.
- H. Certifications. By submission of a response, the Vendor acknowledges, certifies, and agrees to comply with the terms, conditions, declarations, and requirements set forth herein.

- I. Compliance. All contracted services must be performed in accordance with AOC [Standards of Practice](#), applicable service definitions (including appendixes or matrix), contract terms and conditions, and must strictly comply with all governing state and federal laws and regulations.

X. RFQ QUESTIONS & CONTACT INFORMATION

- A. AOC believes that this RFQ, including the content and instructions, provides sufficient information for a response. If you have questions regarding your submission, please direct them to the following point of contact:

Dawn LaBay
Business Manager
Nebraska Administrative Office of the Courts & Probation
521 S. 14th Street
Lincoln, NE 68509-8910
dawn.labay@nejudicial.gov



Probation Service Definition

ADMINISTRATIVE OFFICE OF THE COURTS & PROBATION

Service Name	Electronic Monitoring <input type="checkbox"/> Adult <input checked="" type="checkbox"/> Juvenile
Category	Supportive Service (non-clinical, non-treatment)
Setting	Community-based
Facility License	Licensure is not required for this service
Service Description	<p>Electronic monitoring (EM) is an electronic system for high-risk youths to enhance community safety. EM provides the probation/problem-solving courts staff member a notification, or alert, when a youth leaves his/her home when he/she is required to remain home or when the youth enters an exclusion zone (a geographic area where they are not permitted to go). There are two types of EM technology used by Probation: Radio Frequency (RF) and Global Positioning System (GPS).</p> <p>Radio Frequency (RF) is designed for youth who are in need of stabilization and structured scheduling when outside of their residences. This technology tracks the departure and return of youth from their residence and allows for daily schedules and curfews to be set. The targeted population includes youth currently under supervision for a property crime; a history of missing appointments, including employment; struggles with time management, life management, or substance use; or overall irresponsibility and instability.</p> <p>Global Positioning System (GPS) is reserved for youth who pose a threat to community safety and includes sharing with law enforcement that GPS technology is in use. This technology tracks the whereabouts of a person on a real-time basis and can include exclusion zones. The targeted population includes youth currently under supervision for a crime involving a victim; a history of violence [current or prior conviction within the past three (3) years]; gang members (known or suspected affiliation verified by law enforcement); and youth who have a current or previous conviction for the distribution/sale of drugs.</p>

Service Expectations	EM services are to be provided by qualified providers who are selected through a competitive procurement process. Probation requires the use of the newest technologies and techniques within each type of monitoring in order to maximize the efficiency and effectiveness of monitoring youth. Specific service expectations are specified in the applicable competitive procurement documents. Program plan required <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Service Frequency	The service is provided continuously while authorized by Probation , 365 days per year and 24 hours per day.
Length of Service	As per the order of the sentencing judge or as sanctioned by the supervising probation/problem-solving court staff member.
Staffing	Electronic monitoring staff must be affiliated with selected RFQ providers. This service requires Criminogenic Continuing Education Hours <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Staff to Youth Ratio	No specific ratios outlined
Hours of Operation	Monitoring 365 days per year, 24 hours per day. Hookups and removals shall follow the terms outlined in the current competitive procurement documents and the associated Service Contract.
Service Desired Outcomes	Outcomes for this service include, but are not limited to, developing and following a daily schedule, avoiding exclusion zones, increasing overall accountability and compliance with terms of probation with a goal of successfully completing electronic monitoring services
Rate	Monitoring 365 days per year, 24 hours per day. Hookups and removals shall follow the terms outlined in the current competitive procurement documents and the associated Service Contract.

Juvenile Electronic Monitoring (EM) Response Matrix

This standardized matrix outlines the required responses of contracted Juvenile Electronic Monitoring providers and supervising/intake officers to violations identified through juvenile electronic monitoring.

