

AMENDMENT NUMBER FIVE
TO
CONTRACT MA-060-18010732
BETWEEN THE
COUNTY OF ORANGE
AND
IDEMIA IDENTITY & SECURITY USA LLC

This AMENDMENT NUMBER FIVE to Contract Number MA-060-18010732 (formerly MA-060-17011259) (hereinafter "AMENDMENT NUMBER FIVE") between the County of Orange, a political subdivision of the State of California (hereinafter "COUNTY") and Idemia Identity & Security USA LLC (hereinafter "CONTRACTOR"), with a place of business at 296 Concord Road, Suite 300, Billerica, MA 018201, is made and entered upon execution of all necessary signatures.

RECITALS:

WHEREAS, COUNTY and MorphTrust USA, LLC DBA MT USA LLC executed a Contract on August 22, 2017 for Livescan/Biometric Capture Stations, as Contract Number MA-060-17011259 (hereinafter "ORIGINAL CONTRACT"), for a three (3) year term of August 22, 2017 through and including August 21, 2020, renewable for seven (7) additional one-year terms; and

WHEREAS, CONTRACTOR informed COUNTY on January 1, 2018, MorphoTrust USA, LLC DBA MT USA LLC changed its name to Idemia Identity & Security USA LLC, but there was no change in ownership or tax ID, and CONTRACTOR agreed to be bound by all of the terms and conditions of the ORIGINAL CONTRACT, as amended, just as if it had been an original signatory to the Contract, and COUNTY consented to the assignment of the ORIGINAL CONTRACT from MorphoTrust USA, LLC DBA MT USA LLC to CONTRACTOR; and

WHEREAS, the Orange County Board of Supervisor, pursuant to Resolution No. 94-904 adopted August 2, 1994, has authorized the Purchasing Agent of the County of Orange to change the name of vendor in a contract where there is only a name change and not a change of ownership, and accept a vendor's request to assign the contract to the newly named entity; and

WHEREAS, COUNTY and CONTRACTOR amended Paragraph S., Change of Ownership of the ORIGINAL CONTRACT in its entirety and the CONTRACTOR confirmed in writing that they understand and are in compliance with the County's Conflict of Interest Policy as stated in article S herein (hereinafter "AMENDMENT NUMBER ONE");

WHEREAS, COUNTY and CONTRACTOR amended the ORIGINAL CONTRACT on October 22, 2019 and replaced the Idemia Touchprint-5300 scanner blocks with CrossMatch LSCAN 1000 scanner blocks and CONTRACTOR provided replacement silicone membranes for fifty scanner blocks through the warranty and maintenance periods of the Contract, as well as provided new metal shrouds for housing the CrossMatch scanner blocks at no additional cost to the COUNTY (hereinafter AMENDMENT NUMBER TWO");

WHEREAS, COUNTY and CONTRACTOR renewed the ORIGINAL CONTRACT on July 15, 2020 for a one-year term of August 22, 2020 through and including August 21, 2021 and allowed CONTRACTOR to complete the project, in that only one (1) of five (5) milestones had

been completed (hereinafter “AMENDMENT NUMBER THREE”); and

WHEREAS, COUNTY and CONTRACTOR changed the Contract Number of the ORIGINAL CONTRACT and AMENDMENT NUMBER ONE from MA-060-17011259 to MA-060-18010732 due to an administrative error in the COUNTY software; and

WHEREAS, COUNTY and CONTRACTOR renewed the ORIGINAL CONTRACT on June 23, 2021 for a one-year term of August 22, 2021 through and including August 21, 2022 in an amount not to exceed \$275,000 (hereinafter “AMENDMENT NUMBER FOUR”);

WHEREAS, COUNTY desires to renew the ORIGINAL CONTRACT for a one-year term of August 22,2022 through and including August 21, 2023 in an amount not to exceed \$275,000 as well as to revise Attachment A, Scope of Work, Livescan/Biometric Capture Stations and Attachment C, PROPOSAL FEE SUMMARY, Section I, Compensation; and the CONTRACTOR has agreed to provide those services at the rates set forth in this AMENDMENT NUMBER FIVE;

NOW, THEREFORE, in consideration of the mutual obligations set forth herein, and in the ORIGINAL CONTRACT, both COUNTY and CONTRACTOR agree as follows:

1. ARTICLES

a. Additional Terms and Conditions, Section 1, Term of Contract, is amended to read in its entirety as follows:

1. Term of Contract: This Contract shall commence upon execution of all necessary signatures, and continue in effect from 8/22/17 through and including 8/21/23, unless otherwise terminated by COUNTY. This Contract may be renewed for four (4) additional one (1) year terms upon mutual agreement of both Parties. The County is not under any obligation to provide Contractor with a reason should it elect not to renew this Contract, nor is the County obligated to provide any prior notice to Contractor of its intent not to renew the Contract.

b. ATTACHMENT A, Scope of Work, Livescan/Biometric Capture Stations, of the ORIGINAL CONTRACT is amended in its entirety as follows (attached):

c. ATTACHMENT C, PROPOSAL FEE SUMMARY, Section I. Compensation, of the ORIGINAL CONTRACT is amended in its entirety as follows (attached):

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**ATTACHMENT A
SCOPE OF WORK
LIVESCAN / BIOMETRIC CAPTURE STATIONS**

1. Introduction

1.1. Scope

This Scope of Work (SOW) defines the work to be performed by the Contractor responsible for developing, deploying and sustaining a new Orange County criminal livescan fleet (which includes multiple law enforcement agencies that are not part of the County of Orange but within the County of Orange) administered by Orange County Crime Lab (“OCCL”) Cal-ID Bureau. For this project, the Contractor shall be responsible for furnishing all personnel, facilities, equipment, material, supplies, support, and management and shall perform all functions necessary to design, develop, document, integrate, test, and deploy all livescan devices as set forth in this SOW.

1.2. Payment Milestones (Completed)

Orange County Sheriff’s Department (OCSD) has identified five (5) Payment Milestones for the Development and Deployment phases of the project. Upon successful completion of Milestone 1, the Contractor will be paid 15 percent of the Development and Deployment price. Upon successful completion of Milestone 2, the Contractor will be paid 15 percent of the Development and Deployment price. Upon successful completion of each of Milestones 3 and 4, the Contractor will be paid 20 percent of the Development and Deployment price. Upon successful completion of Milestone 5, the Contractor will be paid the remaining amount of the Development and Deployment price. Successful completion of a Payment Milestone requires acceptance by the OCCL of all Contract deliverables associated with the milestone review and deliverables that are due at any time prior to that review. Deliverables are described in the body of this scope of work and listed in Appendix A by OC-#. The Payment Milestones are defined as follows:

1. **Payment Milestone 1 (15%)** – Successful completion of the System Design Review (SDR) more fully set forth in Section 6 below.
2. **Payment Milestone 2 (15%)** – Successful completion of the Pre-Ship Review (PSR). more fully set forth in Section 4.3.13.
3. **Payment Milestone 3 (20%)** – Successful completion of User Acceptance Test (UAT) for one-third of the fleet more fully set forth in Section 4.3.3
4. **Payment Milestone 4 (20%)** – Successful completion of UAT for two-thirds of the fleet
5. **Payment Milestone 5 (30%)** – Successful completion of the System Acceptance Review (SAR) more fully set forth in Section 4.3.3

Contractor shall provide a no-cost warranty period of one (1) year to begin after System Acceptance. After the warrant expires Contractor will provide maintenance and support of the systems, referred to as a “sustainment phase” priced as reflected in Attachment C. . The warranty period may begin earlier for portions of the fleet that pass UAT in accordance with Payment Milestones 3 and 4, but Contractor shall provide coterminous warranties regardless of when the warranty may begin such that the sustainment phase will commence for all machines/systems at the same time. All sustainment terms, conditions, and pricing are included in this Contract. At the end of the initial Contract term, OCSD expects to renew the Contract limiting the scope to the appropriate terms of a Sustainment phase (e.g. performance requirements, sustainment terms).

2. Applicable Standards

The Contractor shall comply with the requirements set forth in the current applicable local, state, and federal specifications for biometric transmissions, including but not limited to the “Reference Documents” listed below. Throughout this Contract, the Contractor or County’s OCCL may propose following newer standards and their associated data items that replace or supersede those below. To substitute newer standards and their associated data items the Contractor shall: 1) identify existing standards and data items to be replaced; 2) identify new standards and associated data items proposed for use; 3) provide a rationale for using the new items including cost, schedule, performance, and supportability impact; and 4) receive OCCL approval. Once the parties agree that newer standards should be used, this contract may be amended to identify the new standards. Such technical amendments may occur administratively and will not require additional authorization from the County Board of Supervisors unless the cost associated with the changes exceeds 10% of the annual cost of the Contract.

2.1. Reference Documents

- California DOJ Live Scan Data Submission Requirements:
 - LS-1-Table of Contents
 - LS-2-Introduction
 - LS-3-General Information
 - LS-4-Logical Data Record
 - LS-5-Part1 FP Cards
 - LS-5-Part2 FP Cards
 - LS-5-Print Specifications
 - LS-6-Data Transmission Requirements_V9
 - LS-7-Data Element Tables
 - LS-8-Code Tables
 - LS-9 Palm-Hand Requirements
 - LS-10 Photo Requirements
- FBI Electronic Biometric Transmission Specification (EBTS) V9.3 and V10
- FBI CJIS Security Policy (latest version)
- Federal Information Processing Standard (FIPS) 140-2
- NIST Best Practice Recommendation For Capture of Mugshots V 2.0
- NIST ANSI/NIST-ITL 1-2011: UPDATE 2013
- DNA Live Scan Automation Project – Technical Specification
- Orange County ABI System Design Specification
- Orange County ABI System Interface Control Document
- California Department of Justice Guidelines for Submitting Applicant Live Scan Transactions
- California Department of Justice Guidelines for Submitting Criminal Live Scan Transactions
- California Department of Justice Guidelines for Submitting Live Scan Sex and Arson Offender Registration Transactions
- California Department of Justice *APP/CRM/REG* Test Transaction Procedures when Live Scan Device is currently in GTC Production

3. Project Management

The Contractor is responsible for providing appropriate and sufficient project management services to plan, monitor, report, track, and manage the successful execution of the Contract.

