

Contract MA-060-21010012
with
Idemia Identity & Security USA LLC
for
OC Automated Biometric Identification System Maintenance Services

This Contract MA-060-21010012 for OC Automated Biometric Identification System Maintenance Services (hereinafter referred to as “Contract”) is made and entered into as of the date fully executed by and between the County of Orange, a political subdivision of the State of California (hereinafter referred to as “County”) and Idemia Identity & Security USA LLC, with a place of business at 5515 E. La Palma Ave., Suite 100, Anaheim, CA 92807 (hereinafter referred to as “Contractor”), with a County and Contractor sometimes referred to as “Party” or collectively as “Parties”.

ATTACHMENTS

This Contract is comprised of this documents and the following Attachments, which are attached hereto and incorporated by reference into this Contract:

- Attachment A – Scope of Work
- Attachment B – Compensation and Pricing Provision

RECITALS

WHEREAS, Contractor and County are entering into this Contract for OC Automated Biometric Identification System Maintenance Services under a firm fixed fee Contract; and

WHEREAS, Contractor agrees to provide OC Automated Biometric Identification System Maintenance Services to the County as further set forth in the Scope of Work, attached hereto as Attachment A; and

WHEREAS, County agrees to pay Contractor based on the schedule of fees set forth in Compensation and Pricing Provision, attached hereto as Attachment B; and

NOW, THEREFORE, the Parties mutually agree as follows:

ARTICLES

General Terms and Conditions:

- A. **Governing Law and Venue:** This Contract has been negotiated and executed in the state of California and shall be governed by and construed under the laws of the state of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the parties specifically agree to waive any and all rights to request that an action be transferred for adjudication to another county.
- B. **Entire Contract:** This Contract contains the entire Contract between the parties with respect to the matters herein, and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or

binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County's Purchasing Agent or designee.

- C. Amendments: No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the parties; no oral understanding or agreement not incorporated herein shall be binding on either of the parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing.
- D. Taxes: Unless otherwise provided herein or by law, price quoted does not include California state sales or use tax. Out-of-state Contractors shall indicate California Board of Equalization permit number and sales permit number on invoices, if California sales tax is added and collectable. If no permit numbers are shown, sales tax will be deducted from payment. The Auditor-Controller will then pay use tax directly to the State of California in lieu of payment of sales tax to the Contractor.
- E. Delivery: Time of delivery of goods or services is of the essence in this Contract. County reserves the right to refuse any goods or services and to cancel all or any part of the goods not conforming to applicable specifications, drawings, samples or descriptions or services that do not conform to the prescribed statement of work. Acceptance of any part of the order for goods shall not bind County to accept future shipments nor deprive it of the right to return goods already accepted at Contractor's expense. Over shipments and under shipments of goods shall be only as agreed to in writing by County. Delivery shall not be deemed to be complete until all goods or services have actually been received and accepted in writing by County.
- F. Acceptance Payment: Unless otherwise agreed to in writing by County, 1) acceptance shall not be deemed complete unless in writing and until all the goods/services have actually been received, inspected, and tested to the satisfaction of County, and 2) payment shall be made in arrears after satisfactory acceptance.
- G. Warranty: Contractor expressly warrants that, provided County makes the payments required hereunder, the goods covered by this Contract are and will remain 1) free of liens or encumbrances, 2) merchantable and good for the ordinary purposes for which they are used, and 3) fit for the particular purpose for which they are intended. Acceptance of this order shall constitute an agreement upon Contractor's part to indemnify, defend and hold County and its indemnities as identified in paragraph "Z" below harmless, to the extent provided in paragraph "Z," from liability, loss, damage and expense, including reasonable counsel fees, incurred or sustained by County by reason of the failure of the goods/services to conform to such warranties, faulty work performance, negligent or unlawful acts, and non-compliance (subject to Section EE) with any applicable state or federal codes, ordinances, orders, or statutes, including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. Such remedies shall be in addition to any other remedies provided by law.
- H. Patent/Copyright Materials/Proprietary Infringement: Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as modified by Contractor through services provided hereunder will not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor agrees that, to the extent provided in paragraph "Z" below, it shall indemnify, defend and hold County and County Indemnitees harmless from any and all such claims and be responsible for payment of all costs,

damages, penalties and expenses related to or arising from such claim(s), including, costs and expenses but not including attorney's fees.

- I. **Assignment:** The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned by Contractor without the express written consent of County. Any attempt by Contractor to assign the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.
- J. **Non-Discrimination:** In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to penalties pursuant to Section 1741 of the California Labor Code.
- K. **Termination:** In addition to any other remedies or rights it may have by law, County has the right to immediately terminate this Contract without penalty for cause or after 30 days' written notice without cause, unless otherwise specified. Cause shall be defined as any material breach of contract, any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligation, except for its obligations under Section 25 of the Additional Terms and Conditions.
- L. **Consent to Breach Not Waiver:** No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.
- M. **Independent Contractor:** Contractor shall be considered an independent contractor and neither Contractor, its employees, nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees nor anyone working under Contractor shall qualify for workers' compensation or other fringe benefits of any kind through County.
- N. **Performance Warranty:** Contractor shall warrant all work under this Contract, taking necessary steps and precautions to perform the work to County's reasonable satisfaction, provided that County makes the payments required hereunder. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other goods/services furnished by the Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workmanlike manner; shall furnish all necessary labor, supervision, machinery, equipment, materials, and supplies, shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work. If permitted to subcontract, Contractor shall be fully responsible for all work performed by subcontractors.
- O. **Insurance Provisions:** Prior to the provision of services under this Contract, the Contractor agrees to purchase all required insurance at Contractor's expense, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this Contract have been complied with. Contractor agrees to keep such insurance coverage, Certificates of Insurance, and endorsements

on deposit with the County during the entire term of this Contract. In addition, all subcontractors performing work on behalf of Contractor pursuant to this Contract shall obtain insurance subject to the same terms and conditions as set forth herein for Contractor.

Contractor shall ensure that all subcontractors performing work on behalf of Contractor pursuant to this Contract shall be covered under Contractor's insurance as an Additional Insured or maintain insurance subject to the same terms and conditions as set forth herein for Contractor. Contractor shall not allow subcontractors to work if subcontractors have less than the level of coverage required by County from Contractor under this Contract. It is the obligation of Contractor to provide notice of the insurance requirements to every subcontractor and to receive proof of insurance prior to allowing any subcontractor to begin work. Such proof of insurance must be maintained by Contractor through the entirety of this Contract for inspection by County representative(s) at any reasonable time.

All self-insured retentions (SIRs) shall be clearly stated on the Certificate of Insurance. Any self-insured retention (SIR) in an amount in excess of Fifty Thousand Dollars (\$50,000) shall specifically be approved by the County's Risk Manager, or designee, upon review of Contractor's current audited financial report. For the purposes of this Section, deductibles are not considered SIRs.

If the Contractor fails to maintain insurance acceptable to the County for the full term of this Contract, the County may terminate this Contract.

Qualified Insurer

The policy or policies of insurance must be issued by an insurer with a minimum rating of A- (Secure A.M. Best's Rating) and VIII (Financial Size Category as determined by the most current edition of the Best's Key Rating Guide/Property-Casualty/United States or ambest.com) It is preferred, but not mandatory, that the insurer be licensed to do business in the state of California (California Admitted Carrier).

If the insurance carrier does not have an A.M. Best Rating of A-/VIII, the CEO/Office of Risk Management retains the right to approve or reject a carrier after a review of the company's performance and financial ratings.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below:

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability including coverage for owned, non-owned and hired vehicles	\$1,000,000 per occurrence
Workers Compensation	Statutory
Employers Liability Insurance	\$1,000,000 per occurrence

Network Security & Privacy Liability	\$1,000,000 per claims-made
Technology Errors & Omissions	\$1,000,000 per claims-made \$1,000,000 aggregate

Required Coverage Forms

The Commercial General Liability coverage shall be written on Insurance Services Office (ISO) form CG 00 01, or a substitute form providing liability coverage at least as broad.

