August 10, 2018

Notice to Potential Proposers

BULLETIN NUMBER 16
REQUEST FOR PROPOSALS 555-SH FOR
CRIMINAL BOOKING SYSTEM (CBS) SOLUTION

This Bulletin Number 16 is being issued to provide potential Proposers to Request for Proposals (RFP) 555-SH for Criminal Booking System (CBS) Solution with the following updated documents for your convenience. Please note that these documents were revised under prior bulletins and have no additional changes. The relevant documents are attached herein as follows:

- Exhibit B-Service Level Agreement (Revised-Bulletin 8), of Appendix A, Statement of Work

- Appendix B-Minimum Solution Requirements (Revised-Bulletin 12), to the RFP

- Schedule C.2, Compliance with Encryption Requirements (Revised-Bulletin 3), of Appendix C, Required Agreement

- Exhibit 1-Proposer's Organization Questionnaire/Affidavit and CBE Information (Revised-Bulletin 14), of Appendix D, Required Forms

- Exhibit 16-Solution Requirements Response Matrix (Revised-Bulletin 12), of Appendix D, Required Forms

- Exhibit 17-Statement of Work Response Form (Revised-Bulletin 8A), of Appendix D, Required Forms

- Exhibit 19, Cost Proposal Form (Revised-Bulletin 3A), of Appendix D, Required Forms

Should you have questions, please contact Contract Analyst Sheri Davis at srdavis@lasd.org.

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TO

SEPARATE RELEVANT DOCUMENTS

<u>EXHIBIT B</u> (Revised-Bulletin #8)

SERVICE LEVEL AGREEMENT

FOR

CRIMINAL BOOKING SYSTEM (CBS)

SOLUTION

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1. **GENERAL**

   This Exhibit B (hereinafter "SLA") sets forth the scope of, and Contractor's Service Level commitment regarding, the Operations, Maintenance, and Support services (OM&S) for the Solution, including, but not limited to, service levels which include System hosting, correction of Deficiencies, as well as warranties and County's remedies for Contractor's failure to meet the service level commitment specified herein. Capitalized terms used in this SLA without definition shall have the meanings given to such terms in the Base Contract.

2. **SCOPE OF SERVICES**

2.1 DESCRIPTION

   Contractor shall provide Service Levels relating to OM&S services specified in the Base Contract and this SLA, as more fully described below.

2.1.1 Operation Services which are described as mean any goods and/or services to be provided by contractor under the agreement for handling the day-to-day system management for livescan devices at the county law enforcement locations, information technology (it) infrastructure (host/data center, client/desktop, connectivity/ network), including systems operation, administration, security, performance monitoring, technical diagnostics/troubleshooting, configuration management, system repair management and generation of management reports, and managing business continuation processes and technology assets.

2.1.2 Maintenance Services which are described as any goods and/or services to be provided by Contractor under the Agreement for maintaining the Solution, including but not limited to Software Updates, Hardware Upgrades, enhancements, corrections and other updates to the Solution, interfaces, performance, data security, reports and regulatory compliance, as further specified in the Statement of Work and the Service Level Agreement.

2.1.3 Support Services which are described as any goods and/or services to be provided by Contractor under the Agreement in support of the Solution, including but not limited to, updates, corrections, enhancements, customer support, interfaces, performance, data security, reports, and applicable regulatory compliance, and Work Orders with supporting documentation, as further specified in the Statement of Work and the Service Level Agreement.

2.2 DEFINITIONS

   "Active-Active" shall have the meaning as described in Paragraph 4.4 (Business Continuity (Disaster Recovery)).

   "Authorized Contact" shall mean and refer to any County personnel authorized to report Deficiencies and to coordinate provision of Support Services under this SLA.

   "Client Environment" shall mean the Livescan Equipment and Solution Software installed at each Participating Agency.

   "Critical Deficiency" shall mean a Deficiency of Severity Level 1, as further described in Paragraph 5.2.1 (Problem Correction Priorities).

   "Customer Support" shall have the meaning specified in Paragraph 4.1 (Scope of Support).

   "Disaster" shall mean a catastrophic event that results in significant or potentially significant Downtime or disruption of the Production Environments at the primary and secondary data centers, and requires Contractor to maintain an active-active Disaster Recovery Plan.

"Disaster Recovery" shall mean and refer to Contractor's obligations described in Paragraph 4.4 (Business continuity (Disaster Recovery)).

"Disaster Recovery Plan"; "DRP" shall have the meaning specified in Paragraph 4.4 (Business continuity (Disaster Recovery)).

"Incident" shall mean a circumstance or set of circumstances taken together, resulting in a failure to meet a Service Level as required under this SLA.

"Low Deficiency" shall mean a Deficiency of Severity Level 4, as further described in Paragraph 5.2.1 (Problem Correction Priorities).

"Maintenance Services" shall mean any goods or services provided under this Contract for maintaining the Solution, including but not limited to Solution equipment repairs and replacement, and Solution Software updates, corrections, enhancements and other Updates to the Solution, interfaces, system availability, data security and reports, as further specified in Paragraph 3 (Maintenance Services).

"Major Deficiency" shall mean a Deficiency of Severity Level 1 or Severity Level 2, as further described in Paragraph 5.2.2 (Problem Resolution Process).

"Moderate Deficiency" shall mean a Deficiency of Severity Level 3, as further described in Paragraph 5.2.1 (Problem Correction Priorities).

"Response Time", as such term applies to the System, shall mean the time elapsed for a transaction within the hosted gateway, as may be further specified in the Solution Requirements and this SLA.

"Response Time Baseline" shall mean the County specified baseline for Response Time, as described in Paragraph 5.3 (System Performance Requirements).

"Response Time Deficiency" shall mean System not responding within the prescribed Response Time Baseline, as further described in Paragraph 5.3(6) (System Performance Requirements Time Deficiencies).

"Scheduled Downtime" shall mean the period of time that the Solution cannot be accessed due to System scheduled maintenance, including but not limited to preventive maintenance, updates, upgrades, scheduled reboots and restarts, as further described in Paragraph 3.2 (System Maintenance).

"Service Credits" shall mean credits or any other form of discount to be applied to the applicable Service Fees for Contractor's failure to timely resolve an Incident, or correct a Deficiency, as specified in this SLA, including System Unavailability exceeding the thresholds set forth in this Exhibit B.

"Severe Deficiency" shall mean a Deficiency of Severity Level 2, as further described in Paragraph 5.2.1 (Problem Correction Priorities).

"Severity Level" shall mean the applicable Deficiency severity level assigned to each Incident. for purposes of correcting Deficiencies, as described in Paragraph 5.2 (Resolution of Deficiencies).

"SLA" shall mean "Service Level Agreement" and refer to Contractor's Service Level commitment regarding System Maintenance as required by the Contract and this Exhibit B,

including but not limited to Maintenance Services, Support Services, system hosting, and any Warranties specified herein.

"**Support Hours**" shall mean 365/366 days per year, 24 hours a day 7 days a week, with no exceptions made for holidays.

"**Support Services**" shall mean any goods or services provided under this Contract in support of the Solution, including but not limited to Customer Support, help-desk assistance, operational support, equipment repairs or replacement, updates, corrections, enhancements, interfaces, corrective measures, fixes, patches and System Performance and data security Deficiency corrections, updates to reports for meeting applicable regulatory compliance, as further specified in Paragraph 4.1 (Scope of Support).

"**System Availability**" shall have the meaning specified in Paragraph 5.3 (System Performance Requirements).

"**System Performance**" shall mean the performance of the System with respect to Response Time, System Availability and Disaster Recovery.

"**System Performance Deficiency**" shall mean System not meeting any of the System Performance Requirements as specified in Paragraph 5.3 (System Performance Requirements).

"**System Performance Requirements**" shall mean the requirements for System Performance, including Paragraph 5.3 (System Performance Requirements).

"**System Unavailability**" shall have the meaning specified in Paragraph 6.2 (Service Credits).

"**Total Monthly Time**" shall mean all minutes during Support Hours in any calendar month, excluding Scheduled Downtime.

"**Unscheduled Downtime**" shall have the meaning specified in Paragraph 6.1 (General).

3. MAINTENANCE SERVICES

As part of System Maintenance, Contractor shall provide maintenance of the System including the provision of Updates (hereinafter "Maintenance Services"), as provided in this Paragraph 3.

3.1 SOLUTION MAINTENANCE

3.1.1 SYSTEM HARDWARE

As part of Maintenance Services, Contractor shall provide maintenance of the System Hardware components surrounding the System Software, including but not limited to all equipment and networking components. Contractor shall repair, upgrade or replace these System Hardware components during the term of the Contract to comply with the Solution Requirements and the warranties specified in this Contract and to support and be compatible with the System Hardware, including Livescan devices, and System Software including any Application Modifications provided by Contractor under the Contract.

3.1.2 LIVESCAN-RELATED EQUIPMENT AT THE PARTICIPATING AGENCIES

Contractor's Maintenance Services shall include, at minimum, the following level of services. Contractor shall:

- Have their service technicians respond to equipment repairs or replacement services at the Participating Agencies, when required, within four (4) hours of notification by County [Catalina location eight (8) hours];

- Maintain a reserve hardware inventory totaling four (4) percent of deployment throughout the contract term, to facilitate hardware replacement in event of equipment failure;

- Provide equipment teardown, move and reconnect (TMR) services, during normal business hours and coordinated with LACRIS technicians, when such equipment requires relocation;

- Maintain inventory lists of all Livescan devices, peripherals, printer and other equipment located at the Participating Agencies, including at minimum:

    o Equipment at the component-level (e.g., Livescan PCs, printers, mugshot camera)

    o Component description, make, model, serial number, and software build number

    o Participating Agency name, address, contact phone number, site location, I/P address(es)

A. CENTRAL SERVER HARDWARE

Contractor's Maintenance Services shall include, at minimum, the following level of services for Hardware and server-related Software. Contractor shall:

- Proactively monitor Central Server operations at the primary and secondary data centers, including Interfaces, through automated monitoring tools, and report all Deficiencies to the LACRIS Help Desk

- Provide technical support to administer and operate the CBS Production Environments at the primary and secondary data centers, and CBS Test Environment. County and Contractor shall mutually agree upon Scheduled Downtime, which may be during the weekends in the early morning hours

- Provide CBS database uploads from the CBS Production Environment to the CBS Test environment, at least semi-annually

- Provide CBS Software solution backup (data and system configurations):

    o Hot backups daily of the CBS Production Environments at both the primary and secondary data centers;

    o Hot backups weekly of the CBS Test Environment at the primary data center

    o Cold backups monthly of all CBS Solution environments, for both the primary and secondary data centers, where Scheduled Downtime is required; and

    o Storing backup tapes off-site, for meeting disaster recovery provisions.

- Test at least annually during Scheduled Downtime, the failover from the primary to secondary data center and resolve all Deficiencies

3.1.3 APPLICATION SOFTWARE

Contractor shall provide Updates to the Application Software to keep current with Contractor's hosting technology standards, industry standards, compliant with Federal and California State mandates, Third Party Software upgrades, enhancements, updates, patches, bug fixes, etc., the Solution Requirements and as provided to Contractor's general customer base in accordance with this SLA, all in coordination with County's Project Manager. By definition, such Updates shall include, but not be limited to, enhancements, Version Releases and other improvements and modifications to the System Software, including Application Software.

Without limiting the other provisions of this Contract, including without limitation this SLA, such Updates shall be provided to County at least twice every year, unless otherwise agreed to by County and Contractor. Contractor shall notify County of all such Updates to the Application Software prior to the anticipated installation date thereof. Contractor's provision and installation of such Updates to the Application Software shall be at no additional cost to County. Any Updates necessary to remedy security problems in the System (e.g., closing "back doors" or other intrusion-related problems) shall be provided promptly following Contractor's knowledge of such problems. County shall also be notified in writing within 24 hours of Contractor's knowledge of the existence of any intrusions or other security problems or breaches that may affect the integrity of the System data or any other County data, subject to the provisions of Paragraph 18 (Confidentiality and Security) of the Base Contract.

3.1.4 THIRD PARTY SOFTWARE

As part of Maintenance Services, Contractor shall provide maintenance of the Third Party Software operating the System Environment for the Solution, including but not limited to Operating Software, database software and other software installed in the Production Environments and Test Environment that is not Application Software. Contractor shall update, upgrade or replace these System Software components during the term of the Contract to comply with the Solution Requirements and the warranties specified herein and to support and be compatible with the Application Software including any Application Modifications provided by Contractor under the Contract.

Contractor shall provide Updates to the System Software to keep current with Contractor's hosting technology standards, industry standards, Updates to the Application Software and other Application Modifications, all in coordination with County's Project Manager.

Contractor shall provide automated software provisioning tools to perform remote software patches and install Version Releases, including security updates.

Contractor shall provide software configuration management tools for Solution Software configuration identification, at both the primary and secondary data centers for all CBS environments, and for all the Livescan devices at the Participating Agencies.

Furthermore, any Third Party Application that may be incorporated by Contractor, and shall become part of, the Application Software shall be subject to the same System Maintenance obligations and requirements as the Application Software components that are owned or are proprietary to Contractor.

3.1.5 ADDITIONAL PRODUCTS

Maintenance Services additionally include maintaining compatibility of the System Software with any Additional Products that may be acquired by County under this Contract as Optional Work, including Additional Software and Additional Hardware. Prior to the installation of any

Additional Product, or any update thereto, Contractor shall test and ensure such Additional Product's compatibility with the then current version of the System Software. Contractor shall all ensure that the System Software is compatible with the required or critical updates to Additional Products, including without limitation, service and compatibility packs and security patches, promptly upon their release.

3.1.6 CLIENT ENVIRONMENT

As part of Maintenance Services, Contractor shall maintain the System's compatibility with the Client Environment recommended and approved by Contractor by providing, among others, Updates to the System Software and upgrading the System Hardware during the term of the Contract and following any update and/or upgrade by County of such Client Environment.

3.2 SYSTEM MAINTENANCE

Unless agreed to otherwise in advance by County , Contractor shall provide all Maintenance Services, including installation of Updates, with no or minimal Scheduled or Unscheduled Downtime. If Unscheduled Downtime, Paragraph 6 (Remedies) of this SLA apply. In the event that System Maintenance is required, Contractor shall ensure that, during any such System Maintenance, the System Availability requirements of this Contract are met and that the CBS Solution is fully operational at Contractor's secondary redundant site.

4. SUPPORT SERVICES

4.1 SCOPE OF SUPPORT

Contractor's responsibilities for supporting the operation of the Solution (hereinafter "Support Services") shall include responding to problems reported and correcting Deficiencies as specified in this Exhibit B. As part of its Support Services, Contractor shall provide operational support for the Solution during the Support Hours, which shall include without limitation providing a point of contact for all Solution problems by maintaining a system for customer support ("Customer Support"). Such operational support shall include Support Services to correct any failure of the Solution and to remedy Deficiencies in accordance with Paragraph 5 (Correction of Deficiencies) to ensure that the Solution operates in accordance with the Specifications, including Solution Requirements, warranties and other requirements set forth in the Contract. Requests for Customer Support will be submitted by County's Authorized Contact (e.g. County Project Manager or designee(s) via telephone, email and/or Contractor's web-based customer support portal. In the event that the Contractor's web-based trouble ticketing system is not available to County, County may use any other reasonable means to request Customer Support. Customer Support shall respond with a plan for resolving each Deficiency and respond to County's Project Manager within the applicable required period specified in Paragraph 5.2.1 (Problem Correction Priorities) depending on the Severity Level of the Deficiency.

4.2 CUSTOMER SUPPORT

In addition to the Solution Requirements, Contractor's Customer Support Requirements shall also include but not be limited to the following:

1) County-designated technical support staff who provides First Level Support to the Participating Agencies shall have access to Contractor's Customer Support through the methods outlined in this SLA.

2)   County shall have access to Contractor's Customer Support through the web-based trouble ticketing system or telephone. The trouble ticketing system shall provide for County a simple method to submit, track and update issues that require escalation to Contractor's Customer Support. The authorized County contacts will each receive an account and training on the ticketing system.

3)   Contractor shall provide a toll-free telephone number for County staff to call at any time during Support Hours. This telephone number shall be managed by a live operator to quickly connect County staff with the appropriate Customer Support personnel.

4)   Severity Levels for the Deficiencies shall be assigned according to definitions specified in Paragraph 5.2.1 (Problem Correction Priorities).

5)   Contractor shall respond within the period specified in Paragraph 5.2.1 (Problem Correction Priorities) depending on the Severity Level of the Deficiency.

6)   Contractor's web-based trouble ticketing system shall made be available to County at any time during Support Hours. Contractor shall advise County at least two weeks in advance when the ticketing system requires its scheduled maintenance.

7)   Contractor's Customer Support shall work with County's Project Manager and County's technical support staff on correcting Deficiencies, keeping such County personnel informed regarding Solution updates and scheduled timeframes, to ensure that all maintenance windows are clearly communicated and the requirements of this SLA are met.

8)   Contractor shall triage, diagnose and resolve all County-submitted Deficiencies based on severity and business impact. If Contractor proposes a solution for the Deficiency workaround, County may reevaluate and escalate or downgrade the Severity Level of such Deficiency. Contractor shall work with County to ensure that each service ticket case is documented and diagnosed properly. Each Deficiency shall be tracked in the Contractor's Customer Support ticketing system by:

   a)   Severity Level;

   b)   Date/time notified by County;

   c)   Name of Contractor's Service Technician(s) or Engineer(s);

   d)   Component (hardware-Livescan, hardware-Central Server, Software-Livescan, Software-Central Server) and, if applicable, sub-component (e.g., mugshot camera, livescan monitor);

   e)   LACRIS' assigned tracking number from its customer support ticketing system;

   f)   Description of problem including, if applicable, Solution Software version;

   g)   Root cause of problem;

   h)   Action taken to resolve issue and/or to prevent recurrence;

   i)   History of actions taken, including communications between Contractor and County, by Contractor and County personnel;

   j)   Date/time completed by Contractor and communicated to County.

9) Contractor shall proactively monitor all CBS Solution Software for security breaches, and report and coordinate resolution of any IT security breaches with both the LACRIS Help Desk and Department's Data Security Unit.