All work shall be performed within the territory of the United States and shall be performed by United States citizens or Lawful Permanent Residents of the United States. Data and information provided by the OCCL shall not be communicated to anyone who is not a United States citizen or Lawful Permanent Resident of the United States.

3.1. Project Organization (Completed)

The Contractor shall assign a dedicated team of staff responsible for executing the requirements of the Contract. A clear line of project authority shall exist among all organizational elements (including subcontractors). Roles, responsibilities, authority, and reporting requirements shall be established for each organizational element. Once the team has been developed with staff identified and their individual roles relating to the project, Contractor shall notify the County's project manager. Contractor shall also notify County's project manager of any changes to the team of staff.

The Contractor shall appoint a Contractor Project Manager (CPM) who is a full time paid employee of the Contractor. The CPM shall serve for the duration of the development and deployment phases of the Contract effort and shall have responsibility for the accomplishment of all tasks to be performed under the Contract. The CPM shall be responsible for the Contractor's technical, cost, and schedule performance. The CPM shall have full authority over all Contractor project activities and resources. The CPM shall be the principal interface between the project and the Contractor's corporate organization, between the project and its associated Contractors, and between the Contractor and OCCL project management for all matters relating to the Contract. In the event the assigned CPM terminates employment with Contractor, Contractor shall notify County as soon as possible, and also notify the County upon assignment of a new CPM.

3.2. Project Planning (Completed)

The Contractor shall prepare and submit detailed plans governing all activities to be performed under the Contract.

3.2.1. *Project Management Plan*

The Contractor shall develop and maintain the Project Management Plan (PMP, Deliverable OC-01). The PMP shall provide details on activities that will be completed in each phase of the Contract. The PMP will:

- Establish the project organization, structure, authority, roles, responsibilities, and internal reporting relationships;
- Define the interfaces between the Contractor and OCCL project management;
- Establish reporting mechanisms and documentation;
- Identify Contractor resources (requirements and assignment);
- Establish project management procedures and policies;
- Incorporate the project Integrated Master Schedule;
- Identify any constraints or assumptions.

3.2.2. *Integrated Master Schedule*

The Contractor shall develop an Integrated Master Schedule (IMS, Deliverable OC-02), defined as an integrated and resource loaded schedule containing the detailed tasks necessary to ensure successful program execution, including all dependencies and inter-task relationships. The IMS shall be traceable to the SOW, the Program Management Plan, and all development, test, and transition plans required by the Contract. The IMS shall be used to verify achievability of Contract objectives, to evaluate progress toward meeting program objectives, and to integrate the program schedule activities with all program components.

The IMS shall contain the Contract milestones, accomplishments, and discrete tasks/activities from Contract award to the completion of the Deployment Phase of the Contract. It shall display summary, intermediate, and detailed schedules, and shall accommodate periodic analysis of progress to date.

The IMS shall be updated, at a minimum, on a monthly basis and reflect project status according to the Contractor's management control system. The IMS shall be formatted as a Microsoft Office Project 2007 schedule. This plan will form the basis for discussions at each status meeting.

Contractor shall participate in meetings and reviews during the term of the contract. Meeting shall occur at the locations in the following table, unless otherwise agreed to by OCCL Project Manager. Contractor shall be responsible for the OCCL project team travel costs to the Contractor Facility, limited to airfare, ground transportation, and lodging for (4) team members at a hotel with a reasonable government rate.

Meetings/Reviews	Location
Project Kickoff	OCCL facility
System Requirements Review	OCCL Facility
System Design Review	OCCL Facility
Factory Acceptance Test Readiness Review	Contractor Facility
Factory Acceptance Test	Contractor Facility
Pre-Ship Review	Contractor Facility
System Acceptance Test Readiness Review	OCCL Facility
System Acceptance Test	OCCL Facility / OC Police Agencies
System Acceptance Review	OCCL Facility
Training	OCCL Facility

Table 1: Preliminary Project Schedule and Payment Milestone Correlation

Task Description	Estimated Finish-Start Delivery Timeframe (Weeks)	Progress Payment %
Milestone #1		
Successful completion of the System Design Review (SDR)	14	15%
Milestone #2		
Successful completion of the Pre-Ship Review (PSR)	28	15%
Milestone #3		
Successful completion of User Acceptance Test (UAT) for one-third of the fleet	38	20%
Milestone #4		
Successful completion of UAT for two-thirds of the fleet	40	20%
Milestone #5		
Successful completion of the System Acceptance Review (SAR)	47	30%
Project Totals:	47 weeks	100%

3.3. Project Reporting and Reviews (Completed)

The Contractor shall provide Management and Technical Reports (Deliverable OC-03), conduct Management and Technical Reviews and additional meetings not otherwise referenced in section 3.2.2 above, as may be required for proper execution and implementation of the Contract. Attendees at management and technical reviews and meetings will include OCCL project personnel, OCCL support contractors, the Contractor, and subcontractors as necessary to meet the objectives of the meeting or review. Contractor shall produce meeting agendas, presentations materials, and detailed minutes for each meeting (Deliverable OC-04).

The Contractor shall participate in a project kickoff meeting at the OCCL facility within 10 working days after execution of Contract to introduce key OCCL and Contractor personnel, to discuss plans, to discuss the status of any risks or issues, to discuss proposals for further tailoring (if any) of the Contract, and to address any other issues OCCL project management or the Contractor wish to discuss.

3.4. Security

The Contractor shall implement a security program in compliance with the CJIS Security Policy. All Contractor supplied personnel, facilities or systems shall provide protection and control of all OCCL provided information, equipment, documentation, and network access.

3.5. Configuration Management

The Contractor shall develop a Configuration Management Plan (Deliverable OC-05) and implement a Configuration Management (CM) program in accordance with that plan. The CMP shall identify the organization responsible for the CM function. The CMP shall establish Configuration Management responsibilities and authority, identify Configuration Management resources and tools, establish Configuration Management policies, and define Configuration Management phasing and milestones. The CMP shall establish procedures for Configuration Identification, Configuration Control, Configuration Status Accounting, and Configuration Audits and Reviews. The CPM shall implement controls to ensure that only authorized changes are made to the CMP.

The Contractor shall develop and maintain control of deliverables until accepted by OCCL. The Contractor shall recommend configuration control tools for use on the project. Subject to OCCL approval, the Contractor shall procure and use the approved tools to perform their configuration control functions. The Contractor shall procure the approved tools and provide them to OCCL (Deliverable OC-22). The Contractor shall turn change control of deliverables over to OCCL when the deliverables are accepted.

3.6. Quality Assurance

The Contractor shall develop a Quality Assurance Plan (Deliverable OC-06) and implement a Quality Assurance (QA) program in accordance with that plan. The Contractor's QA program shall provide for a Contractor QA organization that is independent of the Contractor's Program Manager. The Contractor's QA program shall assure that all supplies and services submitted to the OCCL for acceptance conform to Contract requirements. The Contractor shall ensure product quality by inspection, controlling nonconforming material, controlling subcontractor quality assurance, and by having effective control of calibrated equipment. The Contractor shall perform and document inspections prior to requesting acceptance of the work by the OCCL.

OCCL reserves the right to perform audits and inspections of Contractor (and subcontractor) conformance to any or all contractual requirements at any time during the performance of the Contract. Due notice will be provided to the Contractor prior to conducting audits or inspections. Subcontract requirements shall permit participation in audits and inspections by OCCL and OCCL support contractors.

4. Implementation, Delivery, and Acceptance

4.1. Implementation (Completed)

Contractor shall provide system implementation services, including but not limited to system setup, installation, testing, training, baseline customizations and/or baseline interfaces, and other services through Final Acceptance of the System, as required for the successful implementation of the system, as specified in this Scope of Work and elsewhere in the Contract.

Contractor shall provide the licenses for all system software, system hardware, and associated system implementation services (Deliverable OC-18). Contractor shall install and configure at each site with all related components of the system. Contractor shall provide all equipment and software necessary to satisfy the system requirements at all operational sites. Contractor shall develop the OC Livescan Bill of Materials (Deliverable OC-07).

Contractor shall provide County with a comprehensive set of user, system and management documentation (Deliverable OC-19). Contractor shall provide the documentation in both electronic and hard-copy formats.

Staff will be on site to assist the Contractor during system deployment, software installation, and user training. Contractor must coordinate with staff for all onsite work.

4.2. Delivery

All deliverables shall be subject to County approval and acceptance in order to satisfy the terms and conditions of the Contract. Unless otherwise noted, all electronic documents shall be delivered as a Microsoft Word 97-2003 Document 2007.