	Violation Type	Description	Contracted Provider Response	Supervising/Intake Officer Response
ZONE VIOLATION	Exclusion Zone (GPS Only)	Prohibits entry into specific geographic areas such as a victim's home or when there is a no contact order.	Immediately call supervising/intake officer. Send a follow-up email to the officer and identified supervisor.	Upon notification from the provider, immediately contact the parent/guardian/youth to investigate. Notify law enforcement as needed based on the situation, victim involvement, and history of community safety concerns. Immediately staff with supervisor for next steps. Document the response in NPACS.
	Inclusion Zone (GPS Only)	Distinguishes areas such as work, school, treatment, and home where the youth is to be at specific times, including unauthorized leave from home.	Immediately call parent/guardian to verify permission. If it is not resolved after <i>15 minutes</i> , call the supervising/intake officer. Send a follow-up email to the officer and identified supervisor.	If not resolved within <i>15 minutes of providers attempt</i> , immediately follow up by phone or in person with the parent/guardian/youth to investigate. Document the response in NPACS.
	Curfew (GPS & RF)	Indicates late returns after curfew or restricted periods (failed to enter home).	Immediately call parent/guardian/youth to verify location. If it is not resolved after <i>15 minutes</i> , call the supervising/intake officer. Send a follow-up email to the officer and identified supervisor.	If not resolved within <i>15 minutes of providers attempt</i> , immediately follow up by phone or in person with the parent/guardian/youth to investigate. Document the response in NPACS.
	Lost Signal/Unable to Connect (GPS & RF)	Unit has a weak signal or satellite reception is lost. The individual is no longer tracked due to bracelet shutdown or the receiver not calling into the data center.	Immediately call parent/guardian to investigate. Check for GPS-impaired environment. If the location is confirmed to be a GPS impaired environment, continue to monitor. If it is not resolved after <i>15 minutes</i> , call the supervising/intake officer. Send a follow-up email to the officer and identified supervisor.	If not resolved within <i>15 minutes of providers attempt</i> , immediately call parent/guardian/youth. If unresolved after <i>30 minutes</i> , determine if law enforcement should be contacted. Staff with supervisor for next steps. Document the response in NPACS.

DEVICE TAMPER	Cut/Tampered Strap (GPS & RF)	Strap is compromised, tamper suspected.	<p>Immediately call parent/guardian/youth to determine status of the unit and location of the youth.</p> <p><u>LOCATION UNKNOWN:</u></p> <p>Immediately call supervising/intake officer.</p> <p><u>LOCATION KNOWN:</u></p> <p>Call supervising/intake officer. Partner with the supervising/intake officer to determine next steps. Meet in-person to reinstall bracelet.</p> <p>Send a follow-up email to the officer and identified supervisor.</p>	<p>Upon notification from the provider, immediately contact the parent/guardian/youth to investigate.</p> <p><u>LOCATION UNKNOWN:</u></p> <p>Immediately notify law enforcement. Notify the court if the youth has eloped.</p> <p><u>LOCATION KNOWN:</u></p> <p>Partner with the provider to determine next steps. Meet in-person to reinstall bracelet.</p> <p>Staff with supervisor for next steps. Document the response in NPACS.</p>
	Receiver Tamper (GPS & RF)	Receiver is compromised.	<p>Call supervising/intake officer. Partner with the supervising/intake officer to determine next steps. Meet in-person to reinstall bracelet.</p> <p>Send a follow-up email to the officer and identified supervisor.</p>	<p>Partner with the provider to determine next steps. Meet in-person to reinstall bracelet.</p> <p>Staff with supervisor for next steps. Document the response in NPACS.</p>
BATTERY LEVEL	Battery Low (GPS)	Battery level reaches a predefined low voltage level (~20% or 10 hours).	<p>Force call to unit. Call parent/guardian/youth to instruct them to charge. If unresolved within <i>30 minutes</i>, call the supervising/intake officer.</p> <p>Send a follow-up email to the officer and identified supervisor.</p>	<p>If not resolved within <i>30 minutes</i> of the providers' attempt, call and/or follow up in person with the parent/guardian/youth. Instruct the youth to charge the bracelet for <i>at least two (2) hours</i>. Provide a reminder and confirm parent/guardian/youth understanding of daily charging expectations.</p> <p>Document the response in NPACS.</p>
	Battery Critical (GPS)	Battery level reaches a pre-defined low voltage point, which indicates approximately 2-4 hours of battery life left.	<p>Force call to unit. Call parent/guardian/youth to instruct them to charge. If unresolved within <i>30 minutes</i>, call the supervising/intake officer.</p> <p>Send a follow-up email to the officer and identified supervisor.</p>	<p>Upon notification from the provider, immediately call and/or follow up in person with the parent/guardian/youth. Reiterate charging expectations and verify that charging has begun. Instruct them to continue charging for <i>at least two (2) hours</i>. If charging does not begin within <i>1 hour</i>, in person contact is required. Identify and address any environmental barriers to charging (lack of outlets or charger issues).</p> <p>Staff with supervisor for next steps. Document the response in NPACS.</p>
	Potential Dead Battery (GPS)	Battery level has approximately 20-30 minutes remaining before shutdown.	<p>Immediately call supervising/intake officer.</p> <p>Send a follow-up email to the officer and identified supervisor.</p>	<p>Upon notification from the provider, immediately follow up in person with the parent/guardian/youth to resolve the issue. Confirm the bracelet is being charged or determine if a device swap is needed.</p> <p>Immediately staff with supervisor for next steps including potential court notification. Document the response in NPACS.</p>