10) Contractor shall install all software security patches, no later than 90 calendar days, when notified by either the 3rd party software company or Department's Data Security.

11) Contractor's Project Manager shall meet with County's Project Manager on a regularly scheduled basis, minimally monthly. Meetings are in person at a County-designated location or via web-conferencing, as mutually agreed upon in advance by both parties. Contractor will provide County with activity information which, at minimum, includes:

    a) Service ticket activity from the prior month, including the age of each open service ticket;

    b) Listing of service tickets resolved from the prior month, including the time duration it took Contractor to resolve;

    c) Summary of Scheduled and Unscheduled Downtime, and if appropriate by location; and

    d) Database statistics.

    Contractor shall provide meeting agendas, presentation materials, and minutes.

12) Contractor shall provide all Solution updates for keeping the Solution compliant with Federal (e.g., National Incident-Based Reporting System ("NIBRS"), FBI's Criminal Justice Information Services (CJIS)) and State mandates.

13) Contractor shall maintain all updates to the CBS Solution documentation, including computer-based training tools (i.e., streaming video)

14) Contractor shall provide refresher T3 type training of the Contractor's most recent CBS Solution build, annually when requested by County.

15) Contractor shall, at minimum annually, place CBS Solution software into Escrow, then coordinate with Escrow company all the required testing necessary to verify that the Solution software deposited is a working, fully executable application.

16) Deficiency correction, timeframes and Service Credits for failure to timely correct any Deficiencies as specified herein shall be as specified in Paragraph 5 (Correction of Deficiencies).

17) CBS Solution enhancement suggestions, initiated by either County or Contractor, shall be tracked using Contractor's Customer Support ticketing system. Contractor shall conduct a preliminary evaluation within thirty (30) days and update the ticket with that preliminary evaluation. Contractor shall use this information in product enhancement planning.

4.3 RESPONSE TIME MONITORING

Contractor shall be responsible for monitoring Response Time of the Solution to ensure compliance with the agreed upon Response Times shown in Exhibit G (Confidential Information) to Appendix A (Statement of Work) and any other applicable requirements specified in the Solution Requirements and this SLA.

Contractor shall perform Response Time monitoring at regular intervals and in sufficient detail to detect problems. Contractor shall provide County with direct access at any time to the data collected as a result Response Time monitoring. Whenever requested by County, Contractor shall provide County with reports and/or download that related-data along with all applicable documentation that may be necessary for County to independently monitor the Response Time of the System.

County reserves the right to periodically re-evaluate the Response Time Baselines or add/modify/delete Response Time requirements, to ensure that the Response Time of the System does not restrict or delay County's operations.

4.4 BUSINESS CONTINUITY (DISASTER RECOVERY)

As part of Support Services, Contractor shall also be responsible for Active-Active Disaster Recovery services and submission of a formal plan for Disaster Recovery ("DRP") as required by the provisions of Exhibit A (Statement of Work). Active-Active Disaster Recovery means: a network configuration of independent nodes with the ability to replicate the CBS Solution for near real-time and high availability across the primary and secondary data centers.

Contractor shall maintain and implement Active-Active Disaster Recovery and avoidance procedures to ensure that the System and the Solution provided hereunder are not interrupted during any Disaster. Contractor shall provide County with a copy of its current Disaster Recovery Plan and all updates thereto during the term of the Contract. All requirements of this Contract, including but not limited to those relating to security, personnel due diligence and training, shall apply to Contractor's Disaster Recovery site.

Contractor or County may declare an event a Disaster. Upon occurrence or declaration of a Disaster, Contractor shall provide the services outlined in the DRP. Contractor shall be subject to the following Service Level requirements as part of Active-Active Disaster Recovery, which shall be contained in and are incorporated into the DRP:

1. Contractor shall have complete responsibility for continuation of service and restoration of the System and the Solution.

2. In the event of a Disaster declaration, Contractor shall be required to maintain regular and consistent communication with County about the outage and steps taken to restore the System and the Solution.

3. County shall be able to logon to the Disaster Recovery site instantaneously after the declaration of the Disaster by County or Contractor.

4. Contractor shall have 100% capacity instantaneous of the declaration of the Disaster by County or Contractor.

5. Contractor's failure to make a declaration of a Disaster within one hour (1) hour shall result in an Incident and deemed Unscheduled Downtime.

5. CORRECTION OF DEFICIENCIES

5.1 IDENTIFICATION OF DEFICIENCIES

The Deficiencies under this Contract may be identified either as a result of Contractor's use of its own monitoring tools or discovered by County. Upon discovery of a Deficiency by County, County will report the Deficiency to Contractor's Customer Support for resolution in accordance

with this Exhibit B. Contractor shall keep County informed on all Deficiencies they have identified, and both parties shall mutually agree to assign the appropriate Severity Level to the Deficiency.

The Severity Level of a Deficiency shall be assigned according to the Severity Level definitions set forth in Paragraph 5.2.1 (Problem Correction Priorities). Based on Contractor's proposed solution and/or workaround(s) for the Deficiency, County may reevaluate and escalate or downgrade the Severity Level of the Deficiency pursuant to Paragraph 5.2.3 (Severity Level Adjustment).

5.2   RESOLUTION OF DEFICIENCIES

5.2.1   PROBLEM CORRECTION PRIORITIES

County will assign the Severity Level to each Deficiency reported by County to Contractor's Customer Support. Contractor shall assign Severity Levels to Deficiencies discovered by its own problem monitoring system. Following report of a Deficiency from County, Contractor shall respond back to County within the prescribed "Response Timeframe" specified below and resolve each such Deficiency within the specified "Resolution Time". Resolution Time for correction of Deficiencies shall start tolling when County first notifies Contractor of a Deficiency by telephone or otherwise as specified herein, including Contractor's Customer Support, and shall end when County determines that the Deficiency has been resolved.

SEVERITY LEVEL	DESCRIPTION OF DEFICIENCY (ANY ONE OF THE FOLLOWING)	SERVICE RESPONSE TIMEFRAME	RESOLUTION TIME
1 – Critical	System is down (Unscheduled Downtime) or is practically down (e.g., extremely slow Response Time) or does not function at all, as determined by the County. There is no way to circumvent the problem; a significant number of County users are affected. A production business system is inoperable.	One (1) hour	Resolve incident or formulate reasonable workaround within four (4) consecutive hours
2 – Severe	A component of the Solution is not performing in accordance with the Specifications (e.g., slow Response Time), creating significant County business impact, its core functionality is not available or one of Solution Requirements is not met, as determined by the County.	Four (4) hours	Resolve incident or formulate reasonable workaround within eight (8) consecutive hours
3 – Moderate	A component of the Solution is not performing in accordance with the Specifications but there is a reasonable workaround; there are unexpected results, moderate or minor operational impact, as determined by the County.	One (1) day	Resolve incident within two (2) consecutive weeks

SEVERITY LEVEL	DESCRIPTION OF DEFICIENCY (ANY ONE OF THE FOLLOWING)	SERVICE RESPONSE TIMEFRAME	RESOLUTION TIME
4 - Low	This is a low impact problem and is not significant to operations or is related to education (e.g., general "how to" and informational Solution Software questions, Documentation requests, understanding of reports or general "how to" create reports), as determined by the County.	Two (2) days	Next Version Release or six (6) months unless otherwise agreed to by County and Contractor

5.2.2 PROBLEM RESOLUTION PROCESS

For any Deficiency reported by County or discovered by Contractor, Contractor shall immediately commence corrective action. Contractor shall correct all Deficiencies within the Resolution Times specified above. Contractor shall also immediately commence to develop a workaround or a fix for any Severity Level 1 or Severity Level 2 Deficiency (hereinafter "Major Deficiency"). County and Contractor shall agree on the Deficiency resolution, whether by a permanent solution or a temporary workaround, as determined by County.

Contractor shall provide the best level of effort to correct all Deficiencies and, in particular, Deficiencies with Severity Level 1, Severity Level 2, or Severity Level 3, within the prescribed Resolution Times. In the event that Contractor fails to correct a Deficiency within the prescribed Resolution Time, Contractor shall provide County with a written or electronic report that includes a detailed explanation of the status of such Deficiency, preliminary actions taken, detailed mitigation plans and an estimated time for completing the correction of such Deficiency. This process will be repeated until the Deficiency is resolved and the resolution is approved by County's Project Manager. The parties will jointly cooperate during this period of time.

5.2.3 SEVERITY LEVEL ADJUSTMENT

County may escalate or downgrade a Severity Level of a Deficiency if the Deficiency meets the definition of the Severity Level as escalated or downgraded. A Deficiency may also be escalated by County if the Deficiency persists or re-occurs, as determined by County's Project Manager. At the time the Deficiency is escalated or downgraded, an appropriate timeline will be applied for resolution of such Deficiency in accordance with Paragraph 5.2.1 (Problem Correction Priorities). Contractor may request a special exception to the above timeline where there are extenuating circumstances. The decision to provide an extension along with its appropriate timeline shall made at the sole discretion of County's Project Manager.

If a workaround may be provided by Contractor for a Deficiency, County and Contractor may agree to downgrade the Severity Level of such Deficiency until an agreed upon date. If a permanent fix is not provided by such agreed upon date, County will be able to escalate the Severity Level back to the original Severity Level or higher, as provided herein.

5.3 SYSTEM PERFORMANCE REQUIREMENTS

The System shall meet the System Performance Requirements specified below that are within Contractor's control, including but not limited to those relating to System Response Time and System Availability, as further specified in this SLA, the Solution Requirements, and Appendix

C, Schedule C.4 (Solution Performance Requirements). All System Performance Deficiencies shall be deemed Severity Level 2 Deficiencies or higher for the purpose of the correction of Deficiencies and other County remedies.

SYSTEM PERFORMANCE CATEGORY	SYSTEM PERFORMANCE REQUIREMENT
System Availability	98.9%
Response Time	System Response Time Baseline(s) established and agreed upon prior to Go-Live.
Active-active Disaster Recovery	Pursuant to the provisions and requirements of Paragraph 4.4 (Business Continuity (Disaster Recovery))

The following criteria shall be applied with regards to System Performance Requirements:

1. "System Availability" shall be calculated in based on the formula set forth in Paragraph 6.2 (Service Credits).

2. System Response Time(s) shall be established using County required and Contractor supplied System Response Time measurement method, which is a component of the Solution. The System Response Time Baseline(s) shall be agreed upon and established before the System is able to reach Go-Live under the Statement of Work. System Response Time Baseline(s) may need to be established to address various System categories and periods of operations, to the extent applicable, including but not limited Business Hours, off-Business Hours, peak hours and reporting.

   System Response Time measurements shall be calculated by averaging Response Time(s) for each of the established System Response Time Baseline measurement categories (see Appendix C, Schedule C.4 (Solution Performance Requirements).

3. If the average System Response Time is greater than the System Response Time Baseline on six (6) occasions, for any of the periods of operation (see #2 above) within a Service Month, County shall notify Contractor using the Customer Support trouble ticketing system.

4. Contractor shall keep County informed of the progress of the System Response Time problem with the objective of providing a solution as quickly as possible.

5. Initial System Response Time Baseline(s) shall be established and agreed upon by the parties prior to Go-Live. County reserves the right to modify the System Response Time Baseline and/or measuring methods if County determines that the Solution is restricting or delaying County's operations.

6. System Response Time Deficiency

   A System Response Time Deficiency that fits the definition of a Major Deficiency shall be deemed to cause Unscheduled Downtime which shall begin to accrue after four (4) hours for Level 1, and after eight (8) hours for Level 2, and shall entitle County to assess Service Credits as provided in Paragraph 6.2 (Service Credits) below. In addition, any

unresolved Moderate Level 3 Deficiency by Contractor shall begin to accrue after thirty (30) days, and shall entitle County to assess Service Credits.

7. Active-Active Disaster Recovery

Any County observed Deficiency which may prevent Contractor from delivering DRP services to County in a timely manner and as minimally prescribed in Paragraph 4.4 above, shall be deemed to cause Unscheduled Downtime and shall entitle County to assess Service Credits as provided in Paragraph 6.2 (Service Credits) below.

6. REMEDIES

6.1 GENERAL

Credits shall accrue for Unscheduled Downtime and System Performance Deficiencies, including Contractor's failure to meet the System Availability requirements and/or System or Service Response Time requirements (hereinafter "Service Credit(s)"). For purposes of assessing Service Credits and this Exhibit B, "Unscheduled Downtime" shall mean the total combined amount of time during any Service Month, measured in minutes, during which the System has a Major Deficiency in which exceeds the resolution time durations stated in 5.2.1 above, or any Moderate Deficiency that is unresolved by Contractor within thirty (30) days, excluding Scheduled Downtime.

6.2 SERVICE CREDITS

Without limiting any other rights and remedies available to County, either pursuant to this Contract, by law or in equity, County shall be entitled to Service Credits calculated based on the length of combined Unscheduled Downtime during any Service Month (hereinafter "System Unavailability"), as provided below.

SYSTEM AVAILABILITY (% OF SERVICE MONTH)	HOURLY UNSCHEDULED DOWNTIME RANGE / MONTH	SERVICE CREDITS (%OF MONTHLY FEE FOR APPLICABLE SERVICE MONTH)
98.9% < x < 100%	0:00 – 8:00 hours	None
97.9% < x < 98.9%	8:01 –15:00 hours	5%
95.9% < x < 97.9%	15:01 – 29:00 hours	15%
93.9% < x < 95.9%	29:01 – 44:00 hours	35%
91.9% < x < 93.9%	44:01 – 58:00 hours	45%
89.9% < x < 91.9%	58:01 – 72:00 hours	50%
87.9% < x < 89.9%	72:01 – 87:00 hours	60%
85.9% < x < 87.9%	87:01 – 101:00 hours	75%
x < 85.9%	Beyond 101:00 hours	Fee Waived for that Month

For purposes of calculating Service Credits, "System Availability" percentage shall be calculated as follows:

System Availability = (Total Monthly Time – Unscheduled Downtime) ÷ Total Monthly Time

Example: 1,050 minutes of total Unscheduled Downtime during a 30-day Service Month.

[43,200 – 1,050] ÷ 43,200 = 97.6% System Availability, with 15% Service Credit

Service Credits, in any amounts, are not and shall not be construed as penalties and, when assessed, will be deducted from County's payment due to Contractor.

(Revised-Bulletin #12)
REQUEST FOR PROPOSALS
FOR
CRIMINAL BOOKING SYSTEM
(CBS) SOLUTION

APPENDIX B
MINIMUM SOLUTION REQUIREMENTS

JUNE 2018

NOTICE TO RFP PROPOSERS

**THIS DOCUMENT DOES NOT STAND ALONE AND MUST BE READ AND
REVIEWED IN CONNECTION WITH ALL OTHER PARTS OF THE RFP.**

**THIS APPENDIX B MAY BE UPDATED TO REFLECT THE SELECTED PROPOSAL
PRIOR TO THE NEGOTIATION OF THE RESULTANT CONTRACT.**

Req #	Requirement
	1.0 – General Criminal Booking Solution Functions
1.1	The Solution **SHALL** generate, issue and maintain unique transaction numbers, preferably sequential, for each booking or type of transaction (TOT) as defined by County.
1.2	The Solution **SHALL** be capable of reserving a large block of sequential booking numbers obtained from and governed by the County's Automated Justice Information System (AJIS), and issue these unique/sequential booking numbers when requested by User.
1.3	The Solution **SHALL** be capable of deleting a booking number and its associated data if the booking transaction associated with that booking number is not completed within 30 days and **SHALL** retain the audit log of the deleted transaction.
1.4	The Solution **SHALL**, throughout all its functionality, recognize and emphasize the AJIS numbering scheme as County's official booking number.
1.5	The Solution **SHALL** be capable of ingesting, storing and displaying unique booking transaction numbers generated from County's current Automated Booking System (ABS).
1.6	The Solution **SHALL** provide an XML web service (i.e. GJXDM/NIEM) which allows external systems (i.e., Records Management System (RMS) from a local agency) to request booking numbers from CBS, as illustrated in 'Booking Number Request Sample Flow Chart' (Attachment G.2) to the Statement of Work (SOW).
1.7	The Solution **SHALL** be capable of sending data and communicating directly with all interfaces listed in 'System Interfaces' (Exhibit C) to the SOW.
1.8	The Solution **SHALL** provide a method of receiving requests for booking numbers with or without a fingerprint.
1.9	The Solution **SHALL** monitor all booking transactions that do not have an accompanying fingerprint, and provide detailed audit reports.
1.10	The Solution **SHALL** be capable of capturing the Subject's signature at time of booking by utilizing a digital signature pad on the livescan and submitting that signature in the National Institute of Standards and Technology (NIST) file as a Type-8 record.
1.11	The Solution **SHALL** verify the fingerprint captured during the booking number request, is from the same Subject, when the booking record is completed, edited or continued on any Livescan device within the County.
1.12	The Solution's Livescan device, excluding Quick-ID devices, **SHALL** be housed in a ruggedized standup system with adjustable height. Ruggedized means a cabinet-type system that protects monitors, scanners, keyboards, uninterrupted power supply (UPS) and any other component of the system Solution. (Note: Excludes Printers and cameras)
1.13	The Solution **SHALL** allow for fingerprints to be taken at the Livescan device and printed locally, with no booking number issued and no submission made to County, when appropriate, for non-reportable charges at the discretion of the County or reporting agency.