During installation and deployment of new systems, Contractor shall make different support personnel other than the primary installers available to troubleshoot residual issues following each station install to help prevent delays to the installation schedule. The following table contains the locations for device delivery and installation:

Agency	Device Location	Booking Systems	Table Top Systems	Central Mgmt Server
Brea Police Department	1 Civic Center Circle, Brea CA 95821	1		
Buena Park Police Department	6650 Beach Blvd., Buena Park CA 90620	1		
Costa Mesa Police Department	99 Fair Dr., Costa Mesa CA 92626	1		
Cal State University Fullerton	800 N. State College Blvd., Fullerton CA 92834	1		
Cypress Police Department	5275 Orange Ave., Cypress CA 90630	1		
Fountain Valley Police Department	10200 Slater Ave., Fountain Valley CA 92708	2		
Fullerton Police Department	237 W. Commonwealth, Fullerton CA 92832	1		
Garden Grove Police Department	11301 Acacia Parkway, Garden Grove CA 92840	2		
Huntington Beach Police Department	2000 Main St., Huntington Beach CA 92648	2		
Irvine Police Department	1 Civic Center Plaza, Irvine CA 92606	2		
Orange County Juvenile Hall	331 the City Drive, Orange CA 92677	1		

Laguna Beach Police Department	505 Forest Ave., Laguna Beach CA 92651	1		
La Habra Police Department	150 N. Euclid, La Habra CA 90631	1		
La Palma Police Department	7792 Walker St., La Palma CA 90623	1		
Los Alamitos Police Department	3201 Katella Ave., Los Alamitos CA 90720	1		
Newport Beach Police Department	870 Santa Barbara Dr., Newport Beach CA 92660	2		
Orange Police Department	1107 N. Batavia Ave., Orange CA 92668	2		
Orange County Sheriff-Coroner				
Aliso Viejo	11 Journey, Aliso Viejo CA 92656	2		
OC Crime Lab, Cal-ID Bureau	320 N Flower Street, 5 th Floor, Santa Ana CA 92703	2	2	1
Support Services Division, Civil Prints Counter	320 N Flower Street, 1st Floor, Santa Ana CA 92703	3		
Central Jail Complex	550 N Flower Street, Santa Ana CA 92703	5		
Coroner Division	1071 West Santa Ana Blvd, Santa Ana CA 92703		2	
Saddleback	20202 Windrow Drive, Lake Forest CA 92630	1		
Theo Lacy Jail	501 The City Dr. S., Orange CA 92668	3		
Orange County District Attorney	Central Justice Center, 700 Civic Center Dr West, Room A202	0	1	
Placentia Police Department	401 E. Chapman Ave., Placentia CA 92870	1		
Orange County Probation	301 The City Drive South 5 th Floor, Orange CA 92868	1		
Santa Ana Police Department	62 Civic Center Plaza, Santa Ana CA 92701	2		
Seal Beach Police Department	911 Seal Beach Blvd., Seal Beach CA 90740	1		
Tustin Police Department	300 Centennial Way, Tustin CA 92780	1		
University of California Irvine	150 Public Services Building, Irvine Ca 92697	1		
Westminster Police Department	8200 Westminster Ave., Westminster CA 92683	1		
		47	5	1

4.3. Acceptance

The Contractor shall develop Test Plans and Test Procedures (Deliverable OC-08 through Deliverable OC-11) in cooperation with the County for the Factory Acceptance Test (FAT) and System Acceptance Test (SAT). The Contractor shall conduct Test Readiness Reviews to demonstrate to OCCL their readiness to conduct the tests. At the culmination of the Contractor presentations during the reviews, and after approval of the corresponding test procedures, the OCCL Project Manager will authorize – or not authorize – the Contractor to conduct the tests. OCCL will observe the tests, using the approved test procedures. The Contractor shall document the results of the tests and deliver a FAT Report and a SAT Report (Deliverable OC-12, Deliverable OC-13).

4.3.1. *Factory Acceptance Test (Completed)*

The Contractor shall conduct a Factory Acceptance Test at the Contractor's facility. The purpose of the Factory Acceptance Test is to ensure that the Contract requirements have been met, that the system works in a factory setting, and that the documentation associated with the system reflects the design and is usable.

The Contractor shall conduct a Test Readiness Review (TRR) to demonstrate their and the OC ABI System's readiness to conduct FAT. The Contractor shall:

- Provide an overview/walk-through of the FAT activity to OCCL, which is to occur.
- Describe the test environment (equipment, software, databases, and interfaces) and how it differs from the operational environment (e.g., the use of simulators to represent external interfaces).
- Identify and discuss the rationale for and implications of any proposed redlines to documents (i.e., test plans, test procedures, user documentation, installation documentation).
- Report on the status of all action items, risks, and issues that are currently open or have been closed since the previous PMR. Plans and/or options for their resolution will be addressed.
- Identify any test procedures that the Contractor expects will fail or be incomplete during FAT execution, address the implications of those failures/incompletes for operations, and discuss plans/options for correcting the cause(s) of those failures

Contractor shall conduct FAT with the fully assembled to-be-delivered system(s).

Contractor shall not expect any live connections to the County network or any end user networks during the FAT.

After successful passage of the FAT at Contractor's facility, Contractor shall present the results at a Pre-Ship Review (PSR) to OCCL. Upon successful completion of the PSR, OCCL will authorize the Contractor to ship the system(s) to the operational site(s).

4.3.2. *System Acceptance Test (Completed)*

The Contractor shall conduct the System Acceptance Test. The SAT shall include thorough testing of unique configurations among all sites. The purpose of the SAT is to demonstrate that the equipment was installed correctly and operates at the functional and performance levels verified at FAT; to verify the requirements that could not be verified at the factory; to verify the performance requirements; to verify that the integrated sum is at least as functional as the sum of the individual parts and to verify that end-to-end work flows execute as anticipated.

Contractor will ensure the connection between the fingerprint system and the state is functioning properly and in accordance with all policies, procedures, and protocols of the state.

SAT shall include systematic end to end testing for each TOT, including all return message types, rejects/resends, record updates, central administration server, reports, RMS/JMS push/pull, facial images, scars, marks, and tattoo, and iris.

4.3.3. *User Acceptance Test (Completed)*

The OCCL will conduct User Acceptance Testing (UAT). The purpose of UAT is to demonstrate that the system, the supporting documentation, and the user training are adequate for their intended purpose. The equipment must function properly for all workflows, must be successfully interfaced with computerized records/jail management systems and the OC ABI System. All functions required by the County, or additional functions included in the vendor's proposal, must be demonstrated prior to device acceptance.

The OCCL will conduct a Test Readiness Review to assess OCCL's readiness to conduct UAT. If the OCCL Project Manager determines that OCCL is ready to conduct UAT, OCCL will direct that the UAT

period begin. UAT will be conducted for a period of at least thirty (30) days for each device in production. Completion of UAT will be determined only after all systems have been installed and operating in a production environment for 30 days. Upon completion of UAT, the OCCL will conduct a System Acceptance Review (SAR) to assess whether the systems, documentation, and training are adequate to allow OCCL to declare the systems fully operational and accepted.

The Contractor shall provide support throughout the period of UAT. The support personnel shall be able to assist users in the performance of user functions and shall document problems encountered in the course of UAT. The level of support shall be provided for all shifts.

5. Transition (Completed)

Contractor shall conduct, with OCCL, pre-install site visits to determine network, power, interfaces, device location, accessibility, delivery options, and training options. Contractor *shall* develop Installation Drawings (Deliverable OC-14) for all sites and make recommendations for site enhancements to make the facial image capture comply with ANSI/NIST-ITL 1-2011: UPDATE 2013.

The Contractor shall develop a comprehensive Transition Plan (Deliverable OC-15) that guides the process of migrating the County's livescan operators from the current Identix devices to the new multi-biometric capture systems. The plan shall address operations (parallel or not), timing of training relative to going operational, the sequence of switching services, transition objectives, activities, required resources, schedule (may be included in the IMS), tools, assumptions, OCCL furnished items (e.g., equipment, information, data, facilities, secure network connectivity, or personnel), and external dependencies.

The Contractor shall provide on-site engineering and IT support for interfaces and network connectivity at each site.

6. System Design

The Contractor shall design, develop, and document the new OC Livescans to satisfy the requirements of this SOW. The Contractor shall design, develop, and fabricate or procure all hardware, software, and data components of the system(s), with the exception of the operational data to be provided by OCCL.

The Contractor shall, to the maximum extent feasible, use non-proprietary hardware and software in developing and implementing the system. To the maximum extent feasible, the equipment shall be available commercially from third party vendors as well as through the Contractor.

The Contractor shall develop and maintain the Requirements Verification Traceability Matrix (Deliverable OC-23) to map the requirements in this Scope of Work to the OC Livescan System Design Specification and the FAT and SAT Test Procedures. The Contractor shall develop the OC Livescan System Design Specification (Deliverable OC-17). The Contractor shall conduct a System Design Review (SDR) and present their design for OCCL approval. The SDR shall be a comprehensive and in-depth review of the design as documented in the OC Livescan System Design Specification and the Bill of Materials.

6.1. Requirements Review (Completed)

The Contractor shall review the OC Livescan requirements and conduct the analyses and modeling necessary to validate the requirements. The Contractor shall identify errors, ambiguities, conflicts, incompletes, and other defects in the requirements. The Contractor shall recommend changes to the requirements where those changes would correct defects or result in benefit to the OCCL (e.g., enhance the overall functionality, performance, or reliability of the OC ABI System, reduce life cycle costs, increase maintainability, shorten the schedule, or reduce program risk).

The Contractor shall conduct the analyses necessary to develop the interface requirements between the OC Livescans and agency records/jail management systems. The Contractor shall document those requirements in an Interface Definitions Document (Deliverable OC-16).

The Contractor shall conduct a System Requirements Review (SRR). At SRR, the Contractor *shall* present

the results of the verification effort and the supporting data. The Contractor shall document recommended changes to the OC Livescan requirements and shall support these recommendations (e.g., with trade study results and cost benefit analyses).

