Attachment J-7 CSOSA Monitored Events Protocol and Notification Matrix

The Contractor shall provide twenty-four (24) hour per day, seven (7) day per week, three hundred sixty-five (365) day per year monitoring center services in accordance with this Attachment and Section C.8.3 Monitoring Center Services.

J-7.1 Notification Requirements

The Contractor shall review, document, and respond to monitored events in accordance with the notification requirements identified below.

Event Type	Monitoring Center Review Required	Live-Agent Telephone Notification	Email Notification	Text Notification	Escalation Required
Exclusion Zone Violation	Yes	Yes	Yes	Yes	Yes
Inclusion Zone Violation	Yes	Yes	Yes	Yes	Yes
Tamper Alert	Yes	Yes	Yes	Yes	Yes
Shielding Alert	Yes	Yes	Yes	Yes	Yes
Strap Violation	Yes	Yes	Yes	Yes	Yes
Low Battery Alert	Yes	As Required	Yes	Yes	As Required
Dead Battery Alert	Yes	As Required	Yes	Yes	As Required
Communication Loss Event	Yes	As Required	Yes	Yes	As Required
Equipment Malfunction	Yes	As Required	Yes	Yes	As Required
Device Removal Alert	Yes	Yes	Yes	Yes	Yes
Curfew Violation	Yes	As Required	Yes	Yes	As Required
Zone Schedule Violation	Yes	As Required	Yes	Yes	As Required

J-7.2 Live-Agent Communications

Live-agent telephone communications shall be performed for monitored events identified above as requiring live notification.

The monitoring center shall attempt contact with the offender, supervising officer, or designated CSOSA personnel in accordance with established escalation procedures.

J-7.3 Escalation Procedures

The Contractor shall document all notifications, communication attempts, event dispositions, and escalation actions within the Contractor's Case Management System.

Events requiring escalation shall be processed in accordance with Government-approved monitoring protocols and offender-specific supervision requirements.

J-7.4 Operational Flexibility

Notification and escalation requirements may vary based on offender supervision conditions, court orders, officer instructions, operational needs, and Government-approved monitoring protocols.

CSOSA reserves the right to modify notification and escalation requirements during contract performance.

J-7.5 Historical Volumes

CSOSA currently experiences approximately 1,200 to 1,400 monitored events requiring monitoring center review per month. Actual event volumes may fluctuate throughout contract performance.

Offerors shall propose staffing and operational approaches sufficient to support all monitoring center requirements identified in this solicitation.