Req #	Requirement
1.14	The Solution **SHALL** include a complete and valid standards-based record in conformance with the most current FBI Electronic Biometrics Transmission Specification (EBTS) https://www.fbibios.ecs.cjis.gov/EBTS/Approved, as well as the more stringent Cal-DOJ specifications (i.e., State charge tables) and County specifications (e.g., 1,000 ppi print capture from scanner, mugshot required for every booking).
1.15	The Solution **SHALL** have edit functionality which allows Users to correct errors and resubmit records. It **SHALL** permit the opening and editing of erroneous records. Once a record has been edited, it **SHALL** pass the same validations as would a new record.
1.16	The uninterrupted power supply (UPS) software **SHALL** be capable of sending status emails to the LACRIS Help Desk when power issues arise.
1.17	The UPS software **SHALL** be capable of notifying the User of power issues informing them to save their work and shut down the Livescan device.
1.18	The Solution **SHALL** validate defined data entry fields for compliance, as delineated by County, Cal-DOJ, FBI/Criminal Justice Information Services (CJIS) Division, or other agency specifications.
1.19	The Solution **SHALL** ensure each mandatory field is present before submitting the transaction. Mandatory fields are governed by specifications.
1.20	The Solution **SHALL** adhere to tabled data entry fields for all data where a tabled dataset is available and provided. Depending on the tabled data entry field, the Solution **SHALL**: • Default the field value, based on the User's configuration, with the option for User to override. • Provide a look-up table, such as a drop-down field, for the User to select the correct value from, but also allow the User to enter the field manually with predictive table values suggested.
1.21	The Solution **SHALL** be configurable to include additional tables and fields, with or without drop down menus, when required by County to conform to changing business practices.
1.22	The Solution **SHALL** authenticate each booking record when: • Passing all the Cal-DOJ NIST and Los Angeles County specific NIST validations; • Bundling the booking record as an EBTS-compliant package consisting of all of the required records and types, then; • Submitting the package via interface to the Multimodal Biometric Identification System (MBIS).
1.23	The Solution **SHALL** provide the capability to convert an existing record, with prints, into any other transaction type submission (e.g., converting an IDN TOT to a CRM/REG/APP/DNS or a CRM to a REG/APP/DNS), as required by the County.
1.24	The Solution **SHALL** have passive communication capability (i.e. chat window) for the LACRIS Help Desk to communicate with the User.

Req #	Requirement
1.25	The Solution **SHALL** have the ability to import a NIST file and print a copy of the booking slip and finger/palm print cards.
1.26	The Solution **SHALL** store all transaction files for each local Livescan device, of only the transaction files currently retained on that device. Transaction files stored on the local livescan can be printed even if network connectivity to the central server is not available.
1.27	The Solution **SHALL** store transaction files from every Livescan device within the central server (including a backup), for a County-designated duration.
1.28	The Solution **SHALL** be capable of utilizing permission-based context menus for administrative tasks to include, but not be limited to, opening the data directory folder of a highlighted transaction record selected on the inventory screen, deletion of highlighted transaction records, and export of highlighted transaction records to a NIST-compliant file.
1.29	The Solution's Livescan PCs **SHALL** support Microsoft Windows 10 Enterprise Edition, and Windows Server 2010 and above.
1.30	The Solution **SHALL** support Microsoft Windows 10 on all Participating Agency-owned PC workstations.
1.31	The Solution **SHALL** support Microsoft Server Manager Windows 10.
1.32	The Solution **SHALL** adhere to all Federal and State criminal reporting requirements (i.e., FBI's National Incident-Based Reporting System (NIBRS)).
	<mark>**2.0 – Specifications – User Security and Functionality**</mark>
2.1	The Solution **SHALL** include a single User log-in for all CBS application modules, including instances when a User performs business functions for one or more Participating Agencies (i.e., LACRIS Help Desk staff).
2.2	All components of the Solution **SHALL** utilize this centralized User security group roles. Explain how your Solution will function in an offline mode where there is no connectivity to the central User database.
2.3	The User security group roles **SHALL** be maintained in the centralized database, with a local copy pushed out to each Livescan device.
2.4	The proposed Solution **SHALL** support Domain OS logon using a County-designated Active Directory Federation Services (ADFS) Authentication protocol.
2.5	User account information **SHALL** be stored on the central User database as well as locally on each device that the User has been granted permission to.
2.6	The Solution **SHALL** allow the CBS System Administrator to select which logon protocol each User shall follow.
2.7	The Solution **SHALL** allow Users to be assigned to multiple security groups.
2.8	The Solution **SHALL** apply the highest permission levels of any group that a User belongs to, should that User belong to multiple groups.

Req #	Requirement
2.9	The Solution's security groups and rules **SHALL** have the capability of decentralized administration. Examples: a lower level Administrator at a local agency cannot create an account equal in security rights to their own. A local Administrator can only affect those Users within their agency.
2.10	The Solution **SHALL** lockdown the Livescan device's OS for general Users but allow full access for Administrators.
2.11	The Solution **SHALL** support automatic User account: • Lock-out, after a configurable number of days of inactivity • Unlock after a two-factor authentication, or by a system Administrator
2.12	The Solution **SHALL** control excessive image quality error overrides at the User level, with configurable warning and audit report capabilities.
2.13	The Solution **SHALL** contain the below functionality and provide administrative notifications (local and/or LACRIS Help Desk) by e-mail. Thresholds to be set by Administrators. Notifications to include but not be limited to: • User errors • Too many failed login attempts • Too many image quality overrides • Too many match error (from flats or rolls) overrides • User locked out notification • User advised of eminent lockout if errors persist
3.0 – Specifications – Solution Database	
3.1	The Solution's database **SHALL** be configurable to include additional tables and fields, as required by County business processes.
3.2	The Solution **SHALL** be able to receive table updates including validations (i.e., charge codes) and/or accept and utilize tables obtained from an external system or source (i.e., table file in a shared directory used by multiple applications) and immediately apply the new table set and validation rules.
3.3	The Solution **SHALL** keep a database log of all transactions saved and/or submitted via interface. The log will contain, at minimum: • Date/time of transmission • Transaction number • Booking number • User actions with timestamps • System actions with timestamps • Name, gender, race and date of birth of the Subject fingerprint.

Req #	Requirement
3.4	The Solution's database log **SHALL** be maintained for a configurable period of time, no less than three (3) years, as specified by County.
4.0 – System Software and Functionality	
4.1	The Solution **SHALL** include 3rd party virus protection software as defined by County. (Currently McAfee Enterprise AntiVirus™).
4.2	The Solution **SHALL** support and be capable of e-mail (sending and receiving) messaging.
4.3	The Solution **SHALL** have its own means of communication, such as an email system, to support responses in email format (i.e., Simple Mail Transfer Protocol or SMTP) with attachments in EFT, SRE, plain text, etc. formats
4.4	The Solution's PC workstations and servers located at the locations **SHALL** have McAfee endpoint security software installed and running in the background. LACRIS will provide the McAfee endpoint security software as part of its enterprise site license.
5.0 – Reports – Centralized and Local	
5.1	The reports **SHALL** be accessible utilizing the current and two most recent versions of an internet browser, IE, Chrome, Firefox, etc.
5.2	All Users **SHALL** be authenticated prior to accessing the reports.
5.3	The Solution **SHALL** ensure access to available reports is based on User's permissions.
5.4	The Solution **SHALL** provide a list and description of the default reports.
5.5	The Solution **SHALL** provide for ad hoc reporting with all fields available.
5.6	The Solution **SHALL** provide a report building tool, including 10 concurrent software licenses, and necessary training.
5.7	The Solution **SHALL** provide a web-based administration and reporting module.
5.8	The Solution **SHALL** have a three (3) year retention for all booking forms.
5.9	The Solution **SHALL** restrict data in a report to the User's specific permissions and/or groups that the User has rights to, (i.e., reports containing data only from their Law Enforcement [LE] agency).
6.0 – System Audit Capability	
6.1	The Solution **SHALL** provide a visual auditing tool to enhance Administrator's ability to identify issues with submitted images, both fingerprints and photos.
6.2	The Solution's audited data **SHALL** be retained for a minimum of three (3) years.
6.3	The Solution **SHALL** allow for external interface transactions to perform complete and partial record sealing and expunging in CBS. (i.e., MBIS can send a notification to CBS, and CBS will seal the record so Users cannot view the booking forms in CBS).

Req #	Requirement
6.4	The Solution's audit tools **SHALL** allow Administrator to send warning notifications to a User, lock out a User, and restrict a User's permissions.
	7.0 – System Dashboard
	(Note: There are no Minimum Solution Requirements within this Section 7.0)
	8.0 – Types of Transactions (TOTs)

8.1	The Solution **SHALL** be capable of submitting the following TOTs to the County's MBIS via interface:
	 • All California State TOTs
	 • State and County TOT's currently used in Los Angeles County, including but not limited to:
	     ➤ ID2
	     ➤ ID4
	     ➤ Release
	     ➤ Quick-ID
	     ➤ Pre-ID
	     ➤ Local Applicant Submission
	     ➤ Update
	     ➤ Test Record Submission
	     ➤ Registrant
	     ➤ DNS (option 2)

8.2	The Solution **SHALL** be capable of a DNA submission to Cal-DOJ for criminal (CRM) transaction types, as follows: • CRM TOT • As a stand-alone transaction • As a converted transaction, modified to a CRM TOT
8.3	The Solution **SHALL** be able to receive, via interface response notifications from external systems (e.g., Cal-DOJ, FBI and MBIS), process the notification within CBS, and print for booking record.
	9.0 – Quick-ID Functionality
9.1	The Quick-ID Solution **SHALL** include (2) desktop devices in a configuration described in Section 13.0 below, capable of submitting a hand/fingerprint(s) and an iris capture to the MBIS for identification verification, using the QID Type of Transaction (TOT).
9.2	The Quick-ID Solution **SHALL** be able to receive, process, and print response notifications from MBIS.
9.3	The Quick-ID Solution **SHALL** be able to receive, process, and print a booking photo from the County's Digital Mugshot System (DMS) or MBIS, based on the submitted biometric match (e.g. State, FBI or County identifiers).

Req #	Requirement
10.0 – Hardware	
10.1	The Solution equipment hardware **SHALL** be new (unused) and current model.
10.2	The Livescan equipment SHALL be supplied with all components specified in Sections 12, 13 and 14 below, delivered complete and functionally ready to operate.
10.3	All equipment **SHALL** work on standard 120 volt circuit and be Underwriters Laboratory (UL) approved; maximum 20 amps.
10.4	The Livescan equipment **SHALL** include an uninterrupted power supply (UPS) unit and a power conditioner, including surge suppression rated at 2,500 amps, which will provide power to each Livescan device (may exclude camera or printer) for a minimum of 15 minutes.
10.5	Each Livescan device **SHALL** have all the necessary accessories (e.g., power cord, cabling) to make the device fully functional at installation.
10.6	The Livescan device and its peripherals **SHALL** utilize existing sites' current configuration without physical modification to the facilities (i.e. new conduit, moving power, moving light bar, installation of a pedestal).
10.7	Each Livescan device **SHALL** have its own Cisco managed network switch that can be monitored by Sheriff's Data Network (such as model WS-C2960C-8PC-L or agreed upon by Sheriff's Data Network).
10.8	The software on the Livescan device **SHALL** be the same software that Cal-DOJ Certified.

Req #	Requirement
	11.0 – Hardware – General Livescan Devices (Quantity: 163)
11.1	The Solution **SHALL** include the following attributes for *163 Livescan Devices*: • PC • Monitor-24" Touch Screen Flat Panel (maximum) with 12" display height (minimum) • Full-function, QWERTY wired keyboard with a numeric pad, separate function keys, and navigation keys. • Webcam, minimum 2.0 megapixels resolution, either built in the Monitor or wired-type and mounted to the Monitor (for face biometric login authentication) • Wired Optical Mouse • Wired 2D barcode reader • Wired magnetic stripe card reader • Wired Digital Signature Pad • 1000ppi Hand/finger capture scanner(s) • Iris Camera, mounted in clear view (Requirement #19.0) • A locking mechanism to prevent User from manually turning off Livescan device • Foot pedals located on both front corners of the cabinet (to allow User access regardless of left or right print capture positioning) • Casters with locking mechanism • Uninterrupted Power Supply and monitoring software (Requirements #s 1.16, 1.17, and 10.4)
11.2	The Solution **SHALL** include at least (1) one additional method other than foot pedals (e.g., button or switch) to activate scanners.
11.3	The Solution's general Livescan device **SHALL** be housed in a ruggedized cabinet with the following maximum dimensions: • 72 inches height (including all peripherals) • 32 inches width • 30 inches depth
	12.0 – Hardware – Coroner Livescan Devices (Quantity: 2)

Req #	Requirement
12.1	The Solution **SHALL** include the following attributes for *2 Coroner Devices*: • PC • Monitor-24" Touch Screen Flat Panel (maximum) with 12" display height (minimum) • Full-function, QWERTY wired keyboard with a numeric pad, separate function keys, and navigation keys. • Webcam, minimum 2.0 megapixels resolution, either built in the Monitor or wired-type and mounted to the Monitor (for face biometric login authentication) • Wired Optical Mouse • Wired 2D barcode reader • Wired magnetic stripe card reader • Wired Digital Signature Pad • Minimum 500ppi Hand/finger capture scanner(s) adapted to the Coroner's unique business need • A locking mechanism to prevent User from manually turning off Livescan device • Foot pedals located on both front corners of the cabinet to allow User access regardless of left or right print capture positioning • Casters with locking mechanism • Uninterrupted Power Supply (Requirements #s 1.16, 1.17, and 10.4)
12.2	Coroner's fingerprint capture equipment **SHALL** be adapted and configured to Coroner's unique business need.
12.3	The Solution's coroner Livescan device **SHALL** be housed in a ruggedized cabinet with the following maximum dimensions: • 72 inches height (including all peripherals) • 32 inches width • 30 inches depth

Req #	Requirement
	13.0 – Hardware – Quick-ID Devices (Quantity: 2)
13.1	The Solution's Quick-ID device **SHALL** include the following attributes (Quantity 2): • PC • Monitor-24" Touch Screen Flat Panel (maximum) with 12" display height (minimum) • Full-function, QWERTY wired keyboard with a numeric pad, separate function keys, and navigation keys. • Webcam, minimum 2.0 megapixels resolution, either built in the Monitor or wired-type and mounted to the Monitor (for face biometric login authentication) • Wired Optical Mouse • Wired 2D barcode reader • Wired Digital Signature Pad • Minimum 500ppi Hand/finger capture scanner(s) • Iris camera (Requirement #18.0) • 1 Wired foot pedal with capture and save capability • Uninterrupted Power Supply (Requirements #s 1.16, 1.17, and 10.4).
	14.0 – Hardware – Central Server Configuration

14.1	The Solution's Central Server Configuration **SHALL**:
	
	• Be contained in a Contractor-provided single server rack, with redundant power sources provided by LASD's data center
	• Include all the servers and internal networking necessary for the entire CBS Solution functionality, installed in the rack
	• Have redundant networking capabilities to the Department's PAC50 Network
	• Include two communication protocols to the Contractor's second data center site, as follows:
	    a. Contractor-provided direct point-to-point communication line
	    b. VPN connection via the internet (as backup)

Req #	Requirement
	15.0 – Printer Functionality
15.1	The Solution **SHALL** be able to print within an agency and to the following network-type printers, including existing agency printers currently on hand (Refer to Section 16.0 for printer requirements). • FBI certified laser printer • Color laser printer • Non-FBI certified laser printer • Wristband printer • Paperless printer Solution
15.2	The Solution **SHALL** have the capability of printing to multiple printers and be configurable at any time by County, to print only those response messages, booking forms, Subject wrist bands, etc. that are requested by each agency or location.
15.3	The printers **SHALL** have the capability of receiving print jobs from multiple Livescan or biometric capture devices.
15.4	The Solution **SHALL** be capable of watermarking any image prior to packaging and submitting through the central server. Watermarking any image is configurable by Administrators based on permissions.
	16.0 – Printers – Color Laser (Quantity: 144)

16.1	The Solution's color laser printer **SHALL** have, at minimum, the following attributes:
	• 10/100/1000BaseTX Ethernet and USB 2.0 and/or above connections
	• Print speed supporting up to 22 ppm or higher
	• Resolution of 600 by 600 dpi
	• 40,000 page monthly duty cycle (minimum)
	• Duplex printing capable, automatic 2-sided
	   i) Tray 1: (Multipurpose tray): Custom sizes: 3 x 5 in. to 8.5 x 14 in. (76.2 x 127 mm to 216 x 356 mm); capacity 150 pages minimum
	   ii) Tray 2: (optional) Custom sizes: 5.8 x 8.3 in. to 8.5 x 14 in. (148 x 210 mm to 216 x 356 mm); capacity 500 pages
	   iii) Manual feed function (optional)
	• Toner capacity yield of at least 6,000 sheets

Req #	Requirement
	17.0 – Paperless Storage/Print Functionality on Demand
17.1	The Solution **SHALL** be capable of storing electronic documents and be accessible through a web service, both within the local law enforcement agency and the central site as a central repository. An agency can select and print any of the electronic documents received by the Solution's Livescan device assigned to their agency, to any of that agency's printer(s).
17.2	The printerless Solution **SHALL** be capable of different output formats, including PDF, MHT, TIFF, PNG, and JPEG. It **SHALL** also support email capability.
17.3	The central repository **SHALL** retain record documents indefinitely or until sealed or expunged.
17.4	The document repository on each Livescan device **SHALL** be retained for as long as the corresponding record is available on that device.
	18.0 – MugShot Camera (Quantity: 139)
18.1	The camera **SHALL** have a minimum of 10 Megapixels and comparable to a 1/4-Type CCD Sensor, or better.
18.2	Image quality **SHALL** meet or exceed the NIST Best Practice Recommendations for the Capture of mugshots http://www.nist.gov/itl/iad/ig/ansi_standard.cfm
18.3	The camera **SHALL** have livescan Solution software-controlled Digital SLR, where the software controls the camera's zoom, photo capture, and power management.
18.4	The Solution **SHALL** be capable of taking a whole single image and allows the User to manually crop multiple scars, marks and tattoos (SMTs) with a roping type software tool and further allow close cropping using an intuitive software design.
18.5	The camera **SHALL** have auto face-finding capability either through hardware or software Solution.
18.6	The Solution **SHALL** support auto-sizing for front and profile photos with User override capability configured by system Administrator.
18.7	The Solution **SHALL** support the capturing of up to 99 SMTs per criminal transaction.
18.8	The Solution **SHALL** require the User at the Livescan device to capture SMT photos in instances where a booking record was initiated elsewhere (i.e., agency RMS) indicated that an SMT exists on the Subject.
18.9	The User **SHALL** be able to override the initial descriptions and/or SMT location based on policy (ies) if the record was initially started elsewhere (i.e. agency RMS).
18.10	The camera **SHALL** be capable of feeding an image to, and be controlled from, multiple Livescans.
18.11	Mugshot image quality (i.e, Subject's sizing in photo) at all sites **SHALL** remain consistent throughout the County, regardless of the Livescan device setup and location, identified in 'Equipment Locations & Inventory' (Exhibit D) to the SOW. Most sites utilize a ceiling mounted three (3) point lighting system, as illustrated in 'Sample Equipment Setup Diagram' (Attachment G.1) to the SOW.