Upon successful completion of the SRR, the OC Program Manager will authorize the Contractor to proceed with system design. OCCL will incorporate any approved changes in a revision to the OC Livescan requirements.

6.2. Functional and Technical Requirements

Contractor's Livescan system shall meet the following requirements:

6.2.1. General Requirements

Requirement ID	General Requirements
G01	Contractor shall have a criminal livescan certified by Cal-DOJ for all desired Types of Transactions (TOTs) in use in California
G02	System shall comply with ANSI/NIST-ITL 1-2011 with Update 2013 or more current published version
G03	System shall comply with FBI EBTS V10 (including updates) or more current published version and be backward compatible (OC ABI System is FBI EBTS 9.3 compliant)
G04	System shall comply with current California Department of Justice Live Scan transmission specifications
G05	System shall have appropriate FBI Appendix F and California DOJ certifications. A copy of each letter of certification must be provided with proposal
G06	System shall comply with OC ABI System - System Design Specification
G07	System shall comply with OC ABI System - Interface Control Document
G08	System shall comply with OC ABI System - Data Dictionary
G09	System shall include a Central Administration Server with a user friendly interface and features that allow the OCCL System Administrator to: <ul style="list-style-type: none"> a) Manage the operating system and application user account credentials as single sign on environments b) Remotely access and view the activity on any device in the fleet, in real time c) Generate dynamic reports for: <ul style="list-style-type: none"> • Operator performance • Sequence override • Image quality override • Number of transactions with filter capability by TOT, Livescan ID (LSID), date range, time of day range, etc. • Rejection rates d) Manage user credentials and privileges, to include: <ul style="list-style-type: none"> • Adding, deleting, and modifying user credentials • Assignment of multiple levels of privileges • Authorizing a single operator on multiple devices • Restricting the deletion of transactions to privileged operators e) Remotely deploy software updates f) Receive automatic error/network notifications

Requirement ID	General Requirements
	<ul style="list-style-type: none"> g) Review configuration and network status of each device on a single screen - an overview of each of the devices current application/configuration, last software update, last table update, network connectivity and functionality h) Push custom broadcast messages to a particular device, a configurable subset of devices, or all devices to inform or instruct operators
G10	System shall perform data validation against current active tables prior to transmitting to the OC ABI System
G11	System shall notify the operator within 3 seconds of data entry errors, not at the completion of all data entry
G12	System shall use predictive text input technology in all demographic fields supported by Cal-DOJ tables
G13	System shall automatically populate the corresponding values when one value is selected from a table entry with multiple components, such as a charge code and a literal description
G14	System shall automatically tab to the next field once a field is complete
G15	System shall allow an OCCL System Administrator to hide/unhide fields available to the operator, configurable by TOT
G16	System shall allow individual data field default values to be assigned and modified by an OCCL System Administrator
G17	System shall automatically populate values logically when other record components exist or do not exist (e.g. "palmprints available" shall be marked "Yes" by the system when Type-15 images are captured)
G18	System shall allow an operator to capture screen shots which will be auto-saved and accessible by that operator as well as System Administrators
G19	System shall allow operator to open a saved record, modify and add demographics and biometrics without creating a new record
G20	System shall utilize meaningful on-screen guides, labels, and help options to enhance usability
G21	System shall have unique screen backgrounds for each TOT so the operator may differentiate the TOTs at a glance
G22	System <i>shall</i> be capable of transmitting the following standard Types of Transactions (TOTs): <ul style="list-style-type: none"> a) CRM b) CUS c) REG d) DCD e) IDN f) APP
G23	System <i>shall</i> receive the following standard response TOTs: <ul style="list-style-type: none"> a) Local SRE b) Local ERRT c) DOJ SRE d) DOJ ERRT e) FBI SRE f) FBI ERRT g) DHS response
G24	System shall allow "transforming" completed and transmitted IDN transactions to CRM and DCD transactions with a unique TCN and OCA number (NIST Type 2 Field 2.112)
G25	System shall incorporate foot pedals on left and right sides of the cabinet for easy access from either side

Requirement ID	General Requirements
G26	System shall offer “Hot Keys” for frequently used on-screen buttons
G27	System shall include a barcode reader for reading DNA swab barcodes produced by Cal-DOJ
G28	System shall include readers for Driver Licenses (magstripe and 2D barcodes)
G29	System shall have an adjustable keyboard tray to support ergonomic use
G30	System shall include a standalone mouse, not integrated into the keyboard
G31	Cabinets or cases <i>shall</i> be: <ul style="list-style-type: none"> a) Ruggedized b) Space-saving c) Able to withstand harsh chemical cleaners d) Height adjustable (scanner height) e) Movable with lockable wheels f) Easy access to CPU for maintenance, rebooting etc.
G32	All components shall be secured to the cabinet or, with extension cables, be secured to another portion of the facility
G33	Systems shall be flexibly designed, as “all-in-one” stations or be flexible enough to accommodate various existing assets located in various areas of a facility, as appropriate per site (e.g. livescan with a fixed mounted photo capture camera or livescan interfaced with a photo capture camera or livescan interfaced with a wired or wireless connected photo capture camera located in an adjacent room due to booking area size limitations)
G34	System shall provide the capability for a biometric log on for the operator. The log on shall enable operator to access any device in the fleet. Operators will likely be wearing gloves, making a fingerprint log on the least desirable.
G35	System shall allow System Administrator to configure the following settings per device: <ul style="list-style-type: none"> a) Auto capture of finger/palm images (On or OFF) b) Selectively auto advance to next image capture once an image meets minimum quality settings (On or OFF per image position) c) Setting the default TOT for new records d) Enable or disable various modules (i.e. TOTs, finger capture, palm capture, photo capture, etc.) e) Minimum number of re-rolls by finger position f) Automatically tab to the next mandatory demographic field
G36	System shall include duplex printers that: <ul style="list-style-type: none"> a) Have additional tray options b) Print standard FBI and Cal-DOJ formatted fingerprint and palmprint cards, as appropriate per TOT c) Print to hard card or plain paper d) Allow printing of all the captured data, without cutting images, preventing loss of critical fingerprint detail e) Print all images plus the appropriate template to plain paper, print all images plus the appropriate template to blank hard cards, or print all images and text data (e.g., demographic data) on pre-formatted hard cards f) Print all messages to plain paper g) Print screen captures of the desktop/screen via single Print Screen key h) Accommodate custom default settings to allow operators to set individual devices to printing on, off, or print manually transaction by transaction i) Are configurable as network printers for numerous devices within the same location

Requirement ID	General Requirements
	<ul style="list-style-type: none"> j) Connects to the livescan wirelessly or via USB k) Are configurable for printing various booking forms with populated demographics, photos, and images l) Allow an operator to modify how many print cards, disposition forms, and photos are printed for a specific transaction m) OCCL System Administrator shall have the ability to modify the default values for printing of print cards, disposition forms, and photos
G37	<p>System shall have a color coded Home Screen that clearly identifies the transactions in various states, such as:</p> <ul style="list-style-type: none"> a) New b) Complete and successful <ul style="list-style-type: none"> o Finger capture o Palm capture o Demographics o Printing o Transmitting c) Error(s) <ul style="list-style-type: none"> o Finger capture – finger number o Palm capture – position and hand o Demographics o Printing o Transmitting d) SRE message(s) received e) Error message(s) received
G38	System shall have a training or practice mode for each TOT to facilitate hands-on learning
G39	System shall be capable of auto generating a unique OCA Field 2.112, in sync with all devices in the fleet, as determined by customer per TOT
G40	System shall collect all available biometrics and send a single transaction to the local identification system and be capable of sending a subset of data and or images to an external system as determined by each agency (e.g. a facial image sent in the booking record as well as to an agency facial image archive)
G41	System shall allow the deletion of records and/or jobs to be completed manually or automatically based on specific record retention time frame, record counts, or command sent via RMS/JMS
G42	System shall have the ability to send submission information to various systems (e.g. “prints submitted to ABI” message to the OCSD Data Exchange Service
G43	System shall allow transmit or print jobs to be stopped manually by Operators or System Administrators while queued and/or in process, i.e. stop previously transmitted records trying to resend while resolving a network error
G44	System shall be able to complete the DNA, DNS and DNR transactions automatically in the background and display “Collect” or “Don’t Collect” results in a demographic screen while the operator is completing a criminal booking or other appropriate TOT
G45	System shall have a single screen to show all jobs in process and the status, e.g. “retrying”
G46	System shall prompt for next item to capture or enter data for with clear onscreen visual queues
G47	System shall display a real time preview of all captured biometrics images
G48	System shall perform a real time image quality check and display the appropriate quality metric onscreen (e.g. NFIQ score for fingerprint images)
G49	System shall be able to queue up demographic records waiting for image capture on the Home Screen, i.e. demographics sent to the livescan via a JMS; allow the operator

Requirement ID	General Requirements
	to choose the record from the Home Screen which has the complete demographics and complete the transaction by capturing biometric images
G50	System shall have the option to identify and open the subject's record via a single biometric capture. For example, a subject's iris or thumb is captured during a pre-booking intake/enrollment process into the jail facility, prior to the full criminal booking. That biometric is then included in the record pushed to the livescan from a JMS and can be utilized to open the subject's record on the livescan, ensuring the correct subject is livescanned under the correct demographic record
G51	System shall allow System Administrators to set and change criteria for acceptable image quality
G52	All transaction data shall be automatically saved throughout the process (scanning images and/or entering demographics) to minimize data loss in the event of interruption, system freezing, unintentional system shutdown, or power loss
G53	System shall allow an operator to open a previously transmitted transaction, edit individual data elements and biometric images, and re-transmit
G54	System shall allow the operator to perform the following types of submissions: <ul style="list-style-type: none"> a) Submit a transaction and then immediately logout b) Submit a transaction and then start another transaction of the same TOT c) Submit a transaction and then return to the TOT selection screen to perform a different type of transaction d) Save and exit the transaction to allow the operator to continue the transaction at a later time
G55	System shall be compliant with the Americans with Disabilities Act