The Business Auto Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 0012, CA 00 20, or a substitute form providing coverage at least as broad.

Required Endorsements

The Commercial General Liability policy shall contain the following endorsements, which shall accompany the Certificate of Insurance:

- 1) An Additional Insured endorsement using ISO form CG 20 26 04 13 or a form at least as broad naming the *County of Orange its elected and appointed officials, officers, agents and employees* as Additional Insured's, or provide blanket coverage, which will state *AS REQUIRED BY WRITTEN CONTRACT.*
- 2) A primary non-contributing endorsement using ISO form CG 20 01 04 13, or a form at least as broad evidencing that the Contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.

The Network Security and Privacy Liability policy shall contain the following endorsements which shall accompany the Certificate of Insurance:

- 1) An Additional Insured endorsement naming the *County of Orange, its elected and appointed officials, officers, agents and employees* as Additional Insured's for its vicarious liability.
- 2) A primary and non-contributing endorsement evidencing that the Contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.
- 3) The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the *County of Orange, its elected and appointed officials, officers, agents and employees* or provide blanket coverage, which will state *AS REQUIRED BY WRITTEN CONTRACT.*

All insurance policies required by this Contract shall waive all rights of subrogation against the County of Orange, its elected and appointed officials, officers, agents and employees when acting within the scope of their appointment or employment.

Contractor shall notify County in writing within thirty (30) days of any policy cancellation and ten (10) days for non-payment of premium and provide a copy of the cancellation notice to County.

Failure to provide written notice of cancellation may constitute a material breach of the Contract, upon which the County may suspend or terminate this Contract.

If Contractor's Professional Liability, Technology Errors & Omissions and/or Network Security & Privacy Liability are "Claims-Made" policy(ies), Contractor shall agree to maintain coverage for two (2) years following the completion of the Contract.

The Commercial General Liability policy shall contain a severability of interest's clause also known as a "separation of insured's" clause (standard in the ISO CG 0001 policy).

Insurance certificates should be forwarded to the agency/department address listed on the solicitation.

If the Contractor fails to provide the insurance certificates and endorsements within seven (7) days of notification by CEO/Purchasing or the agency/department purchasing division, award may be made to the next qualified vendor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not deposit copies of acceptable Certificates of Insurance and endorsements with County incorporating such changes within thirty (30) days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, nor act in any way to reduce the policy coverage and limits available from the insurer.

- P. Changes: Contractor shall make no changes in the work or perform any additional work without the County's specific written approval.
- Q. Change of Ownership/Name, Litigation Status, Conflict with County Interests: Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, and the County agrees to an assignment of the Contract, the new owners shall be required under the terms of sale or other instruments of transfer to assume Contractor's duties and Contractor obligations contained in this Contract and complete them to the satisfaction of the County.

County reserves the right to immediately terminate the Contract in the event the County determines that the assignee is not qualified or is otherwise unacceptable to the County for the provision of services under the Contract.

In addition, Contractor has the duty to notify the County in writing of any change in the Contractor's status with respect to name changes that do not require an assignment of the Contract. The Contractor is also obligated to notify the County in writing if the Contractor becomes a party to any litigation against the County, or a party to litigation that may reasonably affect the Contractor's performance under the Contract, as well as any potential conflicts of interest between Contractor and County that may arise prior to or during the period of Contract performance. While Contractor will be required to provide this information without prompting from the County any time there is a change in Contractor's name, conflict of interest or litigation status, Contractor must also provide an update to the County of its status in these areas whenever requested by the County.

The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with County interests. In addition to the Contractor, this obligation shall apply to the Contractor's employees, agents, and subcontractors associated with the provision of goods and services provided under this Contract. The Contractor's efforts shall include, but not be limited to establishing rules and procedures preventing its employees, agents, and subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence County staff or elected officers in the performance of their duties.

- R. Force Majeure: Contractor shall not be assessed or be found in breach during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, government order, pandemic, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within 36 hours of the start of the delay and Contractor avails himself of any available remedies.
- S. Confidentiality: Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees..
- T. Compliance with Laws: Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph "Z" below, Contractor agrees that it shall defend, indemnify and hold County and County INDEMNITEES harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws to the extent provided in Section Z..
- U. Freight: Prior to the County's express acceptance of delivery of products. Contractor assumes full responsibility for all transportation, transportation scheduling, packing, handling, insurance, and other services associated with delivery of all products deemed necessary under this Contract.
- V. Severability: If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.
- W. Attorney Fees: In any action or proceeding to enforce or interpret any provision of this Contract, each party shall bear their own attorney's fees, costs and expenses.
- X. Interpretation: This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each party had been represented by experienced and knowledgeable independent legal counsel of their own choosing or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other party hereto or by any person representing them, or both. Accordingly, any rule or law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the party that has drafted it is

not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to effect the purpose of the parties and this Contract.

- Y. **Employee Eligibility Verification:** The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by the law. The Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.
- Z. **Indemnification:** Contractor agrees to indemnify, defend with counsel approved in writing by County, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the wrongful or negligent acts or omissions of the Contractor or any subcontractors of Contractor in the provision of services or products pursuant to this Contract. Without increasing the extent of Contractor's liability hereunder, if judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.
- AA. **Audits/Inspections:** Contractor agrees to permit the County's Auditor-Controller or the Auditor-Controller's authorized representative (including auditors from a private auditing firm hired by the County) access during normal working hours to all books, accounts, records, reports, files, financial records, supporting documentation, including payroll and accounts payable/receivable records, and other papers or property of Contractor for the purpose of auditing or inspecting any aspect of performance under this Contract. The inspection and/or audit will be confined to those matters connected with the performance of the Contract including, but not limited to, the costs of administering the Contract. The County will provide reasonable notice of such an audit or inspection.

The County reserves the right to audit and verify the Contractor's records before final payment is made.

Contractor agrees to maintain such records for possible audit for a minimum of three years after final payment, unless a longer period of records retention is stipulated under this Contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records. Further, Contractor agrees to include a similar right to the County to audit records and interview staff of any subcontractor related to performance of this Contract. Should the Contractor cease to exist as a legal entity, the Contractor's records pertaining to this agreement shall be forwarded to the County's project manager.

- BB. Contingency of Funds: Contractor acknowledges that funding or portions of funding for this Contract may be contingent upon state budget approval; receipt of funds from, and/or obligation of funds by, the state of California to County; and inclusion of sufficient funding for the services hereunder in the budget approved by County's Board of Supervisors for each fiscal year covered by this Contract. If such approval, funding or appropriations are not forthcoming, or are otherwise limited, County may immediately terminate or modify this Contract without penalty.
- CC. Expenditure Limit: The County will not be responsible for any expenditure overruns and will not pay for work exceeding the dollar limit on the Contract unless a change order to cover those costs has been issued.
- DD. Limitation on Liability. THIS SECTION DD APPLIES NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS CONTRACT. Except for claims for direct losses for bodily injury or death, and except for claims arising from the gross negligence or willful misconduct of Contractor and/or any subcontractor of Contractor, Contractor's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise shall not exceed the amount of Contractor's minimum insurance limits in Section O. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT NEITHER PARTY WILL BE LIABLE HEREUNDER FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS CONTRACT OR THE SERVICES PROVIDED HEREUNDER.
- EE. Changes. If, following the date hereof, any "law" (as defined in Section T hereof) is changed, or if any new "law" is enacted that is directly related to the services in the Scope of Work contained herein, Contractor's compensation shall be equitably adjusted to compensate the Contractor for any additional work necessary to comply with the changed or new "law."