Req #	Requirement
18.12	All mugshot camera installations **SHALL** be hard-wired and able to utilize existing sites' footprint without physical modification to the facilities (i.e. new conduit, moving power, moving light bar, installation of a pedestal). Using 'Sample Equipment Setup Diagram' (Attachment G.1) to the SOW as the standard location configuration, describe how your mugshot quality component will be integrated at a site.
	19.0 – Iris Camera (Quantity: 163)
19.1	The Iris Type 17 Transaction within the Solution, **SHALL** conform to the most current "Technical Specifications Document for the Iris Pilot (IP) Project" as specified by the FBI. https://www.fbibiospecs.cjis__ov/Document/Get?fileName=Iris_Pilot_Technical_Specification_DRAFT-v2-6-8_df
19.2	The Iris camera **SHALL** be securely attached to the Solution's cabinet or with a locking device (i.e. security cable) for positioning the camera forward, with vendor-provided interconnection wiring/cabling from CPU to camera
19.3	The Iris camera **SHALL** capture both eyes simultaneously on the first capture, allow individual captures after alerting User when the original capture quality is poor, and/or override if necessary (i.e., artificial eye).
	20.0 – Connectivity
20.1	The Solution **SHALL** support network connectivity of 10Base-T (RJ-45) TCP/IP, UDP, SMTP.
20.2	The Solution **SHALL** have a real-time interface to the County's MBIS using a County network connection. Interfaces include, but are not limited to FTP, SMTP, Web Services, SFTP, etc.
	21.0 – Fingerprint Images – includes all fingerprint images captured

21.1	The Solution **SHALL** support 1000ppi which is required for all fingerprint images captured in Section 12 above 'General Livescan Devices,' including:
	
	• Individually rolled
	
	• 4-Finger flats
	
	• Palm print and Writer's palm (describe optics), including:
	  i. Upper / Lower
	  ii. Whole Hand
	  iii. Writer's Edge

21.2	The Solution **SHALL** support 1000ppi using JPEG 2000 15:1 Compression and is backward compatible to 500 WSQ.
21.3	The Solution **SHALL** be in compliance with "Profile for 1000ppi Fingerprint Compression" Version 1.1 https://www.fbibiospecs.cjis.gov/Document/Get?fileName=J2K1000.pdf
	22.0 – Fingerprint Image Capture
22.1	If the Solution optics do not capture the whole palm (with one pass), it **SHALL** include all images that are applicable to that Solution's device (rolls, flats, upper palm, lower palm, inter-digital, and writer's edge).
22.2	The Solution **SHALL** support 4-finger flat to roll comparison (i.e., detection of fingers rolled out of sequence).
22.3	The Solution **SHALL** be within 99.5% match accuracy.

Req #	Requirement
22.4	The Solution **SHALL** support 4-finger flat to match against all captured flats and alert the User if there is not a match.
22.5	The Solution **SHALL** be configurable to allow the "out of sequence" finger to be saved.
22.6	The Solution **SHALL** provide a side-by-side view of two or more images if the image already exists, with scoring to allow the User to decide which image to save.
22.7	The Solution **SHALL** provide way of annotating the image when a capture cannot occur or is an exception (e.g., scarred, amputation). Annotation can occur either before or after capture.
23.0 – Image Capture Times	
23.1	The Solution **SHALL** provide capture times as listed below. Capture timing will be from activation of foot pedal (button, or other type of switch) or if auto capture from acceptance of last image captured until the quality check is done and displayed on screen: • Flat single finger - 2 seconds • Rolled images – 3 seconds • Upper Palm - 3 seconds • Lower Palm – 3 seconds
23.2	The Solution **SHALL** provide capture times, as listed below. Capture timing will be from activation of foot pedal (button, or other type of switch) to support upper palm and the four (4) finger flat images, and display on the screen: • Upper Palm - 3 seconds • Whole hand - 6 seconds
24.0 – Fingerprint Image Quality Override	
24.1	The Solution **SHALL** check every image capture for quality.
24.2	The Solution **SHALL** allow the User to override and accept what the system determines to be a poor image, and log this action.
24.3	The Solution **SHALL** be configurable to force the User to try and obtain a better quality image by a configurable number of times.
24.4	When the User's statistics drop below a configurable acceptable level, the Solution **SHALL** restrict the User's account.
24.5	The User's access **SHALL** be turned off when their statistics fall below a configured acceptable level.
24.6	The Solution **SHALL** allow the User to save the best print of all re-rolled prints.
24.7	The Solution **SHALL** track each User's image quality results.

Req #	Requirement
	25.0 – User and Administrator Calibration Checks
25.1	If capture scanners are not self-calibrating, the Solution **SHALL** allow Users to check and perform a scanner calibration for each attached scanner capture type. This calibration process **SHALL** not exceed one (1) minute.
25.2	If capture scanners are not self-calibrating, the Solution **SHALL** alert Users to perform scanner calibration by a configurable schedule (i.e., after twenty-five (25) bookings or twenty-one (21) days, whichever is earlier).
	26.0 – General Interface, Network, Hardware, and Software
26.1	The Solution **SHALL** support automatic updates at the device level.
26.2	The Solution **SHALL** be capable of synchronizing with time servers for all devices utilizing Network Time Protocol (NTP.)
26.3	The Solution **SHALL** display to the User, an intuitive status indicator for designated interfaces on which the Livescan device relies to communicate, indicating their connectivity.
26.4	The Solution **SHALL** still process a transaction when the network and/or AJIS interface is unavailable, and **SHALL** alert the User (i.e., warning message) advising them when working in an offline mode.
26.5	The Solution **SHALL** allow Users to log into the Livescan devices when the network and/or AJIS interface is unavailable.
26.6	The Solution **SHALL** have software version control and be capable of an automated procedure to ensure that all devices are running the same software, drivers, firmware, module, or other components.
26.7	The Solution **SHALL** have a table version control and be capable of handling more than one version of tables (agency and/or location-specific table values).
26.8	The Solution **SHALL** be compliant with the most recent version of the following standards: • NIST - Types 1, 2, 4, 8, 9, 10, 14, 15, and 17, as well as additional future types within 6 weeks of publication • EBTS • Cal-DOJ NIST • FBI/CJIS • LA County NIST (Attachment G.5) to the SOW • American National Standards Institute/National Institute of Standards and Technology (ANSI/NIST) http://www.nist.gov/itl/iad/i /ansi_standard.cfm Note: The Solution **SHALL** remain compliant with the above standards, throughout the term of the Contract, as new versions are published.
26.9	The Solution **SHALL** support custom print formats (e.g., Los Angeles County booking slip, wristbands, medical screening forms, certificate of release, bail deviation form, and additional charge form) shown in 'Sample Booking Forms' (Attachment G.3) to the SOW.

Req #	Requirement
26.10	The Solution **SHALL** allow system Administrators to design custom report formats using a 3rd Party Report Writer (i.e., Crystal Reports), and print them based on permissions.
26.11	All licenses for any third party software required for this Solution **SHALL** be included.
26.12	The Solution **SHALL** save partially completed bookings and allow a User to retrieve and continue the booking process after a Subject's fingerprint identification, from conditions such as: • After a local identification with 99.5% match accuracy • After an MBIS identification
26.13	The Solution **SHALL** be capable of retrieving an incomplete booking transaction from a Livescan device than originally started.
26.14	The Solution **SHALL** support the ability to block the editing of a record when the fingerprint identification falls below the 99.5% match threshold.
26.15	The Solution **SHALL** support the ability to allow limited editing without fingerprint identification.
26.16	The Solution **SHALL** support Barcode Scanning and printing (two-dimensional capable) for the following example purposes: • To aid in data entry • To initiate a demographic download • To be used with any TOT or function • For wristband printing • All booking documentation • For ID Card
26.17	The Solution **SHALL** support completed booking review on the Livescan device, prior to submission/transmission of booking record.
26.18	The Solution **SHALL** be capable of supporting a touch screen monitor.
26.19	The Solution **SHALL** be compliant with Global Justice XML Data Dictionary Version 3.0 or most current.
26.20	The Solution **SHALL** support screen lock after configurable number of minutes.
26.21	The Solution **SHALL** support biometric logins with any combination of the following: • User's account credentials (User ID and password) • User's fingerprint, captured with Livescan's fingerprint scanner • User's iris, captured with Livescan's iris camera • User's face, captured with Livescan's webcam
26.22	The Solution **SHALL** be capable of reading a magnetic stripe card (primarily used for a Subject's Driver's License).

Req #	Requirement
26.23	The Solution **SHALL** provide advance warning via e-mail notification to the LACRIS Help Desk when the Solution is detecting eminent failure/or system degradation.
26.24	The Solution Livescan device **SHALL** retain the 2,500 most recent transaction records and 100,000 submitted NIST files.
26.25	The Solution **SHALL** support RAID configurations of either RAID 5, RAID 6, RAID 10 or RAID 50 to protect against data loss and system downtime in the event of mechanical failure of one (1) hard drive.
26.26	The Solution **SHALL** not delete any previous transaction record unless it was successfully transmitted to all designated destinations with ensured delivery and/or by system Administrator.
26.27	The Solution **SHALL** provide a warning to the User when three (3) attempts to send a transaction have failed and/or were unsuccessfully transmitted to all the designated systems; it **SHALL** also send an e-mail to the system Administrators of the failed submissions.
26.28	All of the Solution's network communications **SHALL** meet the 'Sheriff's Data Network System Security Standards' to the SOW.
26.29	The Solution **SHALL** encrypt County specified data, including criminal, throughout the Solution.
26.30	The Solution **SHALL** provide a notification/messaging function that allows the LACRIS Help Desk to post priority messages directly to the Livescan devices informing the User of current system issues. (e.g., Cal-DOJ is down, planned system shutdowns, etc.)
27.0 – Automated Booking Segment (ABS) Module	
27.1	**The Solution SHALL** include a browser-based, web-enabled, data entry module, referred to in this Section as the Automated Booking Segment(ABS) Module (ABSM), accessible from any County-provided computer device with network connectivity on a County-specified secured network
27.2	The Solution's ABSM **SHALL** be fully integrated with the CBS software installed on the Livescan devices, where CBS booking records from either the Livescan device or a web browser, will be: • Created, assigning a unique booking number • Retrieved • Edited • Saved • Copied as a new booking record (and new booking number) • Printed (in hardcopy, TIFF, and PDF)

Req #	Requirement
27.3	The Solution's ABSM **SHALL** resemble the County's current Automated Booking System's workflow and GUI, 'Sample Booking Forms (Attachment G.3) to the SOW, taking the following into consideration: • Login/security protocols • The order of the GUI screens • Screen navigation • The placement of data fields per screen • The field tabbing sequence in a screen • Mandatory fields required in each screen before proceeding to the next screen • Drop-down table values

27.4	The Solution's ABSM **SHALL** include a Participating Agency-specific tiered electronic approval workflow process, not to exceed 5 levels, as follows:
	• Initiating User completes a booking record consisting of multiple forms, as provided in 'Sample Booking Forms (Attachment G.3) to the SOW, **and submits to** next level for review/approval
	• Next level User reviews the booking record and will either:
	  i) Edit the record, approve and submit to next level for their approval
	  ii) Reject the record for correction by the initiating User, providing a rejection explanation in an ABS free-text field
	• Every User in the approval process will have their own work queue, and booking records that have not obtained final level approval shall be displayed with record status
	• The booking record can be edited and saved (as the most current record) by any level in this workflow process
	• The booking record shall, at the Agency's discretion for each of their Users, be completely paperless or allow some or all of the record be printed in hardcopy
	• Electronic approvals (in lieu of signatures) are applied to the booking record when User verifies/approves record
	• Approved booking records are automatically routed to the next level review or final record approval
	• The above workflow process is configurable in CBS' System Administration module by agency, level approvals, etc.

Req #	Requirement
27.5	The Solution's **ABSM SHALL** include data entry fields that mirror the look and workflow of the County Booking Forms, 'Sample Booking Forms (Attachment G.3) to the SOW, requiring: • Mandatory data entry fields • Different field types (drop down values, table dictionary driven, date and date/time, radio buttons, free text, etc.), with validation rules • Alike data fields across booking form screens auto-populate, for reducing data entry
27.6	The Solution's **ABSM SHALL** assign and display on each screen both the booking number and unique ABS to CBS transaction number.
27.7	The Solution's **ABSM SHALL** auto-save a partially completed booking record when moving from one screen field to the next and, when required, every thirty (30) seconds within the same field.
27.8	The Solution's **ABSM SHALL** lock a booking record for a County-defined time period, and allow a System Administrator to unlock the record.
27.9	The Solution's **ABSM SHALL** alert the originating record User, upon returning to the booking record, that the record was updated by another User, identifying the other User.
27.10	The Solution's **ABSM SHALL** as part of the booking process, prompt a User working in the field to attach a Subject's biometric identifier into the booking record. Allow User to override this step once User enters a reason (e.g., Subject has amputations).
27.11	The Solution's **ABSM SHALL** submit a fingerprint capture via the Mobile Gateway interface 'System Interfaces' (Exhibit C) to the SOW, and attach to the booking record for verifying the Subject during the livescan process.
27.12	The Solution's **ABSM SHALL** include navigation tools (e.g., screen tabs, command buttons) for the User to navigate from one data entry screen to another.
27.13	The Solution's **ABSM SHALL** include intuitive touchscreen capabilities for any County-provided computer device that has this technology.
27.14	The Solution **SHALL** be capable of tracking each User who views, edits, or prints specified forms.
27.15	The Solution's **ABSM SHALL** be configurable to include additional tables and fields, with or without drop down menus, when required by County to conform to changing business practices.
28.0 – Records Management System (RMS) and External System Interfaces	
28.1	The Solution **SHALL** interface with external systems, as identified and summarized in 'System Interfaces' (Exhibit C) to the SOW.
28.2	The Solution **SHALL** support two-way interfacing to multiple Participating Agency RMSs (multiple interfaces), where updates made in the agency's RMS also updates the booking record in the Livescan device.

Req #	Requirement
28.3	The Solution **SHALL** allow a single Livescan to communicate simultaneously to multiple RMS interfaces (e.g., Site A's Livescan creates a record but submits it to three different RMS interfaces [Sites A, B, and C]).
28.4	The Solution **SHALL** interface with County's AJIS for modifying any allowable fields after the initial booking and fingerprint verification of subject; automatic locking of edit feature after a configurable amount of time and/or events with admin override. This type of modification would deny User to resend NIST file to MBIS without authorization.
28.5	The Solution **SHALL** include terminal emulator functionality (i.e., TCP/IP) on the Livescan device(s), for sending/receiving messages to/from JDIC.
28.6	The Solution **SHALL** support JDIC messaging, FTP, SMTP, SQL and XML as these are anticipated to be the primary methods for interface.
28.7	The Solution **SHALL** support standard XML protocols for the local Participating Agencies' RMS, as follows: • GJXDM - the current XML protocol utilized by 20+ agencies • NIEM - the newest and more robust protocol for all replacement RMS connections, as chosen by the Participating Agency • FTP (File Transfer Protocol)
28.8	The Solution **SHALL** be "Single Data Entry." A booking record may begin on the Livescan device, local RMS, or AJIS.
28.9	The Solution **SHALL** support a query from any Participating Agency's RMS to CBS's database via a SQL database view on each Livescan, as well as the central database servers, for importing into the RMS new records and modified records from CBS.
28.10	The Solution **SHALL** handle the functionality above 27.9 in the following formats: • Cal-DOJ NIST with and without Type 10, 'Cal-DOJ NIST' • Los Angeles County NIST with and without Type 10, 'County NIST Data Types' (Attachment G.4) to the SOW
28.11	The Solution **SHALL** support an interface with the County's consolidated booking system (currently AJIS) using TCP/IP (current), database-stored procedure calls, or web services such as GJXDM/NIEM.
	29.0 – Continuity of Operations
29.1	The Solution's central server functionality for the CBS Production environment **SHALL** be replicated at a secondary vendor-provided site.
29.2	The Solution's secondary site **SHALL** be located outside Los Angeles County, for meeting County's Disaster Recovery provisions.

Req #	Requirement
29.3	The Solution's secondary site **SHALL** be CJIS compliant and located either in the vendor's designated Data Center or a CJIS-compliant cloud.
29.4	The Solution's secondary site **SHALL** be redundant to the Solution's primary site at LASD's Data Center for a seamless system failover, in instances when the primary site is down for an extended period of time.
29.5	The Solution's secondary site **SHALL** be load balanced as active/active environments, with the Solution's primary site at LASD's Data Center, for maintaining system performance during heavy Solution use.
29.6	The Solution's secondary site **SHALL** include all hardware, Software licensing, and maintenance (including interfaces, O/S, database, virus scan, report writer and other 3rd party software).
29.7	The Solution's secondary site **SHALL** include, at the vendor's expense, a direct network communication line from LASD's Data Center to the secondary site location.
29.8	The solution **SHALL** support the option to automatically forward all positive identification responses received by a Livescan to Participating Agencies' RMS via web services (e.g. GJXDM/NIEM) and FTP, based on the Participating Agency's RMS capability for updating the RMS record.
29.9	The Solution **SHALL** meet all System Performance measurements specified Exhibit C (Service Level Agreement), Schedule C.4 (Solution Performance Requirements).

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TO

SEPARATE RELEVANT DOCUMENTS

<u>SCHEDULE C.2</u> (REVISED-BULLETIN 3)
COMPLIANCE WITH ENCRYPTION REQUIREMENTS

Contractor shall provide information about its encryption practices with respect to Personal Information, Protected Health Information, Medical Information and any other information described in Paragraph 18.3 (Data Encryption) of the Agreement by completing this Schedule C.2. By signing this Schedule C.2, Contractor certifies that it shall be in compliance with the Los Angeles County Board of Supervisors Policy 5.200 (Contractor Protection of Electronic County Information) upon the Effective Date and during the term of the Agreement.