6.2.2. Finger and Palm Capture

Requirement ID	Finger and Palm Capture System Requirements
FP01	System shall provide clear real time feedback and direction for correcting sequence, quality, and rolled finger capture vs flat finger capture to avoid image inconsistencies, e.g. right index is in the 4-finger flats but missing from the rolled images, inconsistent annotations, etc.
FP02	If designed for upper and lower palm capture in two segments, System shall compare the interdigital area between upper and lower palm to ensure the palm segments are from the same hand
FP03	System shall scan the image portions of the fingerprint and/or palmprint forms at 1,000 ppi using FBI certified EBTS Appendix-F scanner systems and FBI compression guidelines, automatically assigning the image(s) to Type-14/15 records, as appropriate (FBI/CJIS guideline for 1000 ppi scanned Type-14 and Type-15 images is compression using the JP2L algorithm)
FP04	System shall allow the System Administrator to configure fingerprint and palmprint image capture in any specific logical order for each individual TOT
FP05	System shall have moisture discriminating optics
FP06	System shall have anti-fog technology
FP07	System shall have anti-smear technology
FP08	System shall have technology that mitigates geometric distortion, blurriness, soft focus, etc. e.g. distortion caused by non-uniform finger pressure on platen

Requirement ID	Finger and Palm Capture System Requirements
FP09	System shall have auto calibration
FP10	System shall have no moving parts
FP11	System shall have glass sealed platens
FP12	System shall not require use of excessive water or application of other products to capture highest quality images
FP13	System shall have no wearable coating to reduce surface scratches
FP14	System shall be free of any metal, plastic or other types of guides
FP15	System shall be capable of capturing rolls, flat slaps, flat single fingers, flat single thumbs, and two thumbs flat simultaneously
FP16	System shall be capable of capturing all palm detail, including upper palm, lower palm, and writer's palm
FP17	System shall perform roll to slap comparison and also verify the fingers match the palm set
FP18	System shall allow operator to select best print from multiple roll attempts of same finger
FP19	System shall auto center the scanned image, regardless of the position of the hand on the platen, without losing/cutting any image detail
FP20	System shall have an auto contrast adjustment
FP21	System shall allow annotations on individual images and full hand
FP22	If annotations are placed on the palm image, the system shall logically apply those annotations to the corresponding finger scans (e.g. if the right palm is AMP and fingers are captured after the palm, the system shall annotate the right fingers and not require action by the operator)
FP23	System shall allow the operator to annotate fingerprints/palmprints efficiently and with the least number of steps
FP24	System shall give a descriptive warning message when a captured image is determined to be out of sequence and the operator shall be given the option to move the image to its correct position
FP25	System shall perform a real time sequence check and alert the operator that the wrong image is being captured
FP26	System shall allow the System Administrator to configure the minimum number of re-rolls by finger position, configurable by TOT
FP27	System shall allow the System Administrator to configure the minimum quality for each finger position (e.g. set higher quality requirement for thumbs and index fingers)
FP28	System shall generate and display to the operator the NFIQ quality rating for each finger image
FP 29	System shall auto extract flat fingers from the upper palm capture and allow the operator to override the auto capture and manually extract for better quality.

6.2.3. Facial Images, Scars, Marks and Tattoo Capture

Requirement ID	Mug Photo/Scars, Marks, and Tattoo Capture
M01	System shall use Digital SLR cameras that meet or exceed the ANSI/NIST Annex E requirements with SAP Level 50/51 standard

Requirement ID	Mug Photo/Scars, Marks, and Tattoo Capture
M02	System shall be able to capture and transmit facial images and scars, marks, and tattoos as ANSI/NIST and FBI EBTS compliant Type-10 records
M03	System shall include a camera that can be removed, serviced, exchanged, or upgraded as a separate unit, while the livescan remains in operation (i.e. it should not be built into the livescan)
M04	System shall capture front, left profile, and right profile face poses
M05	System shall have face finding technology, automatically finding the subject's face and crop to comply with ANSI/NIST-ITL 1-2011 Update:2013 -- Annex E
M06	System shall allow the operator to capture a single photo from which to crop several SMT images from
M07	System shall provide a live view of the subject prior to freezing/capturing an image
M08	Once captured, System shall display the front photo on all subsequent screens of the transaction
M09	System's camera shall have the ability to be mounted in a predetermined position in order to replace existing cameras
M10	System shall have the ability to capture photos from one common location for environments with multiple livescans

6.2.4. Iris Images

Requirement ID	Iris Capture
I01	System shall be capable of selectively capturing or ingesting images of irises, processing, and transmitting the images as ANSI/NIST and FBI EBTS compliant Type-17 records in support of future Iris Capture and Iris Recognition projects

6.2.5. Performance Requirements

Requirement ID	Performance
P01	System shall perform with high reliability and availability. Overall equipment availability <i>shall</i> be 99%
P02	System shall capture Tenprints (10 rolls + 4 flats) and palmprints (2 lower palms and 2 writer's palms) in less than two (2) minutes

6.2.6. Interface Requirements

Requirement ID	Interfaces
IN01	System shall send transactions to the OC ABI System and receive and display messages from the ABI System in accordance with the ABI System ICD
IN02	System shall accommodate demographic interfaces with Records Management and Jail Management Systems (RMS/JMS) currently interfaced to livescans in Orange County, including but not limited to: <ul style="list-style-type: none"> • Computer Deductions, Inc. (CDI) – OCSD's jail management vendor • Spillman

Requirement ID	Interfaces
	<ul style="list-style-type: none"> • Sungard • Versaterm • Intergraph • Computerized Arrest and Booking System (CABS) • Public Safety Systems, Inc. (PSSI) • Advanced Technology Information Management System (ATIMS)
IN03	System shall accommodate image file interfaces with various end user facial image database systems
IN04	System shall accommodate push or pull transfer mechanisms from RMS/JMS vendors to livescan stations

6.2.7. System and Security Requirements

Requirement ID	Network and Environment
S01	System shall send all transactions as ANSI/NIST standard packages as a MIME encoded attachment to the OC ABI system via Simple Mail Transfer Protocol (SMTP) protocol
S02	System shall retrieve mail from the OC ABI System mail server by using Post Office Protocol 3 (POP3) or Internet Message Access Protocol 4 (IMAP4) protocol. The OC ABI System will host a mail server for which each submitting Livescan device will be assigned an account
S03	System shall pull the current Cal-DOJ Livescan tables via File Transfer Protocol (FTP) or Secure File Transfer Protocol (SFTP) protocol from the ABI System and automatically deploy/implement on the devices no less frequently than once every 24 hours
S04	System shall simultaneously handle multi-platform data interchanges (e.g. web service, email, FTP, direct database query, file copy, etc.)
S05	When there is no network connectivity, System shall: <ul style="list-style-type: none"> a) Allow the operator to use the system with full functionality b) Queue all transactions c) Automatically transmit queued transactions without operator intervention when network connectivity is re-established
S06	System shall prohibit access to the operating system commands and Windows environment and prohibit changes by non-administrative users to maximize security protection and the application, i.e. non-administrative users shall not be able to use Ctl-Alt-Delete to access the desktop
S07	System shall allow the System Administrator to access the Windows environment for administration
S08	The System shall meet the following requirements, at a minimum: <ul style="list-style-type: none"> a) Microsoft Windows 7 (64 bit) and above b) Intel Core i5 CPU c) 8 GB of RAM d) 256 GB Solid State Drives (SSD) e) USB 3.0 f) Touch screen LCD or LED-LCD monitor, 17 inch
S09	System shall have the ability to receive Microsoft Windows updates from a County server and on a schedule determined by the County
S10	System login information shall have the ability to be managed from a central location using Lightweight Directory Access Protocol (LDAP)
S11	System shall be allowed to join the County's Active Directory Domain

S12	System shall have the latest version of Symantec Endpoint Protection software installed on each system. The Endpoint Central Management Console shall be installed on County's Antivirus Server, which will update and manage the Endpoint client software for each device
S13	System shall allow an OCCL System Administrator to execute and update the anti-virus software without impacting the operational use of the system
S14	The Antivirus annual subscription licenses cost shall be included in the sustainment cost
S15	System shall keep audit logs and send a copy to a centralized syslog server automatically on a schedule set by the County
S16	System shall incorporate localized monitoring agents to send event traps to a centralized management server
S17	System and system components shall not be declared end-of-life or end-of-support within five (5) years of System Acceptance
S18	System shall be capable of operating offline in the event of a communication failure or unavailability of the target system. The offline mode shall store the data and regularly and frequently attempt to restore the failed communication
S19	System shall queue all transactions in the event of network interruption and automatically transmit queued transactions without operator intervention when network connectivity is re-established
S20	Each system shall include an Uninterruptable Power Supply (UPS) that will safely shut down the system during black-outs. The UPS shall have an LED display providing battery life information
S21	System shall provide complete data protection in the event of security breach or system loss (i.e. stolen)

7. Sustainment

The Contractor shall provide all software upgrades to their deliverables whenever new Contractor product releases are introduced during the life of the Contract, at no additional cost to the County. The Contractor shall provide corrective maintenance for any error, malfunction, or defect in Contractor supplied equipment, software, or documentation which, when used as delivered, fails to perform in accordance with Contractor's officially announced, written or published, technical specifications through the life of the Contract. Contractor shall test such upgrades at the Contractor's facility. After successful passage of the testing at Contractor's facility, Contractor shall present the results to OCCL. OCCL will authorize or not authorize the Contractor to deploy the software or hardware component to the OCCL test system for testing in the operational setting.

