

- (i) **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 are available through GSA Advantage!®, a menu-driven database system.

The INTERNET address GSA Advantage!® is: [GSAAdvantage.gov](http://GSAAdvantage.gov). Schedule Title FSC Group, Part, and Section or Standard Industrial Group (as applicable) FSC Class(es)/Product code(s) and/or Service Codes (as applicable) Contract number For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

**Multiple Award Schedule (MAS)**  
**GS-07F-201CA**  
**Contract period: August 15, 2015-August 16, 2025**



**Fieldware, LLC**  
**549 W Randolph St, Ste 701**  
**Chicago, IL 60661-2316**  
**312-258-1000**  
**[www.fieldware.com](http://www.fieldware.com)**  
**POC: Scott Grundberg, Managing Partner**  
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**Small Business**

**SINs 334290 Security and Detection Systems and OLM**  
**NAIC Code: 518210 Data Processing, Hosting, and Related Services**

(ii) **CUSTOMER INFORMATION**

1a. Table of awarded special item number(s)

SIN	PRODUCT NAME	UOI	GSA PRICE
334290	OffenderLink™ ATR-D	Per Person/Per Month	\$9.78
334290	OffenderLink™ ATR-M	Per Person/Per Month	\$3.91
334290	OffenderLink™ SFM	10 Percent of Fees Collected up to the monthly order amount not to exceed \$300,00	*\$302,250 Not to exceed
334290	OffenderLink™ ANS-Basic	Notification	\$1.47
334290	OffenderLink™ ANS-Level 1	Notification	\$1.03
334290	OffenderLink™ ANS-Level 2	Notification	\$0.24
334290	OffenderLink™ - VMS	Per Person/Per Day	\$1.22
334290	OffenderLink™ - IBS	Per Transaction	\$3.86
334290	OffenderLink™ - CMS	Per Person/Per Month	\$1.96
334290	PCM/SOR Tier II Customized and Primary	Monthly fee of \$12,000 for up to 6,000 offenders (additional \$1.50 per offender per month for over 6,000)	\$11,727.96
334290	OffenderLink ATR-INT	Monthly fee \$2,500 for up 500 offenders, (additional \$5 per offender over 500)	\$2,443.32

**Product Descriptions**

**ATR -- Automated Telephone Reporting**

OffenderLink™ ATR is an automated IVR (Interactive Voice Response) telephone reporting and web-based supervision monitoring/management system designed to enable and support Evidence-based Practices. The System creates workflow efficiencies, reduces overall workload and increases accountability for cases where an office visit (or a mailed in form) can be replaced or supplemented by automated telephone contacts with a variety of available call schedules. With the optional Offender Pay funding program, OffenderLink™ is a true No Cost to the Agency solution.

OffenderLink™ ATR has been enhanced over the years to support the supervision and compliance monitoring of any and all special conditions of supervision including treatment programs, fines and fees, registrations and even random events such as drug testing and/or income verification, enabling expansion of use into all supervision levels. For example, agencies use the daily caller option to support monitoring intensive supervision cases and/or random drug testing programs. The system is highly scalable and secure with its extensive system redundancy and fail-over data center infrastructure. The system has multi-layered login security for both agency staff and offenders including voice biometrics.

## **SFM – Supervision Fee Management & Collection**

OffenderLink™ SFM is a turn-key Supervision Fee Management and Collections program featuring billing, remittance processing with multiple payment options, online views of all payments and vouchers, real time To-Do-Lists, notification of billable status, payment history, live and automated collections contacts, billing and collection letters, disbursements, and more.

Fieldware handles all aspects of the program including comprehensive program support to maximize receipts and minimize officer/staff workload so they can focus their attention on more critical supervision matters. The System supports management of all types of fines, fees, and restitution and is typically integrated with Agency systems to minimize any data entry.

## **ANS – Automated Notification System**

OffenderLink™ ANS makes automated phone calls and/or sends text messages to remind pre and/or post-adjudicated clients about upcoming court dates, delinquent fees, upcoming supervision appointments, or any other type of notification an agency may need to send in an effort to reduce costly failure-to-appear situations. The System is also be used for other types of notifications like delinquent fines and fees, registration reminders and treatment program reminders where the time and expense of other contact methods are prohibitive. The system integrates with agency systems to pull appointment data and return contact outcomes. Fieldware clients have experienced quantifiable and significant cost savings with the ANS program.

## **VMS – Voice Monitoring System**

The OffenderLink™ Voice Monitoring System (VMS) module utilizes voice biometrics to compare an offender's voiceprint to an initial voice sample in order to verify their presence at a known location for curfew or home confinement purposes. VMS is typically used as either a special condition of supervision, a graduated sanction, or in lieu of other electronic monitoring options for adult and juvenile offenders or even for pre-adjudicated clients. The VMS module is highly configurable allowing an officer or agency to manage curfew periods, known phone locations, and minimum/maximum contacts per curfew period.

OffenderLink™ VMS will provide officers, Operations Centers (OC), and/or surveillance personnel with real-time alerts when non-compliance is detected. While OffenderLink™ VMS has detailed tracking and reporting of all monitoring contacts, integration with existing data systems facilitates a streamlined enrollment as well as the automated passing of outcomes back to agency databases.

