shadowtrack
PROVIDING SOLUTIONS IN CORRECTIONS USING VOICE BIOMETRICS TECHNOLOGY

GENERAL SERVICES ADMINISTRATION

Federal Supply Service
Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA** *Advantage*!™, a menu-driven database system. The INTERNET address for **GSA** *Advantage*!™ is: **GSAAdvantage.gov.**

Multiple Award Schedule (MAS)
Federal Supply Group: Professional Services
Contract Number: 47QSWA19D004G
For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.
Contract Period: March 1, 2019 through February 29, 2024
Effective as of PS-0014 dated 04/01/2021

ShadowTrack Technologies, Inc.
1001 Ochsner Blvd Ste 425A
Covington, LA 70433-8152
Robert Magaletta, President & CEO
robert@shadowtrack.com
V: 985-867-3771
F: 985-867-3771

Contractor's internet address/web site where schedule information can be found: www.shadowtrack.com

Business size: Small

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

334290: Security and Detection Systems
OLM: Order Level Materials

1b.

SERVICE	GSA PRICE
Central Station Monitoring	25,001-Above Enrollees: $.80

1c.

The ShadowtrackONE biometric platform is a powerful and complete community supervision package, that includes a suite of comprehensive compliance services, that can be implemented individually, or as a complete solution, with no geographical restrictions. ShadowtrackONE can be accessed from any smartphone, tablet, or computer. The platform allows users to manage their caseload activity, enroll new participants, enable monitoring services, schedule monitoring services and events, and electronically communicate with the enrollee. Users can view all tracking and compliance history, enter notes, and generate custom reports.

The suite consists of the following core elements and services:

CORE ELEMENTS:

- Voice Verification

- Facial Recognition

- Mobile Application

- Tamper Proof Tracking Device

CORE SERVICES:

- Shadow**Interactive**

- Shadow**Notice**

- Shadow**Voice**

- Shadow**Pass**

- Shadow**Test**

- Shadow**Face**

- Shadow**Locate**

- Shadow**View**

- Shadow**Pay**

- Shadow**Chat**

- Shadow**Notes**

- Shadow**Phone**

- Shadow**Watch**

Description of Services

Shadow**Interactive**

Shadow**Interactive** allows an enrollee to answer a series of questions without having to meet face to face with their supervising agent. Prior to initiating a ShadowInteractive session, the enrollee must pass facial recognition and a valid location must be determined. Upon success of verification, the enrollee will answer a set of questions through typing the answers on their mobile device, speaking the answers using the device microphone, or calling into the Shadowtrack IVR.

Shadow**Notice**

Shadow**Notice** allows the user to communicate with one or more enrollees by delivering scheduled notifications. Notifications can be placed via Text to Speech (TTS), SMS, Voicemail, or Email. This automated solution eliminates the need to communicate with enrollees directly thus increasing user efficiency. The user can schedule one time or recurring notifications for upcoming appointments, court dates, or probation related reminders. The Shadowtrack application logs the date and time and the details of the notification message in the enrollee's profile.

Shadow**Voice**

Shadow**Voice** is a voice verification service that is utilized with the Shadowtrack enrollee mobile app. This feature is used to identify the enrollee during curfew calls. ShadowVoice is used as the primary form of verification for all curfew calls and can be paired with the ShadowLocate and ShadowFace services. This biometric technology allows the user to verify the enrollee's identity and location simultaneously.

Shadow**Pass**

Shadow**Pass** allows the user to monitor the enrollee's approved travel. This service allows the user to schedule a travel return date via the enrollee profile. The enrollee is then required to call and check in via the Shadowtrack application prior to the return travel date to remain compliant. The enrollee's location is simultaneously verified during the check in call to ensure they are in fact back at their home location.

Shadow**Test**

The ShadowTest service offers a turnkey-solution to refine the entire drug testing process from start to finish. Shadowtrack's Random Drug Test feature is a solution for all aspects of drug testing including payment collection, verified notifications, integration with testing facilities, and final test results integrated into the platform. This feature allows the user the ability to create random or scheduled drug testing notifications. The frequency of drug testing notifications are customized according to the agency's needs. The drug testing notification can be placed to the enrollee via an automated telephone call initiated by the Shadowtrack application, by email, or by SMS utilizing multi-factor drug test verification. The SMS multi-factor drug test verification requires the enrollee to confirm they have received the text to report for testing. The date and time the message was confirmed is listed. If the enrollee does not respond and confirm receipt of the notification, Shadowtrack will initiate an automated phone call and deliver the notification via text to speech. This feature also offers the ability for the enrollee to call into the automated system to hear the notification if the original call was missed. The date and time the message was listened to will be listed. Shadowtrack will also place an SMS message to enrollee's utilizing a mobile phone if they miss the automated telephone call. The user can conveniently manage drug testing for their enrollees with Random Drug Tests multiple detailed reports that display who was notified to report for testing for any past, current, or future dates specified.

ShadowFace

Shadow**Face** is a facial recognition feature that is utilized with the Shadowtrack enrollee mobile app. This feature can be used as a secondary form of verification to voice verification. This feature can also be used as a primary form of verification for hearing impaired enrollees. This service is paired with the ShadowLocate service so that the identity and location of the enrollee are verified simultaneously.