7.1. Patches and Security Pushes

Software upgrades, patches and security pushes shall be managed remotely by Contractor's experienced Operations Support team using an integrated management server at County's host location. When software changes or table updates are required, Contractor's service lead shall push the change to the individual systems throughout the County. All maintenance activity, whether remote or on-site, shall be CJIS compliant.

Contractor shall provide one (1) copy (in electronic or other standard form) of each Update for the system components that are developed by Contractor and for which Contractor, in its sole discretion, elects to develop and generally make available to County systems under warranty or under a current Maintenance Agreement.

County shall provide Contractor with as-needed network or dialup access to the system (whether stand alone or connected to a central site) for Contractor to deliver updates via this remote means of delivery. In the event network or dial-up access is not available for 24/7 Maintenance Services and 9/5 Maintenance Services Customers, then Contractor shall install the update during any subsequently scheduled on-site visit by Contractor for service of the System.

An "Update" means a new release of system software components that are developed by Contractor, which contain (i) bug fixes, corrections, or a work-around of previously identified errors with such software, or (ii) minor enhancements, improvements, or revisions with substantially similar (but not new) functionality to the original licensed system software.

7.2. Preventative Maintenance

The Contractor shall perform inspection, cleaning, calibration, and adjustment of the equipment and replacement of defective parts thereof by dispatching maintenance personnel at the minimum frequency recommended by the manufacturer or the custom frequency as determined by OCCL, in order to keep the equipment in good operating condition. OCCL will identify twenty-seven high volume systems to be inspected quarterly and seventeen low volume systems to be inspected approximately twice per year. The Contractor shall provide OCCL a checklist of tasks completed, tasks not completed and reason why not completed, parts replaced (serial numbers included if available), and repairs for each device at each Preventative Maintenance inspection.

The machine time required to perform preventative maintenance shall be scheduled in advanced based upon on the established schedule and shall occur during working hours agreed to by OCCL or each facility end user. Scheduled down time for performing preventative maintenance on any single device shall not exceed two (2) hours unless agreed to in advance by OCCL.

Contractor shall perform all preventative maintenance scheduling for high volume systems quarterly and for low volume systems annually, executing all preventative maintenance as required. Contractor will execute a proactive Preventive Maintenance plan incorporating forethought into both personnel and parts required to ensure that all required preventive maintenance activities are completed within the all month. All preventive maintenance will be planned and tracked through the same process to meet the completion requirements.

Preventative maintenance service calls shall consist of inspection, system cleaning, verification of calibration, and verification of proper system configuration and operation in accordance with Contractor's specifications. Contractor shall provide trained employees who will perform all on-site preventative and remedial maintenance activities to ensure that Livescan systems and components are not out of service for more than two (2) continuous hours, unless agreed to by County. Software deployments completed outside of the agency's standard office hours of operation shall be performed at no additional cost to County.

For those issues that do not require an on-site Field Service Engineer ("FSE") visit, Contractor targets issue resolution within twenty-four (24) hours or within seventy-two (72) hours if a part is determined defective and replacement is required. Replacement part orders initiated prior to 3:00 P.M. Central Time shall be shipped the same business day. Orders initiated after 3:00 P.M. Central Time will be shipped the next business day. All shipments are made via next day priority air. Contractor will include a return shipping label to expedite the return of parts to Contractor's production facility. All new parts that require a Property Control Number (PCN) will have the PCN sticker, also called asset tag, affixed prior to shipment.

Upon completion of preventive maintenance, Contractor shall have all field service reports and preventive maintenance documentation including checklist signed by the FSE and County's on-site contact. All associated paperwork shall be submitted to Contractor's Technical Call Center. The forms shall include all pertinent information regarding the preventative maintenance action, including but not limited to, work order number, a description of the maintenance action performed, a list of replaced parts by part/serial number, name and phone number of County's official that signed for completion, and completion date and time.

7.3. Troubleshooting

The maintenance coverage for all sites shall be 24 hours a day, seven days a week.

The Contractor shall provide to all sites user troubleshooting support personnel on call, 24 hours a day, seven days a week via a Help Desk and shall accept such requests 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 systems. The others are to be forwarded to Contractor support personnel.

The Contractor shall provide to all sites hardware and software support personnel on call, 24 hours a day, seven days a week in response to Trouble Tickets and shall acknowledge them telephonically or by email within fifteen (15) minutes and respond remotely via a secure link or on site within thirty (30) minutes, after notification of a problem which requires their presence. In the event maintenance personnel cannot be reached, a Contractor representative shall return the call based upon an established escalation policy.

Contractor will resolve all support calls reported to the Contractor as soon as possible from the time they are reported, but no later than forty-eight (48) hours. If the Contractor cannot re-establish successful end to end processing within forty-eight hours, devices shall be replaced with similar device at no cost.

Contractor may have remote connectivity to the County's network to troubleshoot reported issues with advanced coordination with OCCL. Contractor should not expect instant access to the County's network. Remote access will be limited to an as-needed basis. Contractor will not be granted direct Virtual Private Network (VPN) connectivity to the County's network and shall not connect non-county owned equipment to the County's network.

Contractor shall provide monthly reports of all Help Desk/service calls with full description of the issue and resolution.

Contractor shall send an auto-generated e-mail to assigned agency contacts when a Help Desk ticket is generated or closed with full description of the issue and resolution.

Contractor repair shall be covered for a full twelve (12) months under the warranty for purchased systems. For coverage after the warranty period, Contractor offers three levels of maintenance support:

Tiers of Support for Escalating Issues to Resolution

A dedicated Contractor Project Manager shall be assigned to County to oversee the project in the long-term. If there are any reports of failures, bugs, updates, or other issues, Contractor Support Department will maintain direct communication with the Project Manager and the agency's point of contact throughout the duration of an open service request.

If the Contractor Help Desk is unable to quickly resolve the issue, Contractor support team shall escalate the issue to Tier-III Support as well as the dedicated Project Manager, who will provide County contact with progress updates until the service request is closed.

Problem identification and issue resolution starts at the Help Desk level and from there is dispatched to the Field Service team, as illustrated in Figure 1. All maintenance activity, whether remote or on-site, shall be CJIS compliant.

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Help Desk

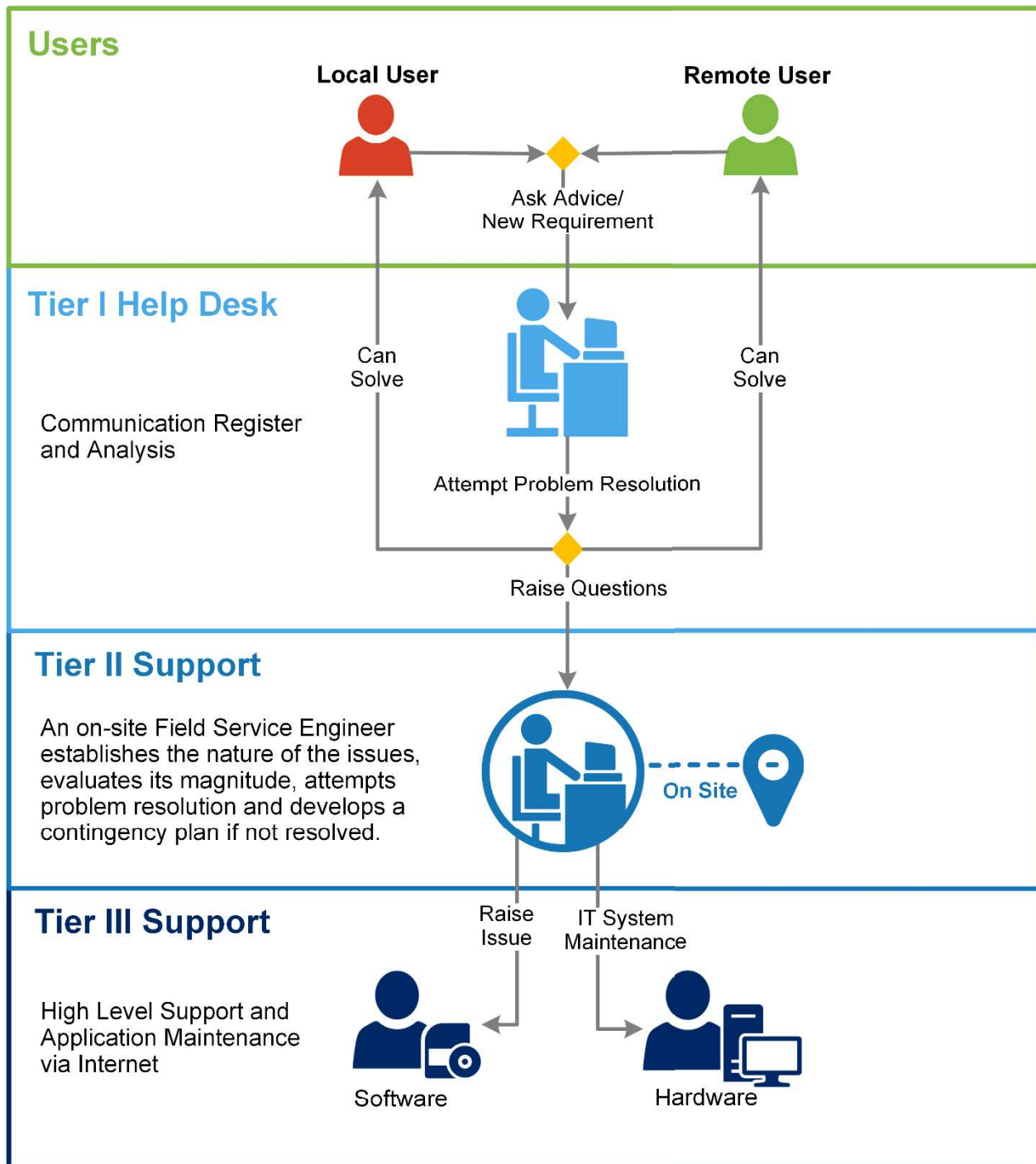


Figure 1: Contractor's Tiers of Support for Escalating Issues to Resolution

Tier I Support - Help Desk

Contractor's 24 x 7 x 365 Help Desk shall assist County's personnel concerning any problems with the daily use of hardware or the software applications and to solve questions about the function and operating the system. When Contractor's Help Desk receives an email notification or telephone call of a support issue, a Technical Support Engineer (TSE) logs a Service Request (SR) in Contractor's Microsoft CRM system. An SR shall contain a record of all contact with the end-user, all TSE and FSE actions, and the replacement parts ordered. After creation of an email SR, a TSE shall call County to verify, troubleshoot,

and resolve the issue.