ATTACHMENT C

Juvenile Electronic Monitoring (EM) Qualtrics Questions

Below are the questions you will be asked to respond to in Qualtrics. You can access the Qualtrics survey by clicking the link provided in the RFQ. Please review the questions in advance to prepare your responses and ensure all required information is readily available before beginning the submission.

1. Legal entity name
2. DBA (Doing Business As, if applicable)
3. Agency:
 - Physical address
 - Mailing address
 - Phone number
4. Point of Contact (POC) concerning this RFQ submission:
 - POC name
 - POC title
 - POC email
 - POC phone number
5. Is the POC for this RFQ also the person with the authority to sign contracts on behalf of the agency?
 - YES/NO
 - o If no, please identify the person who is authorized to sign contracts for your agency.
 - Name
 - Title
 - Email
 - Phone Number
6. Provide a brief history of Providers' business (500 words or less).
Include:
 - Year established
 - Experience in providing electronic monitoring (EM)
 - Services historically provided
 - Geographic areas services
 - Experience working with justice involved or high-risk youth
7. Within the last five (5) years, has the agency had a contract that was terminated for cause due to breach or similar failure to comply with the terms of the contract?
 - YES/NO
 - o If yes, provide a detailed explanation.
8. Indicate which service type(s) you are willing to provide (check all that apply):
 - Radio Frequency (RF)
 - Global Positioning System (GPS)
 - Both

9. In your own words, what is the primary purpose of Juvenile Electronic Monitoring as defined by Probation? (250 words or less)
10. EM Response Matrix
 - **Battery Level Violations:** (500 words or less) Describe how your agency will respond to alerts for low, critical, and potential dead battery levels. Include expected timeframes, in-person follow-up procedures, and how your agency will address charging compliance issues. What internal strategies will you implement to prevent recurring battery violations?
 - **Exclusion Zone Violation:** (500 words or less) A youth enters a restricted exclusion zone with an active no-contact order. Outline your agency's step-by-step response, including required communication, law enforcement notification (if applicable), and documentation.
 - **Tamper with Unknown Location:** (500 words or less) A youth's strap has been cut and their location is unknown. Describe your immediate response, including who will be contacted, documentation steps, collaboration with Probation, and how you would respond if the youth's location is later confirmed.
11. Indicate the specific district(s) and/or locations your agency is willing and able to provide Juvenile Electronic Monitoring services. Note that installations may occur in the youth's home, a probation office, court, detention center, or treatment facility.
 - *Note: Selection does not guarantee a contract for all indicated areas. Preference may be given to vendors offering full district or multi-district coverage.*
12. Describe how your agency will provide services in the selected areas beginning August 1, 2025. Include information about staffing, supervision, staff onboarding, and scheduling to meet the following requirements:
 - Plan to maintain 24/7 staffing and monitoring coverage.
 - How you ensure compliance with response timelines and documentation requirements.
 - Processes in place to communicate and collaborate with Probation staff in real time
13. Agencies must maintain their status as a Registered Service Provider with AOCP to perform EM services.
14. By submitting this response, you confirm that you have read and understand the RFQ and all supplemental attachments in their entirety. You acknowledge that the information provided is true, accurate, and complete to the best of your knowledge. You acknowledge that this submission will be evaluated to determine suitability to meet AOCP's minimum service requirements, and if selected, submitted commitments may be incorporated as binding performance responsibilities in any resulting contract.