Additional Terms and Conditions

1. Scope of Contract: This Contract specifies the contractual terms and conditions by which County will procure and receive goods/services from Contractor as set forth in the Scope of Work, which is attached hereto as Attachment A and incorporated by this reference.
2. Term of Contract: ~~This Contract shall commence on January 27, 2021 upon execution of all necessary signatures and continue for three (3) calendar years from that date, unless otherwise terminated by County. This Contract may be renewed per as set forth in paragraph 3 below.~~ This Contract shall be in effect from January 27, 2021 through January 26, 2025, unless otherwise terminated by County. This Contract may be renewed as set forth in paragraph 3 below.
3. Renewal: This Contract may be renewed by mutual written agreement of both Parties for ~~two~~ one (2) additional one (1) year terms. The County does not have to give reason if it elects not to renew. Renewal periods may be subject to approval by the County of Orange Board of Supervisors.
4. Adjustments – Scope of Work: No adjustments made to the Scope of Work will be authorized without prior written approval of the County assigned Deputy Purchasing Agent.
5. Breach of Contract: The failure of the Contractor to comply with any of the provisions, covenants or conditions of this Contract shall be a material breach of this Contract. In such event the County may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:

- a) Terminate the Contract immediately, pursuant to Section K herein;
 - b) Afford the Contractor written notice of the breach and ten (10) calendar days or such shorter time that may be specified in this Contract within which to cure the breach;
 - c) Discontinue payment to the Contractor for and during the period in which the Contractor is in breach; and
 - d) Offset against any monies billed by the Contractor but yet unpaid by the County those monies disallowed pursuant to the above.
6. Civil Rights: Contractor attests that services provided shall be in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title II of the Americans with Disabilities Act of 1990, and other applicable State and federal laws and regulations prohibiting discrimination on the basis of race, color, national origin, ethnic group identification, age, religion, marital status, sex or disability.
 7. Conflict of Interest – Contractor’s Personnel: The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of the County. This obligation shall apply to the Contractor; the Contractor’s employees, agents, and subcontractors associated with accomplishing work and services hereunder. The Contractor’s efforts shall include, but not be limited to establishing precautions to prevent its employees, agents, and subcontractors from providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to influence or appear to influence County staff or elected officers from acting in the best interests of the County.
 8. Conflict of Interest – County Personnel: The County of Orange Board of Supervisors policy prohibits its employees from engaging in activities involving a conflict of interest. The Contractor shall not, during the period of this Contract, employ any County employee for any purpose.
 9. Contractor’s Project Manager and Key Personnel: Contractor shall appoint a Project Manager to direct the Contractor’s efforts in fulfilling Contractor’s obligations under this Contract. This Project Manager shall be subject to approval by the County and shall not be changed without the written consent of the County’s Project Manager, which consent shall not be unreasonably withheld.

The Contractor’s Project Manager shall be assigned to this project for the duration of the Contract and shall diligently pursue all work and services to meet the project time lines. The County’s Project Manager shall have the right to require the removal and replacement of the Contractor’s Project Manager from providing services to the County under this Contract. The County’s Project manager shall notify the Contractor in writing of such action. The Contractor shall accomplish the removal within five (5) business days after written notice by the County’s Project Manager. The County’s Project Manager shall review and approve the appointment of the replacement for the Contractor’s Project Manager. The County is not required to provide any additional information, reason or rationale in the event it The County is not required to provide any additional information, reason or rationale in the event it requires the removal of Contractor’s Project Manager from providing further services under the Contract.

10. Contractor Personnel – Reference Checks: The Contractor warrants that all persons employed to provide service under this Contract have satisfactory past work records indicating their ability to

adequately perform the work under this Contract. Contractor's employees assigned to this project must meet character standards as demonstrated by background investigation and reference checks, coordinated by the agency/department issuing this Contract.

11. Contractor's Expense: The Contractor will be responsible for all costs related to photo copying, telephone communications, fax communications, and parking while on County sites during the performance of work and services under this Contract. The County will not provide free parking for any service in the County Civic Center.
12. Contractor's Records: The Contractor shall keep true and accurate accounts, records, books and data which shall correctly reflect the business transacted by the Contractor in accordance with generally accepted accounting principles. These records shall be stored in Orange County for a period of three (3) years after final payment is received from the County. Storage of records in another county will require written approval from the County of Orange assigned Deputy Purchasing Agent.
13. Conditions Affecting Work: The Contractor shall be responsible for taking all steps reasonably necessary to ascertain the nature and location of the work to be performed under this Contract and to know the general conditions which can affect the work or the cost thereof. Any failure by the Contractor to do so will not relieve Contractor from responsibility for successfully performing the work without additional cost to the County. The County assumes no responsibility for any understanding or representations concerning the nature, location(s) or general conditions made by any of its officers or agents prior to the execution of this Contract, unless such understanding or representations by the County are expressly stated in the Contract.
14. Data – Title To: All materials, documents, data or information obtained from the County data files or any County medium furnished to the Contractor in the performance of this Contract will at all times remain the property of the County. Such data or information may not be deleted or destroyed, altered, or used or copied for direct or indirect use by the Contractor, either during or after completion or termination of this Contract, without the express written consent of the County. All materials, documents, data or information, including copies, must be returned to the County at the end of this Contract.
15. Default – Reprourement Costs: In case of Contract breach by Contractor, resulting in termination by the County, the County may procure the goods and/or services from other sources. If the cost for those goods and/or services is higher than under the terms of the existing Contract, Contractor will be responsible for paying the County the difference between the Contract cost and the price paid, and the County may deduct this cost from any unpaid balance due the Contractor. The price paid by the County shall be the prevailing market price at the time such purchase is made. This is in addition to any other remedies available under this Contract and under law.
16. Disputes - Contract:
 - A. The parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by the Contractor's Project Manager and the County's Project Manager, such matter shall be brought to the attention of the County Deputy Purchasing Agent by way of the following process:
 1. The Contractor shall submit to the agency/department assigned Deputy Purchasing Agent a written demand for a final decision regarding the disposition of any dispute between the

parties arising under, related to, or involving this Contract, unless the County, on its own initiative, has already rendered such a final decision.

2. The Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to the Contract, the Contractor shall include with the demand a written statement signed by a senior official indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects the Contract adjustment for which the Contractor believes the County is liable.
- B. Pending the final resolution of any dispute arising under, related to, or involving this Contract, the Contractor agrees to diligently proceed with the performance of this Contract, including the delivery of goods and/or provision of services. The Contractor's failure to diligently proceed shall be considered a material breach of this Contract.

Any final decision of the County shall be expressly identified as such, shall be in writing, and shall be signed by the County Deputy Purchasing Agent or his designee. If the County fails to render a decision within 90 days after receipt of the Contractor's demand, it shall be deemed a final decision adverse to the Contractor's contentions. Nothing in this section shall be construed as affecting the County's right to terminate the Contract for cause or termination for convenience as stated in section K herein.

17. Contractor Personnel - Drug-Free Workplace: The Contractor hereby certifies compliance with Government Code Section 8355 in matters relating to providing a drug-free workplace. The Contractor will:
1. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a)(1).
 2. Establish a drug-free awareness program as required by Government Code Section 8355(a)(2) to inform employees about all of the following:
 - a. The dangers of drug abuse in the workplace;
 - b. The organization's policy of maintaining a drug-free workplace;
 - c. Any available counseling, rehabilitation and employee assistance programs; and
 - d. Penalties that may be imposed upon employees for drug abuse violations.
 3. Provide as required by Government Code Section 8355(a)(3) that every employee who works under this Contract:
 - a. Will receive a copy of the company's drug-free policy statement; and
 - b. Will agree to abide by the terms of the company's statement as a condition of employment under this Contract.