OffenderLink's™ multi-modal messaging systems (phone, text, etc.) notify the offender to check-in within a specified and configurable time period. OffenderLink™ VMS is configurable to require a minimum and/or maximum number of check-ins per period as well as the check-in time limits. The System makes random notifications based on these parameters. The module is also capable of scheduling contacts at officer specified times. The system can also be used for random drug testing applications.

## **IBS – Inmate Banking Services**

The OffenderLink™ Inmate Banking Services (IBS) provides an easy to use web portal, telephone-based Interactive Voice Response (IVR) and walk-up options for friends and family members of inmates to transfer funds to the corrections agency supervising the inmate with the intent of making the funds

available for the inmate's use within the canteen as per policy of the institution and its supervising agency.

Fieldware hosts dedicated websites for offender fee payments by agency for ease-of-use for payers and so no two agency's data are combined. Fieldware also hosts dedicated toll-free program support lines for each of its agency partners allowing agency staff and customers to connect with a live Fieldware Customer Service Representative (CSR) for support.

### **CMS – Case Management System**

The OffenderLink™ Case Management System (CMS) module is the core of all OffenderLink™ supervision management programs and can now stand on its own as a fully-hosted, web-based feature-rich case management application. The system supports workflow automation and data management of offender or pre-adjudicated client case information as well as the compliance monitoring of any and all conditions of supervision including treatment programs, fines and fees, registrations and even random events such as drug testing and/or income verification. The program also has built-in merge letter generation to facilitate the creation of outbound correspondence for groups of clients significantly streamlining workflow. The program has built in case events tracking to manage all activities in the system by client as well as functionality to log and track all collateral contacts. The system supports data integration with other related agency data systems to further streamline operations and minimize duplicate data entry.

### **PCM/SOR Tier II Customized and Primary**

The OffenderLink™ Primary Case Management (PCM) system module is designed to be a fully-hosted, web-based feature-rich primary case management application for various community supervision agencies including Probation, Parole and Pre-trial. The system supports the intake process, an integrated assessments process, data and workflow management of offender or pre-adjudicated client case information, compliance monitoring of any and all conditions of supervision including treatment programs, fines and fees, registrations and even random events such as drug testing and/or income verification. The program also has built-in multi-lingual merge letter generation to facilitate the creation of outbound correspondence for groups of clients significantly streamlining workflow. The program has built in case events tracking to manage all activities in the system by client as well as functionality to track all collateral contacts. The system includes certain agreed upon customizations and agency specific reporting. The system supports data integration with other related agency data systems to further streamline operations and minimize duplicate data entry.

### **ATR -INT – OffenderLink™**

ATR–INT is an automated IVR (Interactive Voice Response) telephone reporting/web-based monitoring system that can integrate with Agency's primary data systems to greatly improve workflow efficiencies, reduce workload and increase accountability for lower risk cases where an office visit (or a mailed in form) can be replaced by an automated telephone contact. Various call schedule options include weekly, bi-weekly, and monthly. This program is typically funded by the Agency but can also be funded via an Offender Pay option. Typical transaction fees for Offender Pay option include \$1 per payment for payments by mail and \$2.50 per payment for electronic payments. Offenders are encouraged to pre-pay for multiple months.

2. Maximum order. \$250,000
3. Minimum order. \$750-\$5,000 depending on service provided
4. Geographic coverage (delivery area). \*Services provided electronically.
5. Point(s) of production: Chicago Illinois
6. Prices indicated here are the net price.
7. Quantity discounts: Additional 2% on singular orders exceeding \$1M except for SFM, VMS, IBS or CMS which receive no discount.  
  
+VMS receives additional +28% if VMS program is purchased in combination with an OffenderLink ATR program or is needed in conjunction with an already purchased OffenderLink ATR program.
8. Prompt payment terms. Net 30 Days  
  
"Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."
- 9a. Government purchase cards are accepted at or below the micro-purchase threshold.
- 9b. Government purchase cards are accepted above the micro-purchase threshold.
10. Foreign items: Not Offered
- 11a. Time of delivery. Negotiated at the time of order.
- 11b. Expedited Delivery. Contact Contractor at Task order Level
- 11c. Overnight and 2-day delivery. Contact Contractor at Task order Level
- 11d. Urgent Requirements. Contact Contractor at Task order Level
12. F.O.B. point: Origin
- 13a. Ordering address.  
Fieldware, LLC, 549 W Randolph St, Ste 701, Chicago, IL 60661-2316

13b. 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.

14. Payment address.

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15. Warranty provision. Standard Commercial Warranty

16. Export packing charges: Not Applicable.

17. Government purchase cards are accepted at thresholds above the micro-purchase level.

18. Terms and conditions of rental, maintenance, and repair. Not Applicable.

19. Terms and conditions of installation. Not Applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices. Not Applicable

20a. Terms and conditions for any other services. Customer is billed for actual services rendered. Customer may cease using the product at any time.

21. List of service and distribution points: Not Applicable, services delivered on-line.

22. List of participating dealers: Not Applicable

23. Preventive maintenance: Not applicable

24a. Special attributes: None.

24b. 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/](http://www.Section508.gov/).

25. Data Universal Number System (DUNS) number: 039836494

26. Fieldware is registered in the Central Contractor Registration (CCR) database