			DOCUMENTATION AVAILABLE	
COMPLIANCE QUESTIONS	**YES**	**NO**	**YES**	**NO**
1) Will County data stored on your workstation(s) be encrypted?	☐	☐	☐	☐
2) Will County data stored on your laptop(s) be encrypted?	☐	☐	☐	☐
3) Will County data stored on removable media be encrypted?	☐	☐	☐	☐
4) Will County data be encrypted when transmitted?	☐	☐	☐	☐
5) Will Contractor maintain a copy of any validation/attestation reports generated by its encryption tools?	☐	☐	☐	☐
6) Will County data be stored on remote servers*?	☐	☐	☐	☐

*cloud storage, Software-as-a-Service or SaaS

_____
Official's Name

_____
Official's Title

_____
Official's Signature

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TO

SEPARATE RELEVANT DOCUMENTS

REQUIRED FORMS – EXHIBIT 1 (REVISED-BULLETIN 14)
PROPOSER'S ORGANIZATION QUESTIONNAIRE/AFFIDAVIT AND CBE INFORMATION

Please complete, sign and date this form. The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.

Part A – Proposer's Organization

1. Is your firm a corporation or limited liability company (LLC)?   ☐ Yes ☐ No

   If yes, complete:

   Legal Name (found in Articles of Incorporation) _____

   State _____ Year Inc. _____

2. If your firm is a limited partnership or a sole proprietorship, state the name of the proprietor or managing partner:

   _____

3. Is your firm doing business under one or more DBA's?   ☐ Yes ☐ No

   If yes, complete:

Name	County of Registration	Year became DBA
_____	_____	_____
_____	_____	_____

4. Is your firm wholly/majority owned by, or a subsidiary of another firm?   ☐ Yes ☐ No

   If yes, complete:

   Name of parent firm: _____

   State of incorporation or registration of parent firm: _____

5. Has your firm done business as other names within last five (5) years?   ☐ Yes ☐ No

   If yes, complete:

   Name _____ Year of Name Change _____

   Name _____ Year of Name Change _____

6. Is your firm involved in any pending acquisition or mergers, including the associated company name?

   ☐ Yes ☐ No   If yes, provide information:

   _____

   _____

Part B – Proposer's Compliance with Minimum Mandatory Requirements

Proposer acknowledges and certifies that firm meets and will comply with the Proposer's Minimum Qualifications as stated in Paragraph 3, of this Request for Proposal, as listed below.

Check the appropriate boxes:

<u>PROPOSER'S MINIMUM QUALIFICATIONS</u>

☐ **Yes**   ☐ **No**   Proposer shall be an established provider of Biometric systems and Solutions which currently are in production use at a minimum of three (3) U.S. public safety/ law enforcement environments.

☐ **Yes**   ☐ **No**   Proposer shall have implemented enterprise Biometric Solutions in at least two (2) public safety/law enforcement environments. An enterprise-wide solution includes central data collection. Successful implementation includes no less than twenty biometric workstations located at minimally ten (10) different physical facilities (e.g., police station, courthouse).

☐ **Yes**   ☐ **No**   Proposer shall have, within the last eight (8) years, at least seven (7) years' experience providing biometric Solutions and services as outlined in the SOW (Appendix A).

☐ **Yes**   ☐ **No**   Proposer shall have two (2) or more service technicians on staff who are capable of responding to onsite service calls to any equipment location in the County [except Catalina] within four (4) hours of notification by County.

☐ **Yes**   ☐ **No**   Proposer shall not have unresolved questioned costs within the last 10 years, as identified by the County Auditor-Controller, in an amount over $100,000 that are 1) confirmed to be disallowed costs by a contracting County department, and 2) remain unpaid for a period of six months or more from the date of disallowance, unless such disallowed costs are the subject of current good-faith negotiations to resolve the disallowed costs, in the opinion of the contracting County department.

<u>PROPOSER'S SOLUTION MINIMUM REQUIREMENTS</u>

☐ **Yes**   ☐ **No**   Proposer's Livescan equipment and components shall be FBI-Certified on or prior to July 20, 2018. Proposer must provide FBI certification or FBI letter that certification is approved and forthcoming.

☐ **Yes**   ☐ **No**   Proposer shall provide their FBI certification confirming that their Biometric Solution meets "Profile for 1000ppi Fingerprint Compression" (as specified in the FBI document: https://www.fbibiospecs.cjis.gov/Document/Get?fileName=J2K1000.pdf).

☐ **Yes**   ☐ **No**   Proposer's Livescan equipment and components shall be Cal-DOJ 1000ppi certified for use in California on or prior to July 20, 2018. Proposer must provide Cal-DOJ certification or Cal-DOJ letter that certification is approved and forthcoming.

☐ **Yes**   ☐ **No**   Proposer's equipment and components for fingerprint capture on coroner and Quick ID devices shall be 500ppi certified at minimum by Cal-DOJ, for use in California, on or prior to July 20, 2018. Proposer must provide Cal-DOJ certification or Cal-DOJ letter that certification is approved and forthcoming.

Part C – Certification

I. **FIRM/ORGANIZATION INFORMATION:** The information requested below is for statistical purposes only. On final analysis and consideration of award, contractor/vendor will be selected without regard to race/ethnicity, color, religion, sex, national origin, age, sexual orientation or disability.

Business Structure: ❏ Sole Proprietorship ❏ Partnership ❏ Corporation ❏ Non-Profit ❏ Franchise ❏ Other (Specify)						
Total Number of Employees (including owners):						
Race/Ethnic Composition of Firm. Distribute the above total number of individuals into the following categories:						
Race/Ethnic Composition	**Owners/Partners/ Associate Partners**		**Managers**		**Staff**	
	Male	Female	Male	Female	Male	Female
Black/African American						
Hispanic/Latino						
Asian or Pacific Islander						
American Indian						

Filipino						
White						

II. **PERCENTAGE OF OWNERSHIP IN FIRM:** Please indicate by percentage (%) how <u>ownership</u> of the firm is distributed

	Black/African American	Hispanic/ Latino	Asian or Pacific Islander	American Indian	Filipino	White
Men	%	%	%	%	%	%
Women	%	%	%	%	%	%

III. <u>**CERTIFICATION AS MINORITY, WOMEN, DISADVANTAGED, AND DISABLED VETERAN BUSINESS ENTERPRISES:**</u> If your firm is currently certified as a minority, women, disadvantaged or disabled veteran owned business enterprise by a public agency, complete the following <u>and attach a copy of your proof of certification</u>. (Use back of form, if necessary.)

Agency Name	Minority	Women	Disadvantaged	Disabled Veteran	Expiration Date

Proposer further acknowledges that if any false, misleading, incomplete, or deceptively unresponsive statements in connection with this proposal are made, the proposal may be rejected. The evaluation and determination in this area shall be at the Director's sole judgment and his/her judgment shall be final.

<u>**DECLARATION:**</u> I DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE ABOVE INFORMATION IS TRUE AND ACCURATE.

PROPOSER NAME:	COUNTY WEBVEN NUMBER:
ADDRESS:	
PHONE NUMBER: E-MAIL:	
INTERNAL REVENUE SERVICE EMPLOYER IDENTIFICATION NUMBER:	CALIFORNIA BUSINESS LICENSE NUMBER:
PROPOSER OFFICIAL NAME AND TITLE (PRINT):	
SIGNATURE	DATE

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TO

SEPARATE RELEVANT DOCUMENTS

REQUIRED FORMS – EXHIBIT 16 (REVISED-BULLETIN #12)
SOLUTION REQUIREMENTS RESPONSE MATRIX

INSTRUCTIONS

Proposer shall provide responses to each Solution Requirement specified on the Solution Requirements Response form in this Exhibit 16 (Solution Requirements Response Matrix) to Appendix D (Required Forms) to the RFP. Proposers shall follow these instructions for completing the Solution Requirements Response form.

The Solution Requirements Response Matrix represents core capabilities that County expects of the Solution. All capabilities are expected by County to be included in the Solution. Column four (4) request the Proposer to indicate how the Proposer and the proposed Solution will meet the County's Solution Requirements. The four (4) response options are: (B) Meets the Requirement out-of-the-box. No Configuration or Development/Programming/ Customization required; (C) Requires only Configuration to meet the Requirement; (D) Requires Development/ Programming/ Customization to meet the Requirement; and (X) Does not currently meet the Requirement. PLEASE INDICATE APPLICABLE RESPONSE.

Proposer is to check the last column "Not Available" if the capability will not be made available as part of the proposed Solution. In the final column "COMMENTS" is where the Proposer will provide a short and concise description of how its Solution is capable/unable/will be able to meet each identified County's Solution Requirement. For any configuration or development, a detailed response is expected, if additional space is necessary, especially when the response requires a diagram, please indicate in the "COMMENTS" column that the response is on a separate sheet. Please be sure to include the number and question with the response on the separate sheet and submit the separate sheets in consecutive order. Further, if a requirement calls for a description of an aspect of the proposed Solution, to the extent applicable, the Proposer shall also incorporate such description into its Business Proposal.

County is aware that some Solution Requirements may be similar, overlap or appear duplicative within the Solution Requirements Response form, as these Requirements are specific to those sections. Please provide a response in each section where such requirement appears. If a Requirement is also included in Appendix B (Minimum Solution Requirements) to the RFP, the Proposer is to clarify how the Proposer shall meet such Requirement by checking the appropriate column.

PLEASE DO NOT ATTEMPT TO MODIFY THIS WORKSHEET. If the Solution Requirements Response Matrix does not meet your formatting style, include the additional information in the COMMENTS section. Again, DO NOT ATTEMPT TO MODIFY THIS WORKSHEET. Sections that have been modified will be treated as non-responsive.

PROPOSER'S RESPONSE	
B	Meets the Requirement out-of-the-box. No Configuration or Development/Programming/Customization required
C	Requires only Configuration to meet the Requirement
D	Requires Development/Programming/ Customization to meet the Requirement
X	Does not currently meet the Requirement
COMMENTS	For each Requirement, identify how this Requirement is met. Provide supporting documentation as appropriate.

☐　I have read and understand the instructions (Check the box).

REQUIRED FORMS – EXHIBIT 16 (REVISED-BULLETIN # 12)
SOLUTION REQUIREMENTS RESPONSE

Legend

M = Mandatory Requirement. Vendor-provided at Final Acceptance.	**O** = Optional Requirement. Vendor-provided at Final Acceptance (except 'X' responses).
B = Meets the Requirement out-of-the-box. No Configuration or Development/Programming/Customization required.	**D** = Requires Development / Programming /Customization to meet the Requirement. Development / Programming/Customization is required when the System / Application cannot be configured to meet the business functional and technical requirements. Development requires programming or significant changes to the underlying database. This can include the Development of new application modules specific for the Requirement, and/or Programming changes to the base application requiring a separate program tree that vendor maintains with new base application releases. Vendor pricing for Requirement is included in the total Solution cost.
C = Requires only Configuration to meet the Requirement. Configuration utilizes the table driven or report / screen formatting parameters built into the application itself. The key to Configuration is that when the application is upgraded by the vendor the Configuration parameters are carried forward with the new release and do not need to be reconfigured.	**X** = Does not currently meet the Requirement