Failure to comply with these requirements may result in suspension of payments under the Contract or termination of the Contract or both, and the Contractor may be ineligible for award of any future County contracts if the County determines that any of the following has occurred:

1. The Contractor has made false certification, or
 2. The Contractor violates the certification by failing to carry out the requirements as noted above.
18. EDD Independent Contractor Reporting Requirements: Effective January 1, 2001, the County of Orange is required to file in accordance with subdivision (a) of Section 6041A of the Internal Revenue Code for services received from a “service provider” to whom the County pays \$600 or more or with whom the County enters into a contract for \$600 or more within a single calendar year. The purpose of this reporting requirement is to increase child support collection by helping to locate parents who are delinquent in their child support obligations.

The term “service provider” is defined in California Unemployment Insurance Code Section 1088.8, subparagraph B.2 as “an individual who is not an employee of the service recipient for California purposes and who received compensation or executes a contract for services performed for that service recipient within or without the state.” The term is further defined by the California Employment Development Department to refer specifically to independent Contractors. An independent Contractor is defined as “an individual who is not an employee of the government entity for California purposes and who receives compensation or executes a contract for services performed for that government entity either in or outside of California.”

The reporting requirement does not apply to corporations, general partnerships, limited liability partnerships, and limited liability companies.

Additional information on this reporting requirement can be found at the California Employment Development Department web site located at http://www.edd.ca.gov/Employer_Services.htm

19. Emergency/Declared Disaster Requirements: In the event of an emergency or if Orange County is declared a disaster area by the County, state or federal government, this Contract may be subjected to unusual usage. The Contractor shall service the County during such an emergency or declared disaster under the same terms and conditions that apply during non-emergency/disaster conditions. The pricing quoted by the Contractor shall apply to serving the County’s needs regardless of the circumstances. If the Contractor is unable to supply the goods/services under the terms of the Contract, then the Contractor shall provide proof of such disruption and a copy of the invoice for the goods/services from the Contractor’s supplier(s). Additional profit margin as a result of supplying goods/services during an emergency or a declared disaster shall not be permitted. In the event of an emergency or declared disaster, emergency purchase order numbers will be assigned. All applicable invoices from the Contractor shall show both the emergency purchase order number and the Contract number. Contractor’s obligations hereunder are subject to Section R of the General Terms and Conditions.
20. Errors and Omissions: All reports, files and other documents prepared and submitted by Contractor shall be complete and shall be carefully checked by the professional(s) identified by Contractor as project manager and key personnel attached hereto, prior to submission to the County. Contractor agrees that County review is discretionary and Contractor shall not assume that the County will discover errors and/or omissions. If the County discovers any errors or omissions prior to approving Contractor’s reports, files and other written documents, the reports, files or documents will be

returned to Contractor for correction. Should the County or others discover errors or omissions in the reports, files or other written documents submitted by the Contractor after County approval thereof, County approval of Contractor's reports, files or documents shall not be used as a defense by Contractor in any action between the County and Contractor, and the reports, files or documents will be returned to Contractor for correction.

21. Equal Employment Opportunity: The Contractor shall comply with U.S. Executive Order 11246 entitled, "Equal Employment Opportunity" as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41 CFR, Part 60) and applicable state of California regulations as may now exist or be amended in the future. The Contractor shall not discriminate against any employee or applicant for employment on the basis of race, color, national origin, ancestry, religion, sex, marital status, political affiliation or physical or mental condition.

Regarding handicapped persons, the Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for employment is qualified. The Contractor agrees to provide equal opportunity to handicapped persons in employment or in advancement in employment or otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicaps in all employment practices such as the following: employment, upgrading, promotions, transfers, recruitments, advertising, layoffs, terminations, rate of pay or other forms of compensation, and selection for training, including apprenticeship. The Contractor agrees to comply with the provisions of Sections 503 and 504 of the Rehabilitation Act of 1973, as amended, pertaining to prohibition of discrimination against qualified handicapped persons in all programs and/or activities as detailed in regulations signed by the Secretary of the Department of Health and Human Services effective June 3, 1977, and found in the Federal Register, Volume 42, No. 68 dated May 4, 1977, as may now exist or be amended in the future.

Regarding Americans with disabilities, Contractor agrees to comply with applicable provisions of Title 1 of the Americans with Disabilities Act enacted in 1990 as may now exist or be amended in the future.

22. News/Information Release: The Contractor agrees that it will not issue any news releases in connection with either the award of this Contract or any subsequent amendment of or effort under this Contract without first obtaining review and written approval of said news releases from the County through the County's Project Manager.
23. Notices: Any and all notices, requests demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing with a copy provided to the assigned Deputy Purchasing Agent (DPA), except through the course of the parties' project managers' routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four (4) calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate party at the address stated herein or such other address as the parties hereto may designate by written notice from time to time in the manner aforesaid.

Contractor: Idemia Identity & Security USA LLC
5515 E. La Palma Ave., Suite 100
Anaheim, CA 92807
Attn: Amalia Annest

Ph: 714-688-3161
Amalia.annest@idemia.com

County: County of Orange
Sheriff-Coroner Department/OCCL
320 N. Flower St.
Santa Ana, CA 92703
Attn: Lisa Zinn
Ph: 714-834-4510
LMZ@occl.ocgov.com

Assigned DPA: County of Orange
Sheriff-Coroner Department/Purchasing Services Unit
320 N. Flower Street, 2nd Floor
Santa Ana, CA 92703
Attn: Maria Ayala
Ph: 714-834-6360
Mayala@ocsd.org

24. Precedence: The Contract documents consist of this Contract and its exhibits and attachments. In the event of a conflict between or among the Contract documents, the order of precedence shall be the provisions of the main body of this Contract, i.e., those provisions set forth in the recitals and articles of this Contract, and then the exhibits and attachments.
25. Termination – Orderly: After receipt of a termination notice from the County of Orange, the Contractor may submit to the County a termination claim, if applicable. Such claim shall be submitted promptly, but in no event later than 60 days from the effective date of the termination, unless one or more extensions in writing are granted by the County upon written request of the Contractor. Upon termination County agrees to pay the Contractor for all services performed prior to termination which meet the requirements of the Contract, provided, however, that such compensation combined with previously paid compensation shall not exceed the total compensation set forth in the Contract. Upon termination or other expiration of this Contract, each party shall promptly return to the other party all papers, materials, and other properties of the other held by each for purposes of performance of the Contract. Maintenance fees paid or due as of the date of termination will not be refunded unless the Contract was terminated pursuant to Section 5 of the Additional Terms and Conditions.
26. Usage: No guarantee is given by the County to the Contractor regarding usage of this Contract. Usage figures, if provided, are approximations. The Contractor agrees to supply services and/or commodities requested, as needed by the County of Orange, at rates/prices listed in the Contract, regardless of quantity requested.
27. Usage Reports: The Contractor shall submit usage reports on an annual basis to the assigned Deputy Purchasing Agent of the County of Orange user agency/department. The usage report shall be in a format specified by the user agency/department and shall be submitted 90 days prior to the expiration date of the contract term, or any subsequent renewal term, if applicable.
28. Sub-Contracting: No performance of this Contract or any portion thereof may be subcontracted by the Contractor without the express written consent of the County. Any attempt by the Contractor to subcontract any performance of this Contract without the express written consent of the County shall be invalid and shall constitute a breach of this Contract.

In the event that the Contractor is authorized by the County to subcontract, this Contract shall take precedence over the terms of the Contract between Contractor and subcontractor, and shall incorporate by reference the terms of this Contract. The County shall look to the Contractor for performance and indemnification and not deal directly with any subcontractor. All work performed by a subcontractor must meet the approval of the County of Orange.