Tier II Support

Contractor's Help Desk personnel shall escalate calls to Tier II Support when additional technical expertise is required.

Tier II Support technicians shall be trained and certified in the integrated biometric tools, shall be knowledgeable of the whole system functioning, and be capable of testing the performance, establish the nature of the issues and evaluate the magnitude of problem. Tier II escalates complex problems to Tier III Support if additional technical expertise is required. Contractor's typical response time is less than four (4) hours and on-site assistance is dispatched, when necessary, in less than twenty-four (24) hours.

Tier III Support

This level of support shall be provided by the factory experts for both the hardware and software.

Hardware Support – Field Service Engineer (FSE)

During the twelve (12) month warranty period on-site hardware maintenance shall be provided by a qualified local factory-trained representative. On-site hardware maintenance is offered after the warranty period ends. For County's on-site maintenance, Contractor shall have Field Service Engineers located in Orange County who are trained on the Live-Scan product line. Contractor shall also use GPS tracking in vehicles to assign the service ticket to the closest available engineer.

Software Support – Tier-III Engineer

If a problem requires advanced technical assistance, Contractor shall engage Tier III group, which shall specialize in resolving complex problems. All hardware issues shall be addressed by an FSE through an on-site visit; resolution methods for escalated software issues shall be determined on a case-by-case basis. As a part of Contractor's standard 24x7 maintenance offering, Contractor shall maintain a four (4) hour on-site SLA, and, if necessary, include the delivery and installation of replacement parts to ensure continuity of operations. Due to the size of Orange County, on-site visits are not feasible within a thirty (30) minute SLA time frame. However, remote access via secure link shall be provided within thirty (30) minutes by Contractor's support team located in Bloomington, Minnesota.

Contractor's Technical Support Engineers and County

Contractor's Tier III shall produce and distribute monthly reports containing the service request description and problem resolutions.

Contractor shall setup a dedicated email distribution list and shall notify and provide details to specific individuals a service request was opened, of when a technician is dispatched, and when/how the service request shall be resolved.

8. Training (Completed)

The Contractor shall develop User Manuals addressing all user functions for all user types. User documentation shall describe the components, functions, and operations of each system type. Operations descriptions shall include a list and description of all error conditions, as well as the associated error messages displayed and the action required of the operator for each error condition. Each system shall be provided with online user documentation that is resident on the workstation or accessible via the agency's internal networks.

The Contractor shall prepare a Training Plan (Deliverable OC-20) and Training Materials (Deliverable OC-21) covering hands-on training for all Operators, Supervisors, and Administrators, computer based training, videos, guides, and manuals. Contractor shall conduct the course training as described below as well as provide for ad hoc user training to support testing. Training courses shall be conducted at the OCCL central site.

There are approximately four hundred (400) operators to receive basic training. Of those, approximately sixty-five (65) are local supervisory or senior level operators and shall receive supervisor level training. There are two to five individuals that will have responsibilities for overall system administration and shall receive administrator training. The training is to take place in Orange County no earlier than two weeks prior to the start of UAT. The frequency and hours of the training classes shall be adequate to cover availability of personnel on day and evening shifts.

The Contractor shall conduct three types of courses:

- 1) *Livescan Operators* – This course shall cover all basic system functionality. The course shall provide hands-on instruction on the livescan station, to include fingerprint, palmprint, photo, and iris workflows.
- 2) *Livescan Supervisor Training* – This course shall cover advanced system functionality through a hands-on, one-on-one or one-to-few formatted course. The course shall provide instruction on basic troubleshooting of problem records, adding users, and deleting records.
- 3) *Livescan Administration Training* – This course shall cover administrative functions, second tier troubleshooting, tools to resolve problem records, the Central Administration Server, reports, user management, and security administration.

Appendix A – List of Deliverables (Completed)

(All deliverable due dates are in number of business days)

	Deliverables	Format	Due
OC-01	Project Management Plan	Electronic	Draft within 30 days after contract award Final within 30 days after OCCL comments
OC-02	Integrated Master Schedule	Electronic	Draft within 30 days after contract award Final within 30 days after OCCL comments Updates as risks and issue status changes
OC-03	Management and Technical Reports	Electronic	Draft 5 days prior to meeting, updates at meeting, final 5 days after OCCL comments
OC-04	Meeting Agendas, Presentation Materials, Minutes	Electronic	Draft 5 days prior to meeting, updates at meeting, final 5 days after OCCL comments
OC-05	Configuration Management Plan (CMP)	Electronic	Draft within 30 days after contract award Final within 30 days after OCCL comments
OC-06	Quality Assurance Plan (QAP)	Electronic	Draft within 30 days after contract award Final within 30 days after OCCL comments
OC-07	Bill of Materials	Electronic	Preliminary draft with bid proposal Update 10 days prior to SDR Update at PSR Final at SAR
OC-08	Factory Acceptance Test Plan	Electronic	Draft 10 days prior to SDR Updates at SDR Final attached to SDR meeting minutes as deliverable OC-04
OC-09	Factory Acceptance Test Procedures	Five hard copies and electronic	Draft 30 days prior to FAT TRR Final 10 days prior to FAT TRR

	Deliverables	Format	Due
			Updates 10 days after FAT
OC-10	System Acceptance Test Plan	Electronic	Draft 10 days prior to SDR Updates at SDR Final attached to SDR meeting minutes as deliverable OC-04 Updates 10 days after FAT based on lessons learned in execution of FAT
OC-11	System Acceptance Test Procedures	Five hard copies and electronic	Draft 30 days prior to SAT TRR Final 10 days after SAT
OC-12	Factory Acceptance Test Report	Electronic	At PSR
OC-13	System Acceptance Test Report	Electronic	10 days after SAT
OC-14	Installation Drawings	One hard copy and electronic	Draft 10 days prior to SDR Updates attached to SDR meeting minutes as deliverable OC-04 Final at PSR
OC-15	Transition Plan	Electronic	Draft 30 days prior to SDR Updates at SDR, attached to SDR minutes as OC-04 Final 30 days after SDR
OC-16	Interface Definitions Document	Electronic	Draft 10 days prior to SDR Final attached to SDR meeting minutes as deliverable OC-04
OC-17	System Design Specification	Electronic	Draft 20 days prior to SDR Updates at SDR Final attached to SDR meeting minutes as deliverable OC-04
OC-18	Licenses	Hard copies	At SAR
OC-19	User Guides/Manuals	One hard copy per operator and electronic to OCCL	Draft 40 days prior to FAT TRR Updates 5 days prior to FAT TRR Final as attachment to PSR meeting minutes as OC-04
OC-20	Training Plan	Electronic	Draft 60 days prior to PSR Final attached to SDR meeting minutes as deliverable OC-04
OC-21	Training Materials	One hard copy per operator and electronic to OCCL	Draft 40 days prior to FAT TRR Updates 5 days prior to FAT TRR Final as attachment to PSR meeting minutes as OC-04
OC-22	Configuration Control Tools	Electronic, hard copy, license as appropriate	Draft at SAT TRR Final as attachment to PSR meeting minutes as OC-04
OC-23	Requirements Verification Traceability Matrix (RVTM)	Electronic	Draft with proposal Updates 20 days prior to SDR Final attached to SDR meeting minutes as deliverable OC-04

ATTACHMENT C
PROPOSAL FEE SUMMARY

Complete and submit as response to Section II, Part F, Proposal Fees.

I. COMPENSATION

PAYMENT MILESTONES (Completed)

The Livescan / Biometric Capture Stations Contract price will consist of a System Design Review (SDR) Phase Price through successful completion of System Acceptance Review (SAR)]

Orange County Sheriff-Coroner Department (OCSD) has identified five (5) Payment Milestones for the Development and Deployment Phases. Upon successful completion of Milestone 1, the Contractor will be paid 15 percent of the Development and Deployment price. Upon successful completion of Milestone 2, the Contractor will be paid 15 percent of the Development and Deployment price. Upon successful completion of each of Milestones 3 and 4, the Contractor will be paid 20 percent of the Development and Deployment price. Upon successful completion of Milestone 5, the Contractor will be paid the remaining amount of the Development and Deployment price. Successful completion of a Payment Milestone requires acceptance by the OCCL of all Contract deliverables associated with the milestone review and deliverables that are due at any time prior to that review. The Payment Milestones are defined as follows:

Payment Milestone 1 (15%) – Successful completion of the System Design Review	\$162,593.10
Payment Milestone 2 (15%) – Successful completion of the Pre-Ship Review	\$162,593.10
Payment Milestone 3 (20%) – Successful completion of User Acceptance Test 1/3 of the fleet	\$216,790.80
Payment Milestone 4 (20%) – Successful completion of UAT for two-thirds of the fleet	\$216,790.80
Payment Milestone 5 (30%) – Successful completion of the System Acceptance Review	\$325,186.20

Contractor shall provide a warranty period of one (1) year, which shall commence after System Acceptance. Thereafter, service and maintenance will be provided as a sustainment phase. All sustainment terms, conditions, and pricing is included in this Contract. At the end of the initial Contract term, OCSD may renew the Contract limiting the scope to the appropriate terms of a Sustainment phase (e.g. performance requirements, sustainment terms).