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
1.0 – General Criminal Booking Solution Functions				
1.1	The Solution **SHALL** generate, issue and maintain unique transaction numbers, preferably sequential, for each booking or type of transaction (TOT) as defined by County.	M		
1.2	The Solution **SHALL** be capable of reserving a large block of sequential booking numbers obtained from and governed by the County's Automated Justice Information System (AJIS), and issue these unique/sequential booking numbers when requested by User.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
1.3	The Solution **SHALL** be capable of deleting a booking number and its associated data if the booking transaction associated with that booking number is not completed within 30 days and **SHALL** retain the audit log of the deleted transaction.	M		
1.4	The Solution **SHALL**, throughout all its functionality, recognize and emphasize the AJIS numbering scheme as County's official booking number.	M		
1.5	The Solution **SHALL** be capable of ingesting, storing and displaying unique booking transaction numbers generated from County's current Automated Booking System (ABS).	M		
1.6	The Solution **SHALL** provide an XML web service (i.e. GJXDM/NIEM) which allows external systems (i.e., Records Management System (RMS) from a local agency) to request booking numbers from CBS, as illustrated in 'Booking Number Request Sample Flow Chart' (Attachment G.2) to the Statement of Work (SOW).	M		
1.7	The Solution **SHALL** be capable of sending data and communicating directly with all interfaces listed in 'System Interfaces' (Exhibit C) to the SOW.	M		
1.8	The Solution **SHALL** provide a method of receiving requests for booking numbers with or without a fingerprint.	M		
1.9	The Solution **SHALL** monitor all booking transactions that do not have an accompanying fingerprint, and provide detailed audit reports.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
1.10	The Solution **SHALL** be capable of capturing the Subject's signature at time of booking by utilizing a digital signature pad on the livescan and submitting that signature in the National Institute of Standards and Technology (NIST) file as a Type-8 record.	M		
1.11	The Solution **SHALL** verify the fingerprint captured during the booking number request, is from the same Subject, when the booking record is completed, edited or continued on any Livescan device within the County.	M		
1.12	The Solution's Livescan device, excluding Quick-ID devices, **SHALL** be housed in a ruggedized standup system with adjustable height. Ruggedized means a cabinet-type system that protects monitors, scanners, keyboards, uninterrupted power supply (UPS) and any other component of the system Solution. (Note: Excludes Printers and cameras)	M		
1.13	The Solution **SHALL** allow for fingerprints to be taken at the Livescan device and printed locally, with no booking number issued and no submission made to County, when appropriate, for non-reportable charges at the discretion of the County or reporting agency.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
1.14	The Solution **SHALL** include a complete and valid standards-based record in conformance with the most current FBI Electronic Biometrics Transmission Specification (EBTS) https://www.fbibios.ecs.cjis.gov/EBTS/Approved as well as the more stringent Cal-DOJ specifications (i.e., State charge tables) and County specifications (e.g., 1,000 ppi print capture from scanner, mugshot required for every booking).	M		
1.15	The Solution **SHALL** have edit functionality which allows Users to correct errors and resubmit records. It **SHALL** permit the opening and editing of erroneous records. Once a record has been edited, it **SHALL** pass the same validations as would a new record.	M		
1.16	The uninterrupted power supply (UPS) software **SHALL** be capable of sending status emails to the LACRIS Help Desk when power issues arise.	M		
1.17	The UPS software **SHALL** be capable of notifying the User of power issues informing them to save their work and shut down the Livescan device.	M		
1.18	The Solution **SHALL** validate defined data entry fields for compliance, as delineated by County, Cal-DOJ, FBI/Criminal Justice Information Services (CJIS) Division, or other agency specifications.	M		
1.19	The Solution **SHALL** ensure each mandatory field is present before submitting the transaction. Mandatory fields are governed by specifications.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
1.20	The Solution **SHALL** adhere to tabled data entry fields for all data where a tabled dataset is available and provided. Depending on the tabled data entry field, the Solution **SHALL**: • Default the field value, based on the User's configuration, with the option for User to override. • Provide a look-up table, such as a drop-down field, for the User to select the correct value from, but also allow the User to enter the field manually with predictive table values suggested.	M		
1.21	The Solution **SHALL** be configurable to include additional tables and fields, with or without drop down menus, when required by County to conform to changing business practices.	M		
1.22	The Solution **SHALL** authenticate each booking record when: • Passing all the Cal-DOJ NIST and Los Angeles County specific NIST validations; • Bundling the booking record as an EBTS-compliant package consisting of all of the required records and types, then; • Submitting the package via interface to the Multimodal Biometric Identification System (MBIS).	M		
1.23	The Solution **SHALL** provide the capability to convert an existing record, with prints, into any other transaction type submission (e.g., converting an IDN TOT to a CRM/REG/APP/DNS or a CRM to a REG/APP/DNS), as required by the County.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
1.24	The Solution **SHALL** have passive communication capability (i.e. chat window) for the LACRIS Help Desk to communicate with the User.	M		
1.25	The Solution **SHALL** have the ability to import a NIST file and print a copy of the booking slip and finger/palm print cards.	M		
1.26	The Solution **SHALL** store all transaction files for each local Livescan device, of only the transaction files currently retained on that device. Transaction files stored on the local livescan can be printed even if network connectivity to the central server is not available.	M		
1.27	The Solution **SHALL** store transaction files from every Livescan device within the central server (including a backup), for a County-designated duration.	M		
1.28	The Solution **SHALL** be capable of utilizing permission-based context menus for administrative tasks to include, but not be limited to, opening the data directory folder of a highlighted transaction record selected on the inventory screen, deletion of highlighted transaction records, and export of highlighted transaction records to a NIST-compliant file.	M		
1.29	The Solution's Livescan PCs **SHALL** support Microsoft Windows 10 Enterprise Edition, and Windows Server 2010 and above.	M		
1.30	The Solution **SHALL** support Microsoft Windows 10 on all Participating Agency-owned PC workstations.	M		
1.31	The Solution **SHALL** support Microsoft Server Manager Windows 10.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
1.32	The Solution **SHALL** adhere to all Federal and State criminal reporting requirements (i.e., FBI's National Incident-Based Reporting System (NIBRS)).	M		
1.33	The Solution's Livescan device and its cameras and printers **SHOULD** be capable of being remotely accessed, configured, and supported over the County's Virtual Network Computing (VNC) network or similar.	O		
1.34	The Solution **SHOULD** support the following Network protocols: TCP/IP, NTP, Telnet, WiFi, SSH, SMB, FTP, HTTP, HTTPS, POP, SFTP, SSL, TLS, and Web Services, (XML, GJXDM/NIEM and SQL).	O		
1.35	The Solution **SHOULD** automate inventory tracking of all equipment provided by vendor.	O		
1.36	The Solution **SHOULD** allow the User to enter comments and/or table-driven explanation values regarding poor quality or missing image data at the conclusion of the record.	O		
1.37	As part of the web service transaction request for booking numbers, the Solution **SHOULD be** capable of receiving a fingerprint from the Subject being booked prior to the system issuing the booking number.	O		
1.37	The Solution **SHOULD** provide digital signature integration.	O		
1.38	The Solution **SHOULD** display User alerts with consistent functionality and language (i.e., "Are You Sure You Want to Exit? Y/N")	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	2.0 – Specifications – User Security and Functionality			
2.1	The Solution **SHALL** include a single User log-in for all CBS application modules, including instances when a User performs business functions for one or more Participating Agencies (i.e., LACRIS Help Desk staff).	M		
2.2	All components of the Solution **SHALL** utilize this centralized User security group roles. Explain how your Solution will function in an offline mode where there is no connectivity to the central User database.	M		
2.3	The User security group roles **SHALL** be maintained in the centralized database, with a local copy pushed out to each Livescan device.	M		
2.4	The proposed Solution **SHALL** support Domain OS logon using a County-designated Active Directory Federation Services (ADFS) authentication protocol.	M		
2.5	User account information **SHALL** be stored on the central User database as well as locally on each device that the User has been granted permission to.	M		
2.6	The Solution **SHALL** allow the CBS System Administrator to select which logon protocol each User shall follow.	M		
2.7	The Solution **SHALL** allow Users to be assigned to multiple security groups.	M		
2.8	The Solution **SHALL** apply the highest permission levels of any group that a User belongs to, should that User belong to multiple groups.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
2.9	The Solution's security groups and rules **SHALL** have the capability of decentralized administration. Examples: a lower level Administrator at a local agency cannot create an account equal in security rights to their own. A local Administrator can only affect those Users within their agency.	M		
2.10	The Solution **SHALL** lockdown the Livescan device's OS for general Users but allow full access for Administrators.	M		
2.11	The Solution **SHALL** support automatic User account: • Lock-out, after a configurable number of days of inactivity • Unlock after a two-factor authentication, or by a system Administrator	M		
2.12	The Solution **SHALL** control excessive image quality error overrides at the User level, with configurable warning and audit report capabilities.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
2.13	The Solution **SHALL** contain the below functionality and provide administrative notifications (local and/or LACRIS Help Desk) by e-mail. Thresholds to be set by Administrators. Notifications to include but not be limited to: • User errors • Too many failed login attempts • Too many image quality overrides • Too many match error (from flats or rolls) overrides • User locked out notification • User advised of eminent lockout if errors persist	M		
2.14	The Solution's paperless functionality in Section 16.0 below **SHOULD** have role-based security and audit-tracking.	O		
3.0 – Specifications – Solution Database				
3.1	The Solution's database **SHALL** be configurable to include additional tables and fields, as required by County business processes.	M		
3.2	The Solution **SHALL** be able to receive table updates including validations (i.e., charge codes) and/or accept and utilize tables obtained from an external system or source (i.e., table file in a shared directory used by multiple applications) and immediately apply the new table set and validation rules.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
3.3	The Solution **SHALL** keep a database log of all transactions saved and/or submitted via interface. The log will contain, at minimum: • Date/time of transmission • Transaction number • Booking number • User actions with timestamps • System actions with timestamps • Name, gender, race and date of birth of the Subject fingerprint.	M		
3.4	The Solution's database log **SHALL** be maintained for a configurable period of time, no less than three (3) years, as specified by County.	M		
3.5	The Solution **SHOULD** have database query functionality and activity logging.	O		
4.0 – System Software and Functionality				
4.1	The Solution **SHALL** include 3rd party virus protection software as defined by County. (Currently McAfee Enterprise AntiVirus™).	M		
4.2	The Solution **SHALL** support and be capable of e-mail (sending and receiving) messaging.	M		
4.3	The Solution **SHALL** have its own means of communication, such as an email system, to support responses in email format (i.e., Simple Mail Transfer Protocol or SMTP) with attachments in EFT, SRE, plain text, etc. formats	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
4.4	The Solution's PC workstations and servers located at the locations **SHALL** have McAfee endpoint security software installed and running in the background. LACRIS will provide the McAfee endpoint security software as part of its enterprise site license.	M		
4.5	The Solution's PC workstations and servers located at the locations **SHOULD** have FireEye HX endpoint software installed and running in the background. LACRIS will provide the FireEye HX endpoint software as part of its site license.	O		
5.0 – Reports – Centralized and Local				
5.1	The reports **SHALL** be accessible utilizing the current and two most recent versions of an internet browser, IE, Chrome, Firefox, etc.	M		
5.2	All Users **SHALL** be authenticated prior to accessing the reports.	M		
5.3	The Solution **SHALL** ensure access to available reports is based on User's permissions.	M		
5.4	The Solution **SHALL** provide a list and description of the default reports.	M		
5.5	The Solution **SHALL** provide for ad hoc reporting with all fields available.	M		
5.6	The Solution **SHALL** provide a report building tool, including 10 concurrent software licenses, and necessary training.	M		
5.7	The Solution **SHALL** provide a web-based administration and reporting module.	M		
5.8	The Solution **SHALL** have a three (3) year retention for all booking forms.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
5.9	The Solution **SHALL** restrict data in a report to the User's specific permissions and/or groups that the User has rights to, (i.e., reports containing data only from their Law Enforcement [LE] agency).	M		
5.10	The Solution **SHOULD** remember report parameter settings run previously by that User, or allow a User to save a report design with those parameter settings.	O		
5.11	The Solution's report writer **SHOULD** include, at minimum, the following date parameters: • Begin date, or begin date/time • End date, or end date/time • Prior time periods (e.g., prior day, month, quarter, six months, year)	O		
5.12	The Solution **SHOULD** store documents in PDF format with digital signature option.	O		
5.13	The Solution **SHOULD** support robust reporting capabilities to include, but not limited to, granular ad hoc reports, statistics, trend reporting, leaderboard statistics, (i.e., Users at a location generating best print quality), etc.	O		
5.14	The Solution **SHOULD** apply database indexing to generate reports within 1 minute.	O		
5.15	The Solution **SHOULD** export reports containing columnar and statistical data in multiple file formats (e.g., PDF, Excel, Word, CSV, and XML).	O		
5.16	When exporting reports in Excel format, the Solution **SHOULD** provide an Excel worksheet containing only the columnar header titles and	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	data, where all page headers and footers are stripped from the resultant worksheet.			
6.0 – System Audit Capability				
6.1	The Solution **SHALL** provide a visual auditing tool to enhance Administrator's ability to identify issues with submitted images, both fingerprints and photos.	M		
6.2	The Solution's audited data **SHALL** be retained for a minimum of three (3) years.	M		
6.3	The Solution **SHALL** allow for external interface transactions to perform complete and partial record sealing and expunging in CBS. (i.e., **MBIS** can send a notification to CBS, and CBS will seal the record so Users cannot view the booking forms in CBS).	M		
6.4	The Solution's audit tools **SHALL** allow Administrator to send warning notifications to a User, lock out a User, and restrict a User's permissions.	M		
6.5	The Solution's audit tools **SHOULD** be web-based with thumbnail type sized images from submitted records.	O		
6.6	The Solution's audit tools **SHOULD** allow for reporting function and **SHOULD** include ability to email PDF (or **MHT**) files from within the audit tool.	O		
6.7	The Solution **SHOULD** provide a web-based comprehensive auditing module (including visual/image representations with the transactions).	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
6.8	The Solution's audited data **SHOULD** be capable of being filtered to include the entire system, specific agency, specific site, specific Livescan device, specific User, specific date range, and specific data field changes.	O		
6.9	The Solution **SHOULD** allow the Administrator to navigate the audit data and query/change parameters (i.e., clicking on hyperlinks).	O		
7.0 – System Dashboard				
7.1	The Solution **SHOULD** provide a single scrolling screen, real-time Graphical User Interface (GUI), showing a graphical presentation of the current status (snapshot) and historical trends of the system's key performance indicators to enable instantaneous and informed decisions to be made at a glance.	O		
7.2	The dashboard **SHOULD** be web-based and linked to the Solution's database which allows the information to be constantly updated.	O		
7.3	The dashboard **SHOULD** be capable of filtering by the following attributes: • Entire system (all Livescan devices) • Specific agency • Specific site • Date range (e.g., last 24 hours, prior week, prior month)	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
7.4	Dashboard reporting data **SHOULD** include, but not be limited to: • Total number of submitted records • Daily total of submitted records • Hourly trend totals of submitted records • Average record submission times • Average record completion times • Complete system availability indicators • Total number of active Users • Top 10 most used Livescan devices (for LACRIS Help Desk)	O		
	8.0 – Types of Transactions (TOTs)			

8.1	The Solution **SHALL** be capable of submitting the following TOTs to the County's MBIS via interface:
	
	• All California State TOTs
	• State and County TOT's currently used in Los Angeles County, including but not limited to:
	   ➤ ID2
	   ➤ ID4
	   ➤ Release
	   ➤ Quick-ID
	   ➤ Pre-ID
	   ➤ Local Applicant Submission
	   ➤ Update
	   ➤ Test Record Submission
	   ➤ Registrant
	   ➤ DNS (option 2)
		M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
8.2	The Solution **SHALL** be capable of a DNA submission to Cal-DOJ for criminal (CRM) transaction types, as follows: • **CRM TOT** • As a stand-alone transaction • As a converted transaction, modified to a **CRM TOT**	M		
8.3	The Solution **SHALL** be able to receive, via interface response notifications from external systems (e.g., Cal-DOJ, FBI and **MBIS**), process the notification within CBS, and print for booking record.	M		
8.4	The Solution **SHOULD** be capable of capturing local rapid-DNA submissions by booking subject, where the unique DNA sample's ID number is read via a barcode reader and/or RFID (Radio Frequency ID) reader on the Livescan device.	O		
	9.0 – Quick-ID Functionality			
9.1	The Quick-ID Solution **SHALL** include (2) desktop devices in a configuration described in Section 13.0 below, capable of submitting a hand/fingerprint(s) and an iris capture to the MBIS for identification verification, using the QID Type of Transaction (TOT).	M		
9.2	The Quick-ID Solution **SHALL** be able to receive, process, and print response notifications from MBIS.	M		
9.3	The Quick-ID Solution **SHALL** be able to receive, process, and print a booking photo from the County's Digital Mugshot System (DMS) or MBIS, based on the submitted biometric match (e.g. State, FBI or County identifiers).	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	10.0 – Hardware			
10.1	The Solution equipment hardware **SHALL** be new (unused) and current model.	M		
10.2	The Livescan equipment SHALL be supplied with all components specified in Sections 12, 13 and 14 below, delivered complete and functionally ready to operate.	M		
10.3	All equipment **SHALL** work on standard 120 volt circuit and be Underwriters Laboratory (UL) approved; maximum 20 amps.	M		
10.4	The Livescan equipment **SHALL** include an uninterrupted power supply (UPS) unit and a power conditioner, including surge suppression rated at 2,500 amps, which will provide power to each Livescan device (may exclude camera or printer) for a minimum of 15 minutes.	M		
10.5	Each Livescan device **SHALL** have all the necessary accessories (e.g., power cord, cabling) to make the device fully functional at installation.	M		
10.6	The Livescan device and its peripherals **SHALL** utilize existing sites' current configuration without physical modification to the facilities (i.e. new conduit, moving power, moving light bar, installation of a pedestal).	M		
10.7	Each Livescan device **SHALL** have its own Cisco managed network switch that can be monitored by Sheriff's Data Network (such as model WS-C2960C-8PC-L or agreed upon by Sheriff's Data Network).	M		
10.8	The software on the Livescan device **SHALL** be the same software that CaL-DOJ Certified	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	11.0 – Hardware – General Livescan Devices (Quantity: 163)			
11.1	The Solution **SHALL** include the following attributes for *163 Livescan Devices*: • PC • Monitor-24" Touch Screen Flat Panel (maximum) with 12" display height (minimum) • Full-function, QWERTY wired keyboard with a numeric pad, separate function keys, and navigation keys. • Webcam, minimum 2.0 megapixels resolution, either built in the Monitor or wired-type and mounted to the Monitor (for face biometric login authentication) • Wired Optical Mouse • Wired 2D barcode reader • Wired magnetic stripe card reader • Wired Digital Signature Pad • 1000ppi Hand/finger capture scanner(s) • Iris Camera, mounted in clear view (Requirement #18.0) • A locking mechanism to prevent User from manually turning off Livescan device • Foot pedals located on both front corners of the cabinet (to allow User access regardless of left or right print capture positioning) • Casters with locking mechanism Uninterrupted Power Supply and monitoring software (Requirements #s 1.16, 1.17, and 10.4)	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
11.2	The Solution **SHALL** include at least (1) one additional method other than foot pedals (e.g., button or switch) to activate scanners.	M		
11.3	The Solution's general Livescan device **SHALL** be housed in a ruggedized cabinet with the following maximum dimensions: • 72 inches height (including all peripherals) • 32 inches width • 30 inches depth	M		
11.4	The Solution **SHOULD** include a microphone for Subject's voice capture (*if proposer includes Solution functionality in Requirement 25.34*).	O		
11.5	The Solution's Livescan device **SHOULD** incorporate flat and roll-type captures into one scanner.	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	12.0 – Hardware – Coroner Livescan Devices (Quantity: 2)			
12.1	The Solution **SHALL** include the following attributes for *2 Coroner Devices*: • PC • Monitor-24" Touch Screen Flat Panel (maximum) with 12" display height (minimum) • Full-function, QWERTY wired keyboard with a numeric pad, separate function keys, and navigation keys. • Webcam, minimum 2.0 megapixels resolution, either built in the Monitor or wired-type and mounted to the Monitor (for face biometric login authentication) • Wired Optical Mouse • Wired 2D barcode reader • Wired magnetic stripe card reader • Wired Digital Signature Pad • Minimum 500ppi Hand/finger capture scanner(s) adapted to the Coroner's unique business need • A locking mechanism to prevent User from manually turning off Livescan device • Foot pedals located on both front corners of the cabinet to allow User access regardless of left or right print capture positioning • Casters with locking mechanism • Uninterrupted Power Supply (Requirements #s 1.16, 1.17, and 10.4)	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
12.2	Coroner's fingerprint capture equipment **SHALL** be adapted and configured to Coroner's unique business need.	M		
12.3	The Solution's coroner Livescan device **SHALL** be housed in a ruggedized cabinet with the following maximum dimensions: • 72 inches height (including all peripherals) • 32 inches width • 30 inches depth	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	13.0 – Hardware – Quick-ID Devices (Quantity: 2)			
13.1	The Solution's Quick-ID device **SHALL** include the following attributes (Quantity 2): • PC • Monitor-24" Touch Screen Flat Panel (maximum) with 12" display height (minimum) • Full-function, QWERTY wired keyboard with a numeric pad, separate function keys, and navigation keys. • Webcam, minimum 2.0 megapixels resolution, either built in the Monitor or wired-type and mounted to the Monitor (for face biometric login authentication) • Wired Optical Mouse • Wired 2D barcode reader • Wired Digital Signature Pad • Minimum 500ppi Hand/finger capture scanner(s) • Iris camera (Requirement #18.0) • 1 Wired foot pedal with capture and save capability • Uninterrupted Power Supply (Requirements #s 1.16, 1.17, and 10.4).	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	14.0 – Hardware – Central Server Configuration			

14.1	The Solution's Central Server Configuration **SHALL**:
	
	• Be contained in a Contractor-provided single server rack, with redundant power sources provided by LASD's data center
	
	• Include all the servers and internal networking necessary for the entire CBS Solution functionality, installed in the rack
	
	• Have redundant networking capabilities to the Department's PAC50 Network
	
	• Include two communication protocols to the Contractor's second data center site, as follows:
	   a. Contractor-provided direct point-to-point communication line
	   b. VPN connection via the internet (as backup)			

	15.0 – Printer Functionality			
15.1	The Solution **SHALL** be able to print within an agency and to the following network-type printers, including existing agency printers currently on hand (Refer to Section 16.0 for printer requirements). • FBI certified laser printer • Color laser printer • Non-FBI certified laser printer • Wristband printer • Paperless printer Solution	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
15.2	The Solution **SHALL** have the capability of printing to multiple printers and be configurable at any time by County, to print only those response messages, booking forms, Subject wrist bands, etc. that are requested by each agency or location.	M		
15.3	The printers **SHALL** have the capability of receiving print jobs from multiple Livescan or biometric capture devices.	M		
15.4	The Solution **SHALL** be capable of watermarking any image prior to packaging and submitting through the central server. Watermarking any image is configurable by Administrators based on permissions.	M		
15.5	The printers **SHOULD** have the capability to print a single job simultaneously to multiple printers, configurable by system Administrator.	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	16.0 – Printers – Color Laser (Quantity: 144)			

16.1	The Solution's color laser printer **SHALL** have, at minimum, the following attributes:
	
	• 10/100/1000BaseTX Ethernet and USB 2.0 and/or above connections
	• Print speed supporting up to 22 ppm or higher
	• Resolution of 600 by 600 dpi
	• 40,000 page monthly duty cycle (minimum)
	• Duplex printing capable, automatic 2-sided
	   i) Tray 1: (Multipurpose tray): Custom sizes: 3 x 5 in. to 8.5 x 14 in. (76.2 x 127 mm to 216 x 356 mm); capacity 150 pages minimum
	   ii) Tray 2: (optional) Custom sizes: 5.8 x 8.3 in. to 8.5 x 14 in. (148 x 210 mm to 216 x 356 mm); capacity 500 pages
	   iii) Manual feed function (optional)
	• Toner capacity yield of at least 6,000 sheet
		M		