29. Substitutions: The Contractor is required to meet all specifications and requirements contained herein. No substitutions will be accepted without prior County written approval.
30. Gratuities: The Contractor warrants that no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the County with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the County shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the County in procuring on the open market any goods or services which the Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the County provided in the clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.
31. Security Requirements:
- A. Contractor shall, with respect to all employees of Contractor performing services hereunder:
 - 1. Perform background checks as to past employment history.
 - 2. Inquire as to past criminal felony convictions.
 - 3. Ascertain that those employees who are required to drive in the course of performing services hereunder have valid California driver's licenses and no DUI convictions within two (2) years prior to commencement of services hereunder.
 - 4. Perform drug screening to determine that such employees are not users of illegal controlled substances as defined by federal law.
 - B. Contractor shall not assign to County property any Contractor personnel as to whom the foregoing procedures indicate:
 - 1. Inability or unwillingness to perform in a competent manner.
 - 2. Past criminal convictions for theft, burglary or conduct causing property damage or mental or physical harm to persons.
 - 3. Where such employee's duties include driving a vehicle, absence of a valid California driver's license or a DUI conviction within the prior two (2) years.
 - 4. Usage of illegal controlled substances as defined by federal law.
 - C. If any of the problems identified with respect to Contractor's employees are discovered after assignment of an employee to County property, or if County otherwise reasonably deems an assigned employee unacceptable, Contractor shall remove and replace such employee at the County property.

D. Nothing herein shall render any employee of Contractor an employee of County.

THE CONTRACTOR'S PERSONNEL REQUIREMENTS:

All employees must pass the County's background check and meet all requirements as set forth below:

1. All personnel to be employed in performance of the work under this Contract shall be subject to security clearance. Clearance must be updated and renewed every twelve (12) months from original date of clearance.
2. No person, who is required to enter a secured facility of the Sheriff, shall be assigned to perform work under this contract that has not received prior clearance from the Sheriff-Coroner Department.
3. Within fifteen (15) days of the effective date of this Contract, Contractor shall prepare and submit a complete and accurate "Contractor Security Clearance" information form for all Contractor's employee who will be working on or who will need access to the Sheriff-Coroner's facilities to perform work covered by this Contract and who do not then have a current Contractor Security Clearance with the County of Orange. County project manager shall provide form(s) to Contractor's project manager. Contractor is also responsible for ensuring that anytime an employee is assigned to work on Sheriff-Coroner's facilities under this contract that a Security Clearance form is submitted and approved prior to that employee requiring access to such premises for providing services under this contract.
4. Contractor shall inform employees assigned to perform work within secured facilities of the Sheriff-Coroner that the employee is required to inform Contractor if/when any information provided on the security clearance form changes. Contractor shall submit an updated security clearance form whenever there is a change in information provided by an employee. Contractor shall be responsible for ensuring to submit Security Clearance forms in order to renew the Security Clearance(s) every twelve months. Renewal forms shall be submitted at least ten (10) County working days prior to the expiration of an existing clearance; a security clearance is valid for 12 months from the date of issuance. If Contractor is submitting an updated form due to a change in information, said form shall be submitted within in 10 county working days of the employer becoming aware of the updated information.
5. Contractor Security Clearance information forms will be provided by County Project Manager upon request and will be screened by the Sheriff-Coroner's Department.
6. Contractor Security Clearance information forms shall be thoroughly and accurately completed. Omissions or false statements, regardless of the nature or magnitude, may be grounds for denying clearance.
7. County will not give Contractor the reason an individual's clearance is denied, but will provide explanation to individual affected via U.S. Mail.

E. GENERAL SECURITY REQUIREMENT-AT WORKSITE:

1. When performing work at a Sheriff-Coroner facility, all work areas shall be secured prior to the end of each workday.
2. Workmen shall have no contact, either verbal or physical, with inmates in any facility while performing work under this contract. Specifically:
 - a. Do not give names or addresses to inmates.
 - b. Do not receive any names or addresses from inmates.
 - c. Do not disclose the identity of any inmate to anyone outside the facility.
 - d. Do not give any materials to inmates.
 - e. Do not receive any materials from inmates (including materials to be passed to another individual or inmate).
3. Contractor's personnel shall not smoke or use profanity or other inappropriate language while on site.
4. Contractor's personnel shall not enter the facility while under the influence of alcohol, illegal controlled substances as defined under federal law, or other intoxicants, and shall not have such materials in their possession.
5. Failure to comply with these requirements is a criminal act and can result in prosecution.
6. Contractor's personnel shall plan their activities to minimize the number of times they must enter and exit a facility, i.e., transport all tools, equipment, and materials needed for the day at the start of work and restrict all breaks to the absolute minimum.
7. Contractor's personnel shall follow any special security requirements issued by the on-site contact person or escort Deputy.
8. Contractor's personnel shall report either to the on-site contact person when leaving the facility, temporarily or at the end of the workday.
9. Contractor's personnel shall immediately report all accidents, spills, damage, unusual conditions and/or unusual activities to the on-site contact person or any Sheriff's Deputy.
10. Contractor's personnel shall securely close and check all gates and doors to ensure that they are tightly closed and locked as they enter and exit various areas of the County facilities.
11. Contractor's personnel shall restrict all activities to the immediate work site and adjacent assigned areas necessary to performing work under this Contract.
12. Contractor's personnel shall remain with the assigned escort at all times, unless otherwise directed by the on-site contact person.

F. POTENTIAL DELAYS/INTERRUPTIONS:

1. Contractor shall acknowledge that the primary purpose of the detention facilities is the safe and secure operation of those facilities.
2. Contractor's personnel who enter a Sheriff facility but have not passed the security screening, or who have falsified the security screening information are subject to immediate removal from the facility. Contractor's personnel who are assigned to work in a Sheriff facility who are determined to have outstanding wants or warrants may be detained by the Sheriff.
3. Contractor's personnel shall immediately comply with all directions and orders issued by Sheriff's personnel, other than changes regarding the quality or quantity of work, which will be controlled by County's project manager.
4. Contractor's personnel may be delayed or denied access to the facility due to unforeseen events that may affect the availability of security escorts.
5. Contractor's personnel may be ordered to leave a facility prior to the completion of their work or the end of the workday by unforeseen incidents occurring within secure environments. Such unforeseen incidents may also cause Contractor's personnel to be held inside the facility until the incident is resolved by the Sheriff's personnel.
6. Contractor may be subject to an inventory requirement where the Contractor shall supply an inventory list of all tools. The Facility will use this list for verification of tools entering and exiting security. Any and all time required to comply with the tool inventory and control program will not be considered a compensable delay and no requests for equitable adjustment in time or additional compensation for this time will be considered.

-Signature Page to Follow-

Signature Page

The Parties hereto have executed this Contract# MA-060-21010012 for OC Automated Biometric Identification System Maintenance Services on the dates shown opposite their respective signatures below.

Contractor*: Idemia Identity & Security USA LLC

By: _____ Title: _____

Print Name: _____ Date: _____

Contractor*: Idemia Identity & Security USA LLC

By: _____ Title: _____

Print Name: _____ Date: _____

**If the contracting party is a corporation, (2) two signatures are required: (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. The signature of one person alone is sufficient to bind a corporation, as long as he or she holds corporate offices in each of the two categories described above. For County purposes, proof of such dual office holding will be satisfied by having the individual sign the instrument twice, each time indicating his or her office that qualifies under the above described provision.*

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

County Of Orange

A political subdivision of the State of California



Sheriff-Coroner Department

By: _____ Title: _____

Print Name: _____ Date: _____

Approved by the Board of Supervisors: _____

Approved as to Form
Office of the County Counsel
Orange County, California

By: _____
Deputy

ATTACHMENT A

Scope of Work

1. Introduction**1.1 Scope**

This Scope of Work (SOW) defines the work to be performed by the Contractor responsible for the sustainment of the Orange County Automated Biometric Identification (OC ABI) System for the term of the Contract. For this OC ABI Project, the Contractor will be responsible for furnishing all personnel, facilities, equipment, material, supplies, support, and management and will perform all functions necessary to sustain the OC ABI System as set forth in this SOW, the OC ABI System Design Specification (SDS) in Contract #MA-060-13010457, and the OC ABI System SDS Addendum for Mugshot Expansion in Contract #MA-060-19010727 (Amendment #4 to MA-060-13010457). All of the functionality in the OC ABI System SDS and SDS Addendum, whether specifically referenced or not in this SOW, will apply to the Contractor's services.