ShadowLocate

Shadow**Locate** allows the user to verify the enrollees location on a random basis to ensure they are located within an inclusion zone during the designated curfew period. This feature is utilized with the Shadowtrack enrollee mobile app so that the GPS and WIFI technology of the mobile phone are used to determine location. This service can be used as a standalone feature to silently locate the enrollee or it can be paired with Shadowtrack's voice and facial recognition to verify the enrollee location and identity simultaneously.

ShadowView

Shadow**View** eliminates face to face contact by utilizing an interactive video session similar to facetime. ShadowView is used to conduct live video sessions with the enrollee while being able to see the enrollee's surroundings and verify their location at the same time.

ShadowPay

Shadow**Pay** allows users to manage supervision related fees within the Shadowtrack application. Users can process debits and credits and view a detailed register with a line by line record of all transactions via the enrollee profile. Users can send scheduled payment reminders and notifications when payments are past due. This service also allows enrollees to make online payments utilizing a custom payment portal.

ShadowChat

Shadow**Chat** allows the user to engage in a live chat session with the enrollee. This feature allows for real time communication between the user and the enrollee via the ShadowView App and ShadowTrack enrollee mobile app. All ShadowChat calls are logged on the enrollee profile in the ShadowTrack application so there is a record of all communication with the enrollee.

ShadowNotes

Shadow**Notes** allows the user the convenience of typing case notes regarding the enrollee via the ShadowView app. This feature allows the user to easily note any pertinent information regarding the enrollee. These notes are then logged on the enrollee profile in the ShadowTrack application.

ShadowPhone

Shadow**Phone** allows the user to place a phone call to the enrollee via the ShadowView app. This phone call is then logged on the enrollee profile in the ShadowTrack application so there is a record of all communication with the enrollee.

ShadoWatch

The ShadoWatch incorporates Wi-Fi, GPS, and network location technology to increase location accuracy while enhancing battery life. The ShadoWatch features an attractive tamper proof wrist watch with color display. The watch is also waterproof and includes motion sensors, vibration alerts, messaging, heart rate, and blood pressure detection. The watch offers the ability to communicate with the enrollee by using two-way voice or electronic messaging. For more information on the ShadoWatch please access our brochure via this link: https://www.flipsnack.com/shadowtrack/shadowatch-tamperproof-tracking-device.htm

2. Maximum order. 334290: $250,000; OLM: $250,000

3. Minimum order. $100.00

4. Geographic coverage (delivery area). 50 United States; District of Columbia; Puerto Rico

5. Point(s) of production (city, county, and State or foreign country). Not Applicable

6. Discount from list prices or statement of net price. Net prices set forth above.

7. Quantity discounts. None

8. Prompt payment terms. Net 30

9. Foreign items (list items by country of origin). None.

10a. Time of delivery. (Contractor insert number of days.) As negotiated with ordering agency and the contractor.

10b. Expedited Delivery. As negotiated with ordering agency and the contractor.

10c. Overnight and 2-day delivery. As negotiated with ordering agency and the contractor.

10d. Urgent Requirements. As negotiated with ordering agency and the contractor.

11. F.O.B. point(s). Destination.

12a. Ordering address.
1001 Ochsner Blvd Ste 425A
Covington, LA 70433-8152

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address.
1001 Ochsner Blvd Ste 425A
Covington, LA 70433-8152

14. Warranty provision. None.

15. Export packing charges, if applicable. Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable

17. Terms and conditions of installation (if applicable). Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable

18b. Terms and conditions for any other services (if applicable). Not Applicable

19. List of service and distribution points (if applicable). Not Applicable

20. List of participating dealers (if applicable). Not Applicable

21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/. www.shadowtrack.com

23. Data Universal Number System (DUNS) number. 083759394

24. Contractor is registered in the SAM database. Current and valid.

Final Pricing:

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

ShadowtrackONE Suite of Services	Unit	0-100 Enrollees	101-5000 Enrollees	5,001-10,000 Enrollees	10,001-20,000 Enrollees	20,001-25,000 Enrollees	25,001-Above Enrollees
Shadow**Interactive**[1] Shadow**Notice** Shadow**Voice** Shadow**Pass** Shadow**Test** Shadow**Face** Shadow**Locate** Shadow**View** Shadow**Pay**[2] Shadow**Chat** Shadow**Notes** Shadow**Phone**	Month	$30.00	$20.00	$15.00	$6.25	$6.13	$6.00
Shado**Watch** Monitoring	Day	$5.00	$4.75	$4.50	$4.25	$4.00	$3.75
Central Station Monitoring	Day	$1.00	$0.80	$0.80	$0.80	$0.80	$0.80

[1]Voice verification is included with the price of the interview

[2] ShadowPay - Service is available to the state at no cost but if the service is utilized, the enrollee pays a 5% technology fee (In states and entities where applicable)

Service Contract Labor Standards: The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Professional Services Schedule (PSS)Schedule and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and / or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.