	17.0 – Paperless Storage/Print Functionality on Demand			
17.1	The Solution **SHALL** be capable of storing electronic documents and be accessible through a web service, both within the local law enforcement agency and the central site as a central repository. An agency can select and print any of the electronic documents received by the Solution's Livescan device assigned to their agency, to any of that agency's printer(s).	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
17.2	The printerless Solution **SHALL** be capable of different output formats, including **PDF, MHT, TIFF, PNG, and JPEG. It SHALL** also support email capability.	M		
17.3	The central repository **SHALL** retain record documents indefinitely or until sealed or expunged.	M		
17.4	The document repository on each Livescan device **SHALL** be retained for as long as the corresponding record is available on that device.	M		
18.0 – MugShot Camera (Quantity: 139)				
18.1	The camera **SHALL** have a minimum of 10 Megapixels and comparable to a 1/4-Type CCD Sensor, or better.	M		
18.2	Image quality **SHALL** meet or exceed the NIST Best Practice Recommendations for the Capture of mugshots http://www.nist.gov/itl/iad/ig/ansi_standard.cfm	M		
18.3	The camera **SHALL** have livescan Solution software-controlled Digital SLR, where the software controls the camera's zoom, photo capture, and power management.	M		
18.4	The Solution **SHALL** be capable of taking a whole single image and allows the User to manually crop multiple scars, marks and tattoos (SMTs) with a roping type software tool and further allow close cropping using an intuitive software design.	M		
18.5	The camera **SHALL** have auto face-finding capability either through hardware or software Solution.	M		
18.6	The Solution **SHALL** support auto-sizing for front and profile photos with User override capability configured by system Administrator.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
18.7	The Solution **SHALL** support the capturing of up to 99 SMTs per criminal transaction.	M		
18.8	The Solution **SHALL** require the User at the Livescan device to capture SMT photos in instances where a booking record was initiated elsewhere (i.e., agency RMS) indicated that an SMT exists on the Subject.	M		
18.9	The User **SHALL** be able to override the initial descriptions and/or SMT location based on policy (ies) if the record was initially started elsewhere (i.e. agency RMS).	M		
18.10	The camera **SHALL** be capable of feeding an image to, and be controlled from, multiple Livescans.	M		
18.11	Mugshot image quality (i.e, Subject's sizing in photo) at all sites **SHALL** remain consistent throughout the County, regardless of the Livescan device setup and location, identified in 'Equipment Locations & Inventory' (Exhibit D) to the SOW. Most sites utilize a ceiling mounted three (3) point lighting system, as illustrated in 'Sample Equipment Setup Diagram' (Attachment G.1) to the SOW.	M		
18.12	All mugshot camera installations **SHALL** be hard-wired and able to utilize existing sites' footprint without physical modification to the facilities (i.e. new conduit, moving power, moving light bar, installation of a pedestal). Using 'Sample Equipment Setup Diagram' (Attachment G.1) to the SOW as the standard location configuration, describe how your mugshot quality component will be integrated at a site.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
18.13	The camera **SHOULD** be either an IP camera or Digital **SLR** camera with pan, tilt and zoom capabilities.	O		
18.14	The Solution Administrators **SHOULD** be able to check mugshot calibration remotely; preferably using VNCᵀᴹ or similar.	O		
18.15	If the camera has video capability it **SHOULD** support a minimum of 720H x 480W resolution.	O		
	19.0 – Iris Camera (Quantity: 163)			
19.1	The Iris Type 17 Transaction within the Solution, **SHALL** conform to the most current "Technical Specifications Document for the Iris Pilot (IP) Project" as specified by the FBI. https://www.fbibiospecs.cjis.gov/Document/Get?fileName=Iris_Pilot_Technical_Specification_DRAFT-v2-6-8.pdf	M		
19.2	The Iris camera **SHALL** be securely attached to the Solution's cabinet or with a locking device (i.e. security cable) for positioning the camera forward, with vendor-provided interconnection wiring/cabling from CPU to camera	M		
19.3	The Iris camera **SHALL** capture both eyes simultaneously on the first capture, allow individual captures after alerting User when the original capture quality is poor, and/or override if necessary (i.e., artificial eye).	M		
19.4	The Solution **SHOULD** support a web services call to check if a verified suspect's iris has already been captured. This web service shall be able to query both the local MBIS. If an iris is already on file, the software will automatically bypass the iris capture process.	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
19.5	The Solution **SHOULD** display an intuitive GUI to allow the User to override poor quality iris captures with a drop down menu selection tab.	O		
19.6	The Solution **SHOULD** be capable of simultaneously capturing a photo of the Subject's mugshot and iris capture, to positively validate it's the same Subject and provide data integrity.	O		
19.7	The Solution **SHOULD** allow for the full response data from the FBI, via the Cal-DOJ interface, regarding iris searches, to include but not limited to, outstanding wants/warrants and caution & medical codes – this information **SHOULD** be prominently displayed for operators.	O		
	20.0 – Connectivity			
20.1	The Solution **SHALL** support network connectivity of 10Base-T (RJ-45) TCP/IP, UDP, SMTP.	M		
20.2	The Solution **SHALL** have a real-time interface to the County's MBIS using a County network connection. Interfaces include, but are not limited to FTP, SMTP, Web Services, SFTP, etc.	M		
20.3	The Solution **SHOULD** be capable of utilizing Firewire™ or IEEE 1394 connectivity technology.	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
21.0 – Fingerprint Images – includes all fingerprint images captured				

21.1	The Solution **SHALL** support 1000ppi which is required for all fingerprint images captured in Section 12 above 'General Livescan Devices,' including:
	
	  • Individually rolled
	  • 4-Finger flats
	  • Palm print and Writer's palm (describe optics), including:
	     i. Upper / Lower
	     ii. Whole Hand
	     iii. Writer's Edge
		M		

21.2	The Solution **SHALL** support 1000ppi using JPEG 2000 15:1 Compression and is backward compatible to 500 WSQ.	M		
21.3	The Solution **SHALL** be in compliance with "Profile for 1000ppi Fingerprint Compression" Version 1.1 https://www.fbibiospecs.cjis.gov/Document/Get?fileName=J2K1000.pdf	M		
22.0 – Fingerprint Image Capture				
22.1	If the Solution optics do not capture the whole palm (with one pass), it **SHALL** include all images that are applicable to that Solution's device (rolls, flats, upper palm, lower palm, inter-digital, and writer's edge).	M		
22.2	The Solution **SHALL** support 4-finger flat to roll comparison (i.e., detection of fingers rolled out of sequence).	M		
22.3	The Solution **SHALL** be within 99.5% match accuracy.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
22.4	The Solution **SHALL** support 4-finger flat to match against all captured flats and alert the User if there is not a match.	M		
22.5	The Solution **SHALL** be configurable to allow the "out of sequence" finger to be saved.	M		
22.6	The Solution **SHALL** provide a side-by-side view of two or more images if the image already exists, with scoring to allow the User to decide which image to save.	M		
22.7	The Solution **SHALL**, provide way of annotating the image when a capture cannot occur or is an exception (e.g., scarred, amputation). Annotation can occur either before or after capture.	M		
22.8	If the Solution optics do capture the whole palm (with one pass), it **SHOULD** include all images that are applicable to that Solution's device (rolls, flats, whole hand, and writer's edge.)	O		
22.9	The Solution **SHOULD** be capable of a single-pass 8" palm capture.	O		
22.10	At the time of capturing the whole hand and/or upper palm, the Solution **SHOULD** also capture and extract the four (4) finger flat images, in lieu of performing singular flat image capture.	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
23.0 – Image Capture Times				
23.1	The Solution **SHALL** provide capture times as listed below. Capture timing will be from activation of foot pedal (button, or other type of switch) or if auto capture from acceptance of last image captured until the quality check is done and displayed on screen: • Flat single finger - 2 seconds • Rolled images - 3 seconds • Upper Palm - 3 seconds • Lower Palm – 3 seconds	M		
23.2	The Solution **SHALL** provide capture times, as listed below. Capture timing will be from activation of foot pedal (button, or other type of switch) to support upper palm and the four (4) finger flat images, and display on the screen: • Upper Palm - 3 seconds • Whole hand - 6 seconds	M		
24.0 – Fingerprint Image Quality Override				
24.1	The Solution **SHALL** check every image capture for quality.	M		
24.2	The Solution **SHALL** allow the User to override and accept what the system determines to be a poor image, and log this action.	M		
24.3	The Solution **SHALL** be configurable to force the User to try and obtain a better quality image by a configurable number of times.	M		
24.4	When the User's statistics drop below a configurable acceptable level, the Solution **SHALL** restrict the User's account.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
24.5	The User's access **SHALL** be turned off when their statistics fall below a configured acceptable level.	M		
24.6	The Solution **SHALL** allow the User to save the best print of all re-rolled prints.	M		
24.7	The Solution **SHALL** track each User's image quality results.	M		
24.8	If the proposed Solution captures the whole palm in a single pass, the system **SHOULD** check upper palm and lower palm separately for quality.	O		
25.0 – User and Administrator Calibration Checks				
25.1	If capture scanners are not self-calibrating, the Solution **SHALL** allow Users to check and perform a scanner calibration for each attached scanner capture type. This calibration process **SHALL** not exceed one (1) minute.	M		
25.2	If capture scanners are not self-calibrating, the Solution **SHALL** alert Users to perform scanner calibration by a configurable schedule (i.e., after twenty-five (25) bookings or twenty-one (21) days, whichever is earlier).	M		
25.3	The capture scanners **SHOULD** be self-calibrating, and provide a calibration report, configurable (e.g., amount of bookings or days) by a system Administrator.	O		
26.0 – General Interface, Network, Hardware, and Software				
26.1	The Solution **SHALL** support automatic updates at the device level.	M		
26.2	The Solution **SHALL** be capable of synchronizing with time servers for all devices utilizing Network Time Protocol (NTP).	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
26.3	The Solution **SHALL** display to the User, an intuitive status indicator for designated interfaces on which the Livescan device relies to communicate, indicating their connectivity.	M		
26.4	The Solution **SHALL** still process a transaction when the network and/or AJIS interface is unavailable, and **SHALL** alert the User (i.e., warning message) advising them when working in an offline mode.	M		
26.5	The Solution **SHALL** allow Users to log into the Livescan devices when the network and/or AJIS interface is unavailable.	M		
26.6	The Solution **SHALL** have software version control and be capable of an automated procedure to ensure that all devices are running the same software, drivers, firmware, module, or other components.	M		
26.7	The Solution **SHALL** have a table version control and be capable of handling more than one version of tables (agency and/or location-specific table values).	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
26.8	The Solution **SHALL** be compliant with the most recent version of the following standards: • NIST - Types 1, 2, 4, 8, 9, 10, 14, 15, and 17, as well as additional future types within 6 weeks of publication • EBTS • Cal-DOJ NIST • FBI/CJIS • LA County NIST (Attachment G.5) to the SOW • American National Standards Institute/National Institute of Standards and Technology (ANSI/NIST) http://www.nist.gov/itl/iad/ig/ansi_standard.cfm Note: The Solution **SHALL** remain compliant with the above standards, throughout the term of the Contract, as new versions are published.	M		
26.9	The Solution **SHALL** support custom print formats (e.g., Los Angeles County booking slip, wristbands, medical screening forms, certificate of release, bail deviation form, and additional charge form) shown in 'Sample Booking Forms' (Attachment G.3) to the SOW.	M		
26.10	The Solution **SHALL** allow system Administrators to design custom report formats using a 3rd Party Report Writer (i.e., Crystal Reports), and print them based on permissions.	M		
26.11	All licenses for any third party software required for this Solution **SHALL** be included.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
26.12	The Solution **SHALL** save partially completed bookings and allow a User to retrieve and continue the booking process after a Subject's fingerprint identification, from conditions such as: • After a local identification with 99.5% match accuracy • After an MBIS identification	M		
26.13	The Solution **SHALL** be capable of retrieving an incomplete booking transaction from a Livescan device than originally started.	M		
26.14	The Solution **SHALL** support the ability to block the editing of a record when the fingerprint identification falls below the 99.5% match threshold.	M		
26.15	The Solution **SHALL** support the ability to allow limited editing without fingerprint identification.	M		
26.16	The Solution **SHALL** support Barcode Scanning and printing (two-dimensional capable) for the following example purposes: • To aid in data entry • To initiate a demographic download • To be used with any TOT or function • For wristband printing • All booking documentation • For ID Card	M		
26.17	The Solution **SHALL** support completed booking review on the Livescan device, prior to submission/transmission of booking record.	M		
26.18	The Solution **SHALL** be capable of supporting a touch screen monitor.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
26.19	The Solution **SHALL** be compliant with Global Justice XML Data Dictionary Version 3.0 or most current.	M		
26.20	The Solution **SHALL** support screen lock after configurable number of minutes.	M		
26.21	The Solution **SHALL** support biometric logins with any combination of the following: • User's account credentials (User ID and password) • User's fingerprint, captured with Livescan's fingerprint scanner • User's iris, captured with Livescan's iris camera • User's face, captured with Livescan's webcam	M		
26.22	The Solution **SHALL** be capable of reading a magnetic stripe card (primarily used for a Subject's Driver's License).	M		
26.23	The Solution **SHALL** provide advance warning via e-mail notification to the LACRIS Help Desk when the Solution is detecting eminent failure/or system degradation.	M		
26.24	The Solution Livescan device **SHALL** retain the 2,500 most recent transaction records and 100,000 submitted NIST files.	M		
26.25	The Solution **SHALL** support RAID configurations of either RAID 5, RAID 6, RAID 10 or RAID 50 to protect against data loss and system downtime in the event of mechanical failure of one (1) hard drive.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
26.26	The Solution **SHALL** not delete any previous transaction record unless it was successfully transmitted to all designated destinations with ensured delivery and/or by system Administrator.	M		
26.27	The Solution **SHALL** provide a warning to the User when three (3) attempts to send a transaction have failed and/or were unsuccessfully transmitted to all the designated systems; it **SHALL** also send an e-mail to the system Administrators of the failed submissions.	M		
26.28	All of the Solution's network communications **SHALL** meet the 'Sheriff's Data Network System Security Standards' to the SOW.	M		
26.29	The Solution **SHALL** encrypt County specified data, including criminal, throughout the Solution.	M		
26.30	The Solution **SHALL** provide a notification/messaging function that allows the LACRIS Help Desk to post priority messages directly to the Livescan devices informing the User of current system issues. (e.g., Cal-DOJ is down, planned system shutdowns, etc.)	M		
26.31	The Solution's notification/messaging function **SHOULD** appear instantly at each User log-in and include at minimum the following features: • 350 characters in length • Four (4) different size fonts • Four (4) different colors • Automatic word wrap • Close message tab	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
26.32	The Solution **SHOULD** provide functionality to allow the LACRIS Help Desk staff to select which devices the notification/message is to be displayed (e.g. by agency, location, individually, etc.).	O		
26.33	The Solution **SHOULD** provide a GUI, which includes but is not limited to the following features: • Configurable by Administrator based on CBS security groups • Defaults available on screen fields. To be configured by systems Administrators • On screen context sensitive help with video tutorial (which a User can hide and/or disable) • Hot key based • Mouse hover • Predictive-type data table lookups • Launch/Splash screen with leaderboard statistics (e.g., User, ORI [originating agency identifier], agency)	O		
26.34	The Solution **SHOULD** allow a User to forward transaction confirmation messages (for example, a group mailbox that will allow several individuals to monitor and respond.)	O		
26.35	The Solution **SHOULD** be capable of capturing biometric voice recordings in the booking workflow, and submit them to MBIS as part of an identification package.	O		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
26.36	The Solution **SHOULD** be capable of bypassing the iris capture booking workflow process, when MBIS and/or the FBI's booking repository verifies that the Subject has an iris capture already on file.	O		
27.0 – Automated Booking Segment (ABS) Module				
27.1	**The Solution** SHALL include a browser-based, web-enabled, data entry module, referred to in this Section as the Automated Booking Segment(ABS) Module (ABSM), accessible from any County-provided computer device with network connectivity on a County-specified secured network	M		
27.2	The Solution's ABSM **SHALL** be fully integrated with the CBS software installed on the Livescan devices, where CBS booking records from either the Livescan device or a web browser, will be: • Created, assigning a unique booking number • Retrieved • Edited • Saved • Copied as a new booking record (and new booking number) • Printed (in hardcopy, TIFF, and PDF)	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
27.3	The Solution's **ABSM SHALL** resemble the County's current Automated Booking System's workflow and GUI, 'Sample Booking Forms (Attachment G.3) to the SOW, taking the following into consideration: • Login/security protocols • The order of the GUI screens • Screen navigation • The placement of data fields per screen • The field tabbing sequence in a screen • Mandatory fields required in each screen before proceeding to the next screen • Drop-down table values	M		

| 27.4 | The Solution's **ABSM SHALL** include a Participating Agency-specific tiered electronic approval workflow process, not to exceed 5 levels, as follows:

• Initiating User completes a booking record consisting of multiple forms, as provided in 'Sample Booking Forms (Attachment G.3) to the SOW , **and submits to** next level for review/approval

• Next level User reviews the booking record and will either:
   i) Edit the record, approve and submit to next level for their approval
   ii) Reject the record for correction by the initiating User, providing a rejection explanation in an ABS free-text field

• Every User in the approval process will have their own work queue, and booking records that have not obtained final level approval shall be displayed with record status

• The booking record can be edited and saved (as the most current record) by any level in this workflow process

• The booking record shall, at the Agency's discretion for each of their Users, be completely paperless or allow some or all of the record be printed in hardcopy | M | | |