1.2 Background

The Orange County Crime Laboratory (OCCL) has been operating the IDEMIA (formerly MorphoTrak) MorphoBIS system since 2014, providing services to its own members, local police departments within the county, the California Highway Patrol, and others. The services offered include:

- Identification of subjects with prior criminal histories through fingerprint searches
 - As part of the booking process for criminals
 - As part of the background investigation of people applying for positions of trust with the county
 - In response to ad hoc requests from investigators
- Assignment of local file number (the Orange County Number or OCN) for new arrestees. These OCNs are used in numerous county business processes.
- Support to the identification of criminals by searching latent fingerprints and palmprints from crime scenes
- Connectivity to the California Department of Justice (CalDOJ) AFIS and through it access to the Federal Bureau of Investigation's (FBI) AFIS, the Next Generation Identification (NGI) System.
- Receipt, storage, searching using demographic fields and forwarding of other biometric modalities, such as facial, SMT, and iris images
- Use of the Extended Feature Set (EFS) standard for latent interoperability, as recommended by the US Department of Justice.
- Palmprint searching – forward and reverse latent matching
- Support for Mobile/ DNS tactical TOTs
- Receipt, storage, creation, and use of new record types as defined by ANSI/NIST-ITL 1-2011

2. Security

The Contractor *shall* implement a security program in compliance with the Criminal Justice Information Services (CJIS) Security Policy. All Contractor supplied facilities or systems *shall* provide protection and control of all OCCL and/or County-provided information, equipment, documentation, and network access.

3. Configuration Management

The Contractor *shall* comply with the OC ABI System Configuration Management Plan (see Contract #MA-060-13010457). The contractor *shall* participate in OC ABI System configuration control meetings and discussions. OCCL leadership will approve any Change Requests to the OC ABI System and, once those items are approved, will authorize the changes to be deployed on the production system.

4. Quality Assurance

The Contractor *shall* rigorously test all proposed changes to the OC ABI System on any appropriate IDEMIA resource, including the clone ABI System in the IDEMIA Anaheim facility, prior to deployment on the production system.

5. Sustainment

The Contractor *shall* provide all upgrades to the OC ABI System whenever new Contractor product releases are introduced during the term of the Contract. The Contractor *shall* provide corrective maintenance to OCCL for any error, malfunction, or defect in Contractor supplied equipment, software, or documentation that, when used as delivered, fails to perform in accordance with Contractor's officially announced, written or published, technical specifications or the requirements of this Contract through the term of the Contract.

In support of the ongoing investment in the system, Contractor shall provide for one person designated by OCCL to attend the annual User's Conference in North America. Contractor shall provide for all costs related to conference registration, roundtrip travel for event, ground transportation to/from conference airport and conference hotel, hotel accommodations, and daily meals.

5.1 Preventative Maintenance

The Contractor *shall* periodically perform inspection and adjustment of the equipment and replacement of defective parts thereof by dispatching maintenance personnel at the frequency recommended by the manufacturer in order to keep the equipment in good operating condition. The machine time required *shall* be scheduled on a monthly basis during working hours agreed to by OCCL.

Scheduled down time for performing preventative maintenance at the Central Site *shall* not exceed two (2) hours in any month unless agreed to in advance by OCCL.

The following table lists the Products to be maintained:
(Equipment is subject to location change and Node Name re-assignment)

Product	Description	Location	Node Name	Qty
ADS	Advanced Data Server	Orange County Sheriff's Office	OCCLADS001	2

	- SAN Storage Area Network		OCCLADS002			
Tape Library	Backup Server	Orange County Sheriff's Office	OCCLBUS001	1		
DES	Data Exchange Server	Orange County Sheriff's Office	OCCLDES001	1		
DPS	Data Processing Server	Orange County Sheriff's Office	OCCLDPS001	5		
			OCCLDPS002			
			OCCLDPS003			
			OCCLDPS004			
			OCCLDPS005			
Domain Controller	Domain Controller	Orange County Sheriff's Office	OCCLDC001	2		
			OCCLDC002			
Expert Workstation	Expert Workstation -Windows 7 Operation System - Flatbed Scanner, Epson V700 -Printers, C746 & CS720/725 (or any other FBI Appendix F certified printer model) -UPS -DELL PC, Keyboard, Mouse, Monitor	Orange County Sheriff's Office	OCCLLEW001- OCCLLEW010	23		
			OCCLTEW001- OCCLTEW013			
			OCCLLEW021			
		Remote Sites:				10
		Buena Park Police Department	OCCLLEW022			
		Costa Mesa Police Department	OCCLLEW023			
		Fountain Valley Police Department	OCCLLEW024			
		Fullerton Police Department	OCCLLEW025			
		Garden Grove Police Department	OCCLLEW026			
		Huntington Beach Police Department	OCCLLEW027			
		Irvine Police Department	OCCLLEW028			
		Newport Beach Police Department	OCCLLEW029			
Santa Ana Police Department	OCCLLEW031					
Expert Workstation	Software Support Only	Orange County Sheriff's Office	OCCLLEW011	1		
MBSS Matcher	Matcher Server	Orange County Sheriff's Office	OCCLMBS001- OCCLMBSS012	12		
BatchScan Station	BatchScan Station -Card Scanner, Epson 10000XL	Orange County Sheriff's Office	OCCLBAT001	1		
Mobile Gateway		Orange County Sheriff's Office		1		
WAS / Application Server		Orange County Sheriff's Office		2		

5.2 Troubleshooting

- The period of maintenance coverage for the Central Site and for the locations hosting latent equipment *shall* be 24 hours a day, seven days a week, 52 weeks a year.
- The Contractor *shall* provide technical support services on-call 24 hours a day 365 days a year. The Contractor *shall* maintain a Help Desk and *shall* accept requests for help telephonically or via email and document them in trouble tickets. The Help Desk personnel *shall* perform triage on the trouble tickets and provide responses on those that are known problems with workarounds or solutions the others are to be forwarded to Contractor support personnel. The Contractor *shall* acknowledge problem reports telephonically or by email within five (5) minutes, respond within two (2) hours to begin remote access remediation, and respond on site within four (4) hours for beginning on-site remediation of problems.
- The Contractor *shall* provide a monthly report of all trouble tickets and their status. Deliverable includes CDRL OC-37.

The table below further defines the Target Resolution Times for various problem severity levels.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME	TARGET RESOLUTION TIME
1	Total System Failure - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning.	Telephone conference within 1 hour of initial voice notification	Resolve within 24 hours of initial notification
2	Critical Failure - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems.	Telephone conference within 3 Standard Business Hours of initial voice notification	Resolve within 7 Standard Business Days of initial notification
3	Non-Critical Failure - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround.	Telephone conference within 6 Standard Business Hours of initial	Resolve within 180 days in a Seller-determined Patch or Release.
4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow.	Telephone conference within 2 Standard Business Days of initial	At Seller's discretion, may be in a future release.
5	Customer request for an enhancement to System functionality is the responsibility of Seller's Product Management.	Determined by Seller's Product Management.	If accepted by Seller's Product Management, a release date will be provided with a fee schedule, when appropriate.