Annual Sustainment \$ 235,900/year

	Cost per Unit	Units	Total
Cabinet Systems	\$4,500	47	\$211,500
Management Server	\$2,650	1	\$2,650
Desktop Systems	\$4,350	5	\$21,750
Annual Total			\$235,900

The following are the Bill of Materials for existing Cabinet and Desktop Systems. Additional equipment may be ordered through the life of the contract per the following pricing:

TouchPrint Enterprise 1000C High Definition (TPE-1000C-HD-OC) Livescan System Bill of Materials (Cabinet System)

Material Number	Description
TPE-1000C-HD-OC	TouchPrint 1000C 1000 ppi high definition palm, slap, and roll live scan booking system. Includes: CROSSMATCH LSCAN 1000PX USB 3.0 Scanner, TouchPrint Enterprise Application Software with slap to roll matching, and pc running windows in a ruggedized stand-alone cabinet with 24" deck (includes 24/7 on-site warranty)
TPE-COMX-SMTPE	Electronic Fingerprint Records Transmission via SMTP over TCP/I
TPE-COMX-RMPOP3	TouchPrint Enterprise POP3 Service provides POP3 services for the Enterprise platform. This functionality is needed when devices need to retrieve mail messages from the Enterprise system using POP3.
TPE-CSTX-CAORG	Orange County, CA Customization Software
TPE-CSTX-CAORGPALM	Orange County, CA Palm Capture Customization Software
TPE-PRT-DUP	FBI Certified Duplex Printer (includes 24/7 on-site warranty)
TPE-SWOX-DIXML	Demographic Interface (DI) that allows XML files to be imported into the Livescan
TPE-HWOX-DIGCAP	Digital photo capture - digital capture components for TouchPrint Enterprise Software. Digital camera will be the Canon EOS Rebel T5 digital camera, USB extension cable Canon EOS Rebel T5 digital camera AC adapter (includes 24/7 on-site warranty)
TP-HWOX-DIGCAPC	Monopod Mounting System for 5600 cabinets with tripodhead and backdrop for use with the digital capture
TPE-HWOX-IDRDR	Driver's license and other ID magnetic stripe reader
TP-IAT-2DAY	Installation and Training; Two Day: Standard two day on-site installation and training services. Includes one day of installation and one day of training. Training includes Configuration Management Software tools. Training day is for Operators (up to 6 people per session) and for Supervisors and Administrators (up to 15 people per session).
Freight	Packaging, Shipping and Handling

First year of 24/7 Warranty is included.

Price per system is: \$22,325

Preventative Maintenance

- Preventative Maintenance per System per Visit: \$262

Annual Maintenance after 1st Warranty Expires:

- 24/7 Maintenance Coverage per System: \$4,500

TouchPrint Enterprise 1000D High Definition (TPE-1000D-HD-OC) Livescan System Bill of Materials (Desktop System)

Material	Description
TPE-1000D-HD-OC	TouchPrint 1000D 1000 ppi high definition desktop palm, slap, and roll live scan system w/ flat panel monitor. Includes: CROSSMATCH LSCAN 1000PX USB 3.0 Scanner, TouchPrint Enterprise Application Software with slap to roll matching & desktop PC running Windows. (includes 24/7 on-site warranty)
TPE-COMX-SMTPE	Electronic Fingerprint Records Transmission via SMTP over TCP/I
TPE-COMX-RMPOP3	Touch Print Enterprise POP3 Service provides POP3 services for the Enterprise platform. This functionality is needed when devices need to retrieve mail messages from the Enterprise system using POP3.
TPE-CSTX-CAORG	Orange County, CA Customization Software
TPE-CSTX-CAORGPALM	Orange County, CA Palm Capture Customization Software
TPE-PRT-DUP	FBI Certified Duplex Printer (includes 24/7 on-site warranty)
TPE-SWOX-DIXML	Demographic Interface (DI) that allows XML files to be imported into the Livescan
TPE-HWOX-DIGCAP	Digital photo capture - digital capture components for TouchPrint Enterprise Software. Digital camera will be the Canon EOS Rebel T5 digital camera digital camera, USB extension cable Canon EOS Rebel T5 digital camera AC adapter (includes 24/7 on-site warranty)
TP-HWOX-DIGCAPC	Tripod and backdrop for desktop digital capture system. A Bogen or equivalent tripod will be supplied that will allow the camera to be at least 5 feet above the floor or when legs are collapsed and standing on a table the camera will be 2 feet above the surface of the table; also supplied 18% gray backdrop 4' x 4' in size
TPE-HWOX-IDRDR	Driver's license and other ID magnetic stripe reader
TP-IAT-2DAY	Installation and Training; Two Day: Standard two day on-site installation and training services. Includes one day of installation and one day of training. Training includes Configuration Management Software tools. Training day is for Operators (up to 6 people per session) and for Supervisors and Administrators (up to 15 people per session).
Freight	Packaging, Shipping and Handling

First year of 24/7 Warranty is included.
Price per system is: \$19,795

Annual Maintenance after 1st year Warranty Expires

- 24/7 Maintenance Coverage per System: \$4,350

The County shall not be charged for site surveys and drawings.

During the Warranty and Maintenance periods, Contractor shall provide replacement silicone membranes for fifty scanner blocks, as well as provide new metal shrouds for housing the CrossMatch scanner blocks at no additional cost to the County. Replacement of the silicone membranes on each device will occur roughly once every 7,500 enrollments. County is to follow best practices for platen and silicone membrane cleaning and maintenance as specified by CrossMatch.

Contract total shall not exceed \$275,000 for term Contract term of 08/22/22 through 08/21/23

2. Payment Terms

Invoices are to be submitted in arrears, unless otherwise directed in this Contract, upon the satisfactory completion and acceptance of commodity/services in accordance with Paragraph F, Acceptance/Payment.

Contractor shall reference Contract number on invoice. Payment will be net thirty (30) days after receipt of an invoice in a format acceptable to County and verified and approved by the Sheriff-Coroner Department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with Contractor.

Billing shall cover services and/or goods not previously invoiced. Contractor shall reimburse County for any monies paid to Contractor for goods or services not provided or when goods or services do not meet the Contract requirements. Payments made by County shall not preclude the right of 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.

3. Invoicing Instructions:

Payments and/or invoices are to be sent to:

County of Orange
Sheriff-Coroner/Crime Lab Department
320 N. Flower St., 5th Floor
Santa Ana, CA 92703
Attn: Ana Sanabria
Email: APSanabria@ocsheriff.gov
Ph: 714-834-6328

Contractor will provide an invoice for services rendered, not more frequently than monthly. Each invoice will have a number and shall include the following information:

1. Contractor's name and address

2. Contractor's remittance address
3. County Contract number
4. Contractor's Tax I.D. number
5. Date of Order
6. Product description, quantity, prices
7. Sales tax, if applicable
8. Brief description of services

4. 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.

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2. A true and correct copy of the ORIGINAL CONTRACT is attached hereto as Exhibit A and incorporated by this reference.
3. A true and correct copy of AMENDMENT NUMBER ONE is attached hereto as Exhibit B and incorporated by this reference.
4. A true and correct copy of AMENDMENT NUMBER TWO is attached hereto as Exhibit C and incorporated by this reference.
5. A true and correct copy of AMENDMENT NUMBER THREE is attached hereto as Exhibit D and incorporated by this reference.
6. A true and correct copy of AMENDMENT NUMBER FOUR is attached hereto as Exhibit E and incorporated by this reference.
7. All other provisions of the ORIGINAL CONTRACT and AMENDMENT NUMBERS ONE THROUGH FOUR, except as amended herein and to the extent are not inconsistent with this AMENDMENT NUMBER FIVE, remain in full force and effect.

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IN WITNESS WHEREOF, the Parties have executed AMENDMENT NUMBER FIVE to Contract Number MA-060-18010732.

*Contractor: Idemia Identity & Security USA LLC

By: [Signature] Title: Senior Vice President + General Counsel

Print Name: Michael M. Taylor, Sr. Date: August 11, 2022

*Contractor: Idemia Identity & Security USA LLC

By: [Signature] Title: Secretary + Treasurer

Print Name: Michael M. Taylor, Sr. Date: August 11, 2022

**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: [Signature]
Deputy

EXHIBIT A

ORIGINAL CONTRACT (Contract MA-060-18010732 formerly MA-060-17011259)

EXHIBIT B

AMENDMENT NUMBER ONE (Contract MA-060-18010732 formerly MA-060-17011259)

EXHIBIT C

AMENDMENT NUMBER TWO (Contract Number MA-060-18010732 formerly MA-060-17011259)

EXHIBIT D

AMENDMENT NUMBER THREE (Contract Number MA-060-18010732)

EXHIBIT E

AMENDMENT NUMBER FOUR (Contract Number MA-060-18010732)