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
	• Electronic approvals (in lieu of signatures) are applied to the booking record when User verifies/approves record • Approved booking records are automatically routed to the next level review or final record approval • The above workflow process is configurable in CBS' System Administration module by agency, level approvals, etc.			
27.5	The Solution's **ABSM SHALL** include data entry fields that mirror the look and workflow of the County Booking Forms, 'Sample Booking Forms (Attachment G.3) to the SOW, requiring: • Mandatory data entry fields • Different field types (drop down values, table dictionary driven, date and date/time, radio buttons, free text, etc.), with validation rules • Alike data fields across booking form screens auto-populate, for reducing data entry	M		
27.6	The Solution's **ABSM SHALL** assign and display on each screen both the booking number and unique ABS to CBS transaction number.	M		
27.7	The Solution's **ABSM SHALL** auto-save a partially completed booking record when moving from one screen field to the next and, when required, every thirty (30) seconds within the same field.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
27.8	The Solution's ABSM **SHALL** lock a booking record for a County-defined time period, and allow a System Administrator to unlock the record.	M		
27.9	The Solution's ABSM **SHALL** alert the originating record User, upon returning to the booking record, that the record was updated by another User, identifying the other User.	M		
27.10	The Solution's ABSM **SHALL** as part of the booking process, prompt a User working in the field to attach a Subject's biometric identifier into the booking record. Allow User to override this step once User enters a reason (e.g., Subject has amputations).	M		
27.11	The Solution's ABSM **SHALL** submit a fingerprint capture via the Mobile Gateway interface 'System Interfaces' (Exhibit C) to the SOW, and attach to the booking record for verifying the Subject during the livescan process.	M		
27.12	The Solution's ABSM **SHALL** include navigation tools (e.g., screen tabs, command buttons) for the User to navigate from one data entry screen to another.	M		
27.13	The Solution's ABSM **SHALL** include intuitive touchscreen capabilities for any County-provided computer device that has this technology.	M		
27.14	The Solution **SHALL** be capable of tracking each User who views, edits, or prints specified forms.	M		
27.15	The Solution's ABSM **SHALL** be configurable to include additional tables and fields, with or without drop down menus, when required by County to conform to changing business practices.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
27.16	The Solution's ABSM **SHOULD** include a toggling day/night mode that adjust screen(s) for day or night viewing, with automated defaults based on the time of day.	O		
27.17	The Solution's ABSM **SHOULD** alert the originating record User via email whenever their record was updated by another User, with a link to the record.	O		
28.0 – Records Management System (RMS) and External System Interfaces				
28.1	The Solution **SHALL** interface with external systems, as identified and summarized in 'System Interfaces' (Exhibit C) to the SOW.	M		
28.2	The Solution **SHALL** support two-way interfacing to multiple Participating Agency RMSs (multiple interfaces), where updates made in the agency's RMS also updates the booking record in the Livescan device.	M		
28.3	The Solution **SHALL** allow a single Livescan to communicate simultaneously to multiple RMS interfaces (e.g., Site A's Livescan creates a record but submits it to three different RMS interfaces [Sites A, B, and C]).	M		
28.4	The Solution **SHALL** interface with County's AJIS for modifying any allowable fields after the initial booking and fingerprint verification of subject; automatic locking of edit feature after a configurable amount of time and/or events with admin override. This type of modification would deny User to resend NIST file to MBIS without authorization.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
28.5	The Solution **SHALL** include terminal emulator functionality (i.e., TCP/IP) on the Livescan device(s), for sending/receiving messages to/from JDIC.	M		
28.6	The Solution **SHALL** support JDIC messaging, FTP, SMTP, SQL and XML as these are anticipated to be the primary methods for interface.	M		
28.7	The Solution **SHALL** support standard XML protocols for the local Participating Agencies' RMS, as follows: • GJXDM - the current XML protocol utilized by 20+ agencies • NIEM - the newest and more robust protocol for all replacement RMS connections, as chosen by the Participating Agency • FTP (File Transfer Protocol)	M		
28.8	The Solution **SHALL** be "Single Data Entry." A booking record may begin on the Livescan device, local RMS, or AJIS.	M		
28.9	The Solution **SHALL** support a query from any Participating Agency's RMS to CBS's database via a SQL database view on each Livescan, as well as the central database servers, for importing into the RMS new records and modified records from CBS.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
28.10	The Solution **SHALL** handle the functionality above 27.9 in the following formats: • Cal-DOJ NIST with and without Type 10, 'Cal-DOJ NIST' • Los Angeles County NIST with and without Type 10, 'County NIST Data Types' (Attachment G.4) to the SOW	M		
28.11	The Solution **SHALL** support an interface with the County's consolidated booking system (currently AJIS) using TCP/IP (current), database-stored procedure calls, or web services such as GJXDM/NIEM.	M		
29.0 – Continuity of Operations				
29.1	The Solution's central server functionality for the CBS Production environment **SHALL** be replicated at a secondary vendor-provided site.	M		
29.2	The Solution's secondary site **SHALL** be located outside Los Angeles County, for meeting County's Disaster Recovery provisions.	M		
29.3	The Solution's secondary site **SHALL** be CJIS compliant and located either in the vendor's designated Data Center or a CJIS-compliant cloud.	M		
29.4	The Solution's secondary site **SHALL** be redundant to the Solution's primary site at LASD's Data Center for a seamless system failover, in instances when the primary site is down for an extended period of time.	M		

Req #	Requirement	M/O	B/C/D/X	Comments - Detailed discussion of how the proposed Solution meets the Requirement
29.5	The Solution's secondary site **SHALL** be load balanced as active/active environments, with the Solution's primary site at LASD's Data Center, for maintaining system performance during heavy Solution use.	M		
29.6	The Solution's secondary site **SHALL** include all hardware, Software licensing, and maintenance (including interfaces, O/S, database, virus scan, report writer and other 3rd party software).	M		
29.7	The Solution's secondary site **SHALL** include, at the vendor's expense, a direct network communication line from LASD's Data Center to the secondary site location.	M		
29.8	The solution **SHALL** support the option to automatically forward all positive identification responses received by a Livescan to Participating Agencies' RMS via web services (e.g. GJXDM/NIEM) and FTP, based on the Participating Agency's RMS capability for updating the RMS record.	M		
29.9	The Solution **SHALL** meet all System Performance measurements specified in Exhibit C (Service Level Agreement), Schedule C.4 (Solution Performance Requirements).	M		
29.10	The Solution **SHOULD** include self-monitoring tools (e.g., identifying interfaces that are down, temporary database tables getting full requiring cleansing) and remote diagnostics, for early detection in identifying Solution problems.	O		
29.11	The Solution's central repository **SHOULD** include a redundant data storage and backup.	O		

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TO

SEPARATE RELEVANT DOCUMENTS

REQUIRED FORMS – EXHIBIT 17 (REVISED-BULLETIN # 8A)
STATEMENT OF WORK RESPONSE FORM

TASK NUMBER: 1

TASK TITLE: Project Planning – Project Control Document (PCD)

TASK NARRATIVE: Each Task to be performed by both the Contractor and the County staff during project implementation and until Final Acceptance shall be specifically addressed in a Project Control Document (PCD). The PCD shall include the general order in which the Tasks and Subtasks will be performed (some tasks may be conducted in parallel) and the order in which the Deliverables will be produced. Contractor shall develop a PCD, and provide the draft document to County's Project Manager within two (2) weeks after the last project kick-off meeting (Paragraph 2.3.1), or as agreed-to by the parties. Unless otherwise agreed to by the parties or required by County, the contents of the PCD shall include, at minimum, those identified in the Statement of Work.

PROPOSER'S UNDERSTANDING OF TASK: _____

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HOW STATEMENT: _____

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Assumptions:
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Resource Allocations:	Timeline to Completion:
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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 2

TASK TITLE: Ongoing Project Management

TASK NARRATIVE: Throughout the Term of the Agreement, under the direction of the County Project Manager, the Contractor shall apply requisite technical and management skills and techniques to assure satisfactory, timely completion of project Tasks and Deliverables, and establish a project control and reporting system which will provide routine and realistic assessments of progress against the approved PCD Detailed Work Plan. Contractor shall manage project activities and resources, and track project status. This shall include those identified in the Statement of Work.

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TASK NUMBER: 3

TASK TITLE: Requirements Review and Gap Analysis

TASK NARRATIVE: The Contractor shall review the Solution Requirements in conjunction with the County Project Manager and key users and/or stakeholders identified by the County Project Manager. Contractor shall conduct a Gap Analysis to assess the fit between Contractor's proposed COTS Solution's baseline functionality and the updated Requirements. This effort requires a detailed functional walkthrough of the Contractor's proposed COTS Solution based on County's functional (business) scenarios.

PROPOSER'S UNDERSTANDING OF TASK: _____

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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 4

TASK TITLE: Infrastructure and Technical Assessment

TASK NARRATIVE: Contractor shall conduct a readiness assessment/review of the technical infrastructure of all County locations (see Exhibit D - Equipment Locations & Inventory) and Attachment G.1 (Sample Equipment Setup Diagram) to the SOW) for the Contractor's proposed Solution.

PROPOSER'S UNDERSTANDING OF TASK: _____

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TASK NUMBER: 5

TASK TITLE: Implementation Assessment and Strategies

TASK NARRATIVE: This Task 5 includes the strategies for the Contractor's Customized Solution implementation and transition to Production, based on the findings of the Infrastructure Readiness Assessment Document and final TAD (Deliverable 4). The implementation strategies shall take into consideration the County's organizational and project constraints, while addressing the County's Final Requirements. The Contractor shall submit a draft of each of the implementation strategies below (Paragraphs 2.12.1 through 2.12.4) for County review as they are prepared. This Task 5 culminates with the Contractor's creation of a comprehensive final Implementation Assessment Document (IAD). The final IAD shall open with an Executive Summary that includes key findings and recommendations, and shall include the strategies and plans identified in the Statement of Work.

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Assumptions:
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Resource Allocations:	Timeline to Completion:
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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 6

TASK TITLE: Design Review of Contractor's Customized Solution, Final Design

TASK NARRATIVE: Contractor shall prepare a draft design document that identifies software changes and customizations to the Contractor's proposed Solution, based on the Final Requirements Document (Deliverable 3.2). Once the draft is reviewed and approved by the County Project Manager, Contractor shall conduct multiple feedback sessions on County premises, as determined by the County Project Manager, with key County stakeholders for technical feedback, thus ensuring the accuracy and completeness of the CBS Design Review document.

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Assumptions:
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Resource Allocations:	Timeline to Completion:
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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 7

TASK TITLE: Contractors COTS Solution Customization (Development/ Configuration) and Factory Acceptance Test

TASK NARRATIVE: While the County is not responsible for the Customization (configuration and/or development / programming) effort, the County will assist the Contractor in ensuring that the completed Customization effort meets the Final Requirements, as specified in the Contractor's Customized COTS Solution, and the agreed-to Final Design Document (Deliverable 6).

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Assumptions:
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Resource Allocations:	*Timeline to Completion:*
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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 8

TASK TITLE: CBS Solution Installation, Production and System Acceptance Test

TASK NARRATIVE: Upon successful completion of FAT as documented in the final FAT Report (Subparagraph 2.24.4), Contractor shall install the Solution on County premises with Contractor-provided hardware at the central server site, and up to five (5) selected Livescan sites, designated by the County Project Manager. Contractor shall deliver, install, and configure equipment before conducting CBS System Acceptance Test (SAT), for County's approval.

PROPOSER'S UNDERSTANDING OF TASK: _____

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HOW STATEMENT: _____

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Assumptions:	
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Resource Allocations:	Timeline to Completion:
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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 9

TASK TITLE: Solution Documentation

TASK NARRATIVE: Contractor shall draw up and finalize the CBS Solution's documentation as specified in the IAD (Deliverable 5), taking into consideration the documented modifications addressed in the final FAT Report.

PROPOSER'S UNDERSTANDING OF TASK: _____

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HOW STATEMENT: _____

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Assumptions:	
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Resource Allocations:	**Timeline to Completion:**
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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 10

TASK TITLE: Training

TASK NARRATIVE: Contractor shall prepare a Training Plan, conduct on-site (County's Norwalk offices) train-the-trainer classes, and participate in a select number of training classes to provide feedback to instructors.

PROPOSER'S UNDERSTANDING OF TASK: _____

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HOW STATEMENT: _____

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Assumptions: ■	
Resource Allocations: ■	**Timeline to Completion:** ■

*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 11

TASK TITLE: CBS Test Environment

TASK NARRATIVE: Contractor shall establish the Test Environment, load sample data and data dictionaries, and connect Livescan devices and interfaces to the CBS Test Environment.

PROPOSER'S UNDERSTANDING OF TASK: _____

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HOW STATEMENT: _____

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Assumptions:	
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Resource Allocations:	**Timeline to Completion:**
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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 13

TASK TITLE: CBS Solution Implementation (Rollout) and Final Acceptance

TASK NARRATIVE: Using the IAD's (Deliverable 5) Transition to Production: Production Cutover Strategy, Contractor and County shall coordinate all the steps required for the CBS Solution's system implementation rollout to the designated Livescan Devices and site locations used during UAT.

PROPOSER'S UNDERSTANDING OF TASK: _____

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HOW STATEMENT: _____

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Assumptions:
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Resource Allocations:	Timeline to Completion:
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*ATTACH ADDITIONAL PAGES AS NECESSARY

TASK NUMBER: 14

TASK TITLE: Ongoing Post-Implementation Maintenance and Support

TASK NARRATIVE: Services included as part of the CBS maintenance and support fees are outlined in the Statement of Work.

PROPOSER'S UNDERSTANDING OF TASK: _____

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HOW STATEMENT: _____

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Assumptions:
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Resource Allocations:	**Timeline to Completion:**
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*ATTACH ADDITIONAL PAGES AS NECESSARY

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TO

SEPARATE RELEVANT DOCUMENTS

NOTE: This schedule is available in Excel. Contact County's Contract Manager (RFP Section 5.2)

Revised-Bulletin 3A

CBS Cost Proposal Form - Exhibit 19 (Page 1 of 3)
SOW Deliverables

Proposer's Name:

Line #	Category	Item Description	Quantity	Unit of Measure (UOM)	Proposer's Unit Price	Cost * (Qty x Unit Price)	Proposer's Comments
1		Deliverable 1 – Project Control Document	1	LOT		$ -	
2		Deliverable 2 – Ongoing Project Management **	1	LOT	Included / Not Billable	$ -	
3		Deliverable 3.1 – Requirements Review Report	1	LOT		$ -	
4		Deliverable 3.2 – Demonstration and Gap Analysis	1	LOT		$ -	
5		Deliverable 4 – Infrastructure and Technical Assessment	1	LOT		$ -	
6		Deliverable 5 – Implementation Assessment and Strategies	1	LOT		$ -	
7	SOW Deliverables	Deliverable 6 – Customized COTS Solution Design Review and Final Design	1	LOT		$ -	
8		Deliverable 7.1 – Customization Environment Established	1	LOT		$ -	
9		Deliverable 7.2 – Customized COTS Solution Completed	1	LOT		$ -	
10		Deliverable 7.3 – Test Script Document Completed	1	LOT		$ -	
11		Deliverable 7.4 – Factory Acceptance Test Completed	1	LOT		$ -	
12		Deliverable 8.1 – Central Server Primary Site Set Up Completed	1	LOT		$ -	
13		Deliverable 8.2 – Livescan Devices Set Up Completed	1	LOT		$ -	
14		Deliverable 8.3 – CBS Production Environment Set Up Completed	1	LOT		$ -	
15		Deliverable 8.4 – System Acceptance Test Completed	1	LOT		$ -	
16		Deliverable 9 – Solution Documentation Completed	1	LOT		$ -	
17		Deliverable 10 – Training Completed	1	LOT		$ -	
18		Deliverable 11 – CBS Test Environment Completed	1	LOT		$ -	
19		Deliverable 12 – Transition to Production Completed	1	LOT		$ -	
20		Deliverable 13 – CBS Solution System Implemented and Final Acceptance Completed	1	LOT		$ -	
21					TOTAL	$ -	

* Cost - there will be a 15% holdback on all, due upon Final Acceptance

** Ongoing Project Management shall be included in this implementation engagement

Revised-Bulletin 3A

CBS Cost Proposal Form - Exhibit 19 (Page 2 of 3)

Hardware / Software

Proposer's Name:

Line #	Category	Item Description	Quantity	Unit of Measure (UOM)	Proposer's Unit Price	Cost * (Qty x Unit Price)	Proposer's Comments
22		Livescan Devices (including CBS Solution/3rd party software):					
23	Equipment at Locations	General	163	EA		$ -	
24		Coroner	2	EA		$ -	
25		Quick-ID	2	EA		$ -	
26		Mugshot Camera	139	EA		$ -	
27		Iris Camera	163	EA		$ -	
28		Printer / Color	144	EA		$ -	
29					Subtotal	$ -	
30	Central Server Equipment, Network	LASD Data Center (Primary Site)	1	LOT		$ -	
31		Proposer's Secondary Data Center or Cloud (Secondary Site)	1	LOT		$ -	
32		Software for both sites (CBS Solution, O/S, other 3rd Party, Networking)	1	LOT		$ -	
33	Communication, Browser-based Software	Direct Network Connection to the two Data Centers	1	YR		$ -	
34		Automated Booking System Module (ABSM)	1	LOT		$ -	
35		Other 3rd Party (specify)	1	LOT		$ -	
36					Subtotal	$ -	
37	Browser-based Software	Automated Booking System Module (ABSM)	1	LOT		$ -	
38		Other 3rd Party (specify)	1	LOT		$ -	
39					Subtotal	$ -	
40					TOTAL	$ -	

* Cost - there will be a 15% holdback on all payment points, due upon Final Acceptance

NOTE: This schedule is available in Excel. Contact County's Contract Manager (RFP Section 5.2)

Revised-Bulletin 3A

CBS Cost Proposal Form - Exhibit 19 (Page 3 of 3)

OM&S

Proposer's Name:

Line #	Category	Item Description	Quantity	Unit of Measure (UOM)	Annual OM&S After Final Acceptance		Proposer's Comments
					Unit Price	Cost	
41		Livescan Devices (including CBS Solution/3rd party software):					
42		General	163	EA		$ -	
43		Coroner	2	EA		$ -	
44	Equipment at Locations	Quick-ID	2	EA		$ -	
45		Mugshot Camera	139	EA		$ -	
46		Iris Camera	163	EA		$ -	
47		Printer / Color	144	EA		$ -	
48					Subtotal	$ -	
49		LASD Data Center (Primary Site)	1	LOT		$ -	
50	Central Server Equipment, Software and Network Communication	Proposer's Secondary Data Center or Cloud (Secondary Site)	1	LOT		$ -	
51		Software for both sites (CBS Solution, O/S, other 3rd Party, Networking)	1	LOT		$ -	
52		Direct Network Connection to the two Data Centers	1	YR		$ -	
53					Subtotal	$ -	
54	Browser-based Software	Automated Booking System Module (ABSM)	1	LOT		$ -	
55		Other 3rd Party (specify)	1	LOT		$ -	
56					Subtotal	$ -	
57					TOTAL	$ -	
58		Professional Services Fixed Hourly Rate			Per Hour		