5.3 Performance Requirements

The OC ABI System will meet performance (throughput and response time) requirements as specified in this section. DVI Transactions will not be timed nor is it known how many will be submitted in any given day; therefore they are not specified as having specific throughput or timing requirements.

5.4 Throughput Requirements

The OC ABI System throughput requirements cover all three classes of workflows. Contractor *shall* ensure the OC ABI System performs with the minimum requirements below:

Type of Transaction	Number of Transactions
Criminal TP-TP	482
Other TP-TP	32
ID Slaps-TP	16
TP-LT	482
KP-PLT	385
LT-TP	97
PLT-KP	39
LT-LT	97
PLT-PLT	39
Tactical TP-TP (2+ Fingers)	680
Tactical DNS TP-TP (5+flat fingers)	482

The Throughput requirements are for concurrent ingest and processing of identification, forensic, and tactical Transactions. The average and peak rates are shown below. The Peak rates are expressed as a percentage of the number of transactions above. The Peak Hour will be made up of these peak periods and the rest of that Peak Hour will consist of average loads – for instance the Peak Hour will have a load of a peak 30 minutes worth of Criminal TP-TP and 30 minutes of the average Criminal TP-TP.

Transaction Type	Duration of Peak Period	% of Average Daily Rate
Criminal TP-TP	30 minutes	10%
Other TP-TP	1 hour	20%
ID Slaps-TP	30 minutes	10%
Tactical TP-TP	5 minutes	2%
TP-LT	30 minutes	20%
KP-PLT	1 hour	20%
LT-TP (100% penetration)	30 minutes	10%
LT-LT (100% penetration)	30 minutes	10%
PLT-KP (100% penetration)	30 minutes	10%
PLT-PLT (100% penetration)	30 minutes	10%

5.5 Response Time Requirements

The response time for OC ABI System Transactions is a function of the Transaction type (identification, forensic, and tactical). The response times do not include any staff interaction times for QC, verification, or any other review.

The tables below provide the response times per class of Transaction the requirements for providing these response times.

Response Times per Class of Transaction Type

Transaction Types	Response Time Requirements During Peak Periods
Criminal TP-TP	5 minutes
Other TP-TP	60 minutes
ID Slaps-TP	10 minutes
TP-LT	30 minutes
LT-TP	30 minutes
PLT-KP	30 minutes
KP-LT	30 minutes
LT-LT	30 minutes
PLT-PLT	30 minutes
Tactical ID TP-TP	2 minutes

The response time requirements stated below are for 95% of the Transactions in any period as there are always some outliers caught up in processing and they will not be considered in the performance testing.

Response Time Requirements

Requirement ID	Requirement
ResponseTimeReq001	The OC ABI System shall provide responses for 95% of submitted Transactions per the values above. Response time to be measured from the beginning of the Transaction's ingest through the final response and the Transmission of a response back to the submitting site, with no error-burdened Transactions in the mix. The end-to-end measurement will exclude all human intervention times.

5.6 Accuracy Requirements

- The matcher accuracy will vary as a function of the class of service (identification, forensic, and tactical) and the quality of the input images. Identification service accuracy requirements are typically higher than those for forensic services as the input images are typically of better quality for live scan enrollments than for latent lifts.
- Accuracy terms-of-art have been undergoing an evolutionary change for the past few years. While reliability, true accept rate, false reject rate, and other terms are often used for access control systems and other biometric modalities (such as facial recognition), a consensus has developed in the international standards community around the terms **true match rate** and **failure to match rate** when discussing friction ridge matching on a large-scale.
- For this project, accuracy will have four accuracy terms:
 - True Match Rate** – (TMR) the probability that a true match will be found when it is in the background reference file (also known as a repository). This term replaces older terminology such as matcher reliability or true accept rate.
 - Failure to Match Rate** – (FTMR) the probability that a search will not return a true mate when the true mate is in the reference file. The failure to match rate is 100% minus the True Match rate. While not explicitly stated in the requirements, it will be calculated during testing and reported on.
 - Selectivity** – the number of candidates that will be examined to determine the true match rate. While the Cal-ID Administrator will be able to selectively change the length of candidate lists by Transaction class and by threshold scores, during testing, system accuracy will be measured

using the selectivity numbers in the table below.

False Match Rate – (FMR) the probability that an incorrect false mate can be identified as an automated true mate regardless if the true mate is or is not in the background reference file.

Accuracy Rates by Transaction Type

Transaction Types	Selectivity	True Match Rate	Minimum # of Congruent Minutiae
TP-TP	1	99.9%	N/A
ID Slaps-TP	1	99.8%	N/A
TP-LT	1/5	70% / 80%	12
LT-TP	1/5	70% / 80%	12
PLT-KP	1/5	70% / 80%	14
KP-PLT	1/5	70% / 80%	14
Tactical TP-TP (with at least 2 prints, and fewer than 10 prints, search records will be Fingerprint Acquisition Profile (FAP)-30 or better)	1	99.5%	16

Accuracy Requirements

Requirement ID #	Requirement
AccuracyReq001	The OC ABI System shall provide accuracy for submitted Transactions per the values in the table above while conforming to the response times requirement in section 5.5. The accuracy will be measured with a mutually agreed upon test set consisting of search and reference file images of NIST Fingerprint Image Quality (NFIQ) level 3 or better and with vendor Best Practices being used.

5.7 Service Availability and Restoration Requirements

The availability of all OC ABI System services shall be no more than one and a half (1.5) hours of unscheduled down time per month. An additional four (4) hours per month are permitted for backups, upgrades and preventive maintenance without impacting the measurement of availability.

6. Respective Obligations of the Parties

The County reserves the right to accept or reject any and all requests/requirements for County-provided resources, including equipment, materials, facilities or support.

County does not reimburse any travel expenses (e.g., gas/mileage, parking) incurred by the Contractor.

The table below delineates each Party's responsibility for the activities/services that are necessary to implement and complete the project:

Activity	IDEMIA Responsibility	OCCL Responsibility
System Operations Report		1. Run system operations reports
LAN/WAN Administration & Supervision		1. All LAN/WAN administration, supervision and support

Activity	IDEMIA Responsibility	OCCL Responsibility
User Management		<ol style="list-style-type: none"> 1. System administrators will be responsible for user management including: <ol style="list-style-type: none"> a. Creating users b. Establishing and modifying user access rights c. Enabling and disabling user accounts d. Deactivating users
Help Desk	<ol style="list-style-type: none"> 1. Provide Call Center support per your service agreement, including a 1-800 number and email access 2. Record and track all service calls in our database 3. Dispatch local Customer Support Engineers as required per the Scope of Work 	<ol style="list-style-type: none"> 1. Provide an end-user help desk, which shall: <ol style="list-style-type: none"> a. Serve as the first level support, providing assistance to operations personnel for workstation related questions and issues b. Notify and coordinate the notification of support resources, within your organization and to IDEMIA as dictated by the situation. c. Provide call follow-up and escalate issues to IDEMIA as necessary
Delivery of Consumables		<ol style="list-style-type: none"> 1. Provide data backup tapes, Ink cartridges, paper, batteries and other consumables
System Monitoring		<ol style="list-style-type: none"> 1. System administrators should monitor key components of the system, including: <ol style="list-style-type: none"> a. In-process transactions b. Services, interfaces and databases c. Notifications when an abnormal event is detected
System and Transaction Management		<ol style="list-style-type: none"> 1. System administrators will manage key components of the system, including: <ol style="list-style-type: none"> a. Stopping and re-launching of all transactions in the system b. Enabling and purging transactions c. Changing transaction priority

Activity	IDEMIA Responsibility	OCCL Responsibility
		d. Starting and stopping of all services, interfaces and databases of the system
Storage Space Monitoring		1. Monitor storage space indicators to look for alerts of failure or of approaching capacity thresholds and make appropriate notifications
Data Backup Management		1. Perform periodic backups of the system databases and verify the backups
Hardware Preventive Maintenance	<ol style="list-style-type: none"> 1. Perform all necessary preventive hardware maintenance 2. Down time for performing hardware preventative maintenance at the Central Site will not exceed two (2) hours in any month unless agreed to in advance by OCCL 	
Software Preventive Maintenance	<ol style="list-style-type: none"> 1. Perform log analysis, software updates and load any software patches required to ensure software is performing per specification 2. Provide all upgrades to deliverables whenever new product releases are introduced Down time for performing software preventative maintenance at the Central Site will not exceed two (2) hours in any month unless agreed to in advance by OCCL 	Confirm which software updates may be loaded and approve the schedule
Anti-Virus	Receive requests from OCCL and evaluate compatibility of production system software with major releases of antivirus definitions	Responsible for virus management, including definition downloads, virus checking and reporting
Performance Analysis & Tuning	<ol style="list-style-type: none"> 1. At a time agreed upon with OCCL, conduct monthly reviews of system capacity, usage, performance indicators and event logs to identify potential problems before they happen 2. Routinely evaluate performance indicators, make recommendations for altering system parameters and configurations to maintain optimum 	Review and approve configuration changes

Activity	IDEMIA Responsibility	OCCL Responsibility
	performance. Implement approved changes	
Remedial Maintenance Support	<ol style="list-style-type: none"> 1. Repair, replace or upgrade hardware as necessary to ensure that failed or degraded hardware is performing per specification within the conditions of the warranty and/or maintenance contract 2. Perform log analysis and technical investigations as necessary to diagnose system events 3. Produce software updates and fixes within the conditions of the warranty and/or maintenance contract. This may include source code analysis and patch creation 4. Test and install software updates and fixes in the production environment within the conditions of the warranty and/or maintenance contract 	
Spares Management	Maintain and manage an appropriate inventory of spare parts and install spare parts as necessary in the event of a system failure	
Data Management	<ol style="list-style-type: none"> 1. As necessary, perform record analysis to address issues such as missed identifications or other record processing anomalies 2. If the need arises, restore system data to correct any data loss or corruption of the permanent databases within the limits of the warranty and/or maintenance contract 	Notify IDEMIA of any known anomalies, such as missed identifications

ATTACHMENT B

Compensation and Pricing Provisions

1. Compensation: This is a firm-fixed fee Contract between the County and Contractor for OC Automated Biometric Identification System Maintenance Services as set forth in Attachment A, "Scope of Work".

The Contractor agrees to accept the specified compensation as set forth in this Contract as full payment for performing all services and furnishing all staffing and materials required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The Contractor shall only be compensated as set forth herein for work performed in accordance with the Scope of Work. The County shall have no obligation to pay any sum in excess of the fixed rates specified herein unless authorized by amendment in accordance with Articles C. Amendments of the County Contract Terms and Conditions.

2. Fees and Charges: County will pay the following fees in accordance with the provisions of this Contract. Payment shall be as follows:

Maintenance & Support Coverage

Product	Description	Cost Per Year
ABI System/ LEW - Software	OC Automated Biometric Identification System/LEW Maintenance Services as specified in the SOW, including: Standard Support/Advantage – Software Support Telephone Response: 2 hr Remote Dial-in Analysis Unlimited Telephone Support Standard Releases & Updates Software Customer Alert Bulletins Automatic Call Escalation Supplemental Releases & Updates Support 24 hours a day, seven days a week, 52 weeks a year	
	ABI Maintenance Subtotal	\$199,728.00
	LEW Maintenance Subtotal	\$ 4,500.00
	Total Annual Contract Not to Exceed	\$204,228.00
	Monthly Total Cost	\$ 17,019.00

Contract shall not exceed ~~\$612,684~~\$224,651 for the term of 1/27/24~~1~~ – 1/26/25~~4~~

3. Price Increase/Decreases: No price increases will be permitted during the first period of the price agreement. The County requires documented proof of cost increases on Contracts prior to any price adjustment. A minimum of 30-days advance notice in writing is required to secure such adjustment. No retroactive price adjustments will be considered. All across-the-board decreases in ABIS maintenance pricing will automatically be extended to the County of Orange. The County may enforce, negotiate, or cancel escalating price Contracts or take any other action it deems appropriate, as it sees fit. The net dollar amount of profit will remain firm during the period of the Contract. Adjustments increasing the Contractor's profit will not be allowed.

4. Firm Discount and Pricing Structure: Contractor agrees that no price increases shall be passed along to the County during the term of this Contract not otherwise specified and provided for within this Contract.
5. Contractor's Expense: The Contractor will be responsible for all costs related to photo copying, telephone communications and fax communications while on County sites during the performance of work and services under this Contract.
6. Payment Terms – Payment Monthly in Arrears: Invoices are to be submitted monthly in arrears to the user agency/department to the ship-to address, unless otherwise directed in this Contract. Vendor shall reference Contract number on invoice. Payment will be net 30 days after receipt of an invoice in a format acceptable to the County of Orange and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the Contractor.

Billing shall cover services and/or goods not previously invoiced. The Contractor shall reimburse the County of Orange for any monies paid to the Contractor for goods or services not provided, subject to Section 25 of the Additional Terms and Conditions, or when goods or services do not meet the Contract requirements.

Payments made by the County shall not preclude the right of the County from thereafter disputing any items or services involved or billed under this Contract and shall not be construed as acceptance of any part of the goods or services.

7. Taxpayer ID Number: The Contractor shall include its taxpayer ID number on all invoices submitted to the County for payment to ensure compliance with IRS requirements and to expedite payment processing.
8. Payment – Invoicing Instructions: The Contractor will provide an invoice on the Contractor's letterhead for goods delivered and/or services rendered. In the case of goods, the Contractor will leave an invoice with each delivery. Each invoice will have a number and will include the following information:
 - a. Contractor's name and address
 - b. Contractor's remittance address, if different from 1 above
 - c. Contractor's Taxpayer ID Number
 - d. Name of County Agency/Department
 - e. Delivery/service address
 - f. Master Agreement (MA) or Purchase Order (PO) number
 - g. Agency/Department's Account Number
 - h. Date of invoice
 - i. Product/service description, quantity, and prices
 - j. Sales tax, if applicable
 - k. Freight/delivery charges, if applicable
 - l. Total

Invoice and support documentation are to be forwarded to:

County of Orange
Sheriff-Coroner Department/OCCL
320 N. Flower St.
Santa Ana, CA 92703
Attn: Maria Manriquez

Ph: 714-834-6301
MNM@occl.ocgov.com

9. Payment (Electronic Funds Transfer (EFT))

The County of Orange offers Contractors the option of receiving payment directly to their bank account via an Electronic Fund Transfer (EFT) process in lieu of a check payment. Payment via EFT will also receive an Electronic Remittance Advice with the payment details via e-mail. An e-mail address will need to be provided to the County of Orange via an EFT Authorization Form. To request a form, please contact the assigned Deputy Purchasing Agent. Upon completion of the form, please mail, fax or email to the address or phone listed on the form.

10. Year End and Final Invoices

At the end of each term of the Contract, and upon final termination, Contractor shall submit final invoices for services rendered or goods accepted by County under the Contract term (typically one year) within ninety (90) days. For example, if the term of a Contract ends, or the Contract expires without being renewed on June 30th, any and all invoices for services rendered or goods accepted by County during the preceding term of the Contract shall be submitted to County on or before September 28. In the event the ninetieth (90th) day falls on a weekend or County holiday, the deadline for submission of invoices shall be extended to the next business day. County holidays include New Year's Day, Martin Luther King Day, President Lincoln's Birthday, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day.

Contractor's failure to submit invoices pursuant to the deadlines established herein may be deemed a breach and shall be a basis for the County to refuse payment.