

# **EXHIBIT A**

## **STATEMENT OF WORK**

**(REVISED UNDER BULLETIN #2)**

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## **STATEMENT OF WORK ATTACHMENTS**

ATTACHMENT A-1: XML SYSTEM INTERFACE WITH RAJIS

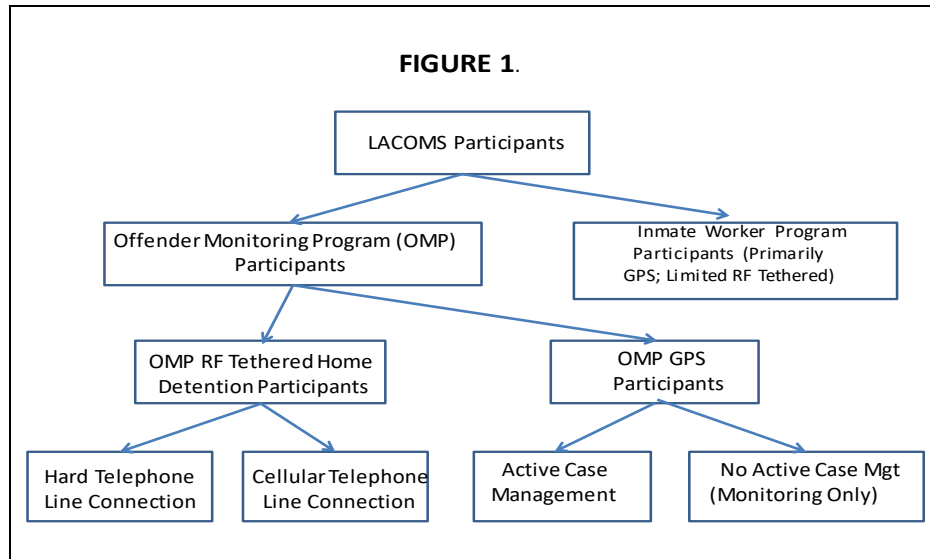
ATTACHMENT A-2: PERFORMANCE REQUIREMENTS SUMMARY (PRS)  
CHART

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INFORMATION - LASD

## **STATEMENT OF WORK**

### **1.0 INTRODUCTION**

- 1.1 This Statement of Work (SOW) defines the scope of Work, specific Work requirements, responsibilities, and quality control plan for the Los Angeles County Offender Monitoring Service (LACOMS) program for the Los Angeles County (County) Sheriff's Department (Department). Capitalized terms not defined herein may be found in Paragraph 2.0 (Definitions) of the Contract.
- 1.2 The LACOMS program will be a turnkey operation with Contractor providing ongoing electronic offender monitoring services (Services) throughout the Term of the Contract. It will not be necessary to change the Department's technical infrastructure to support LACOMS, as the Global Positioning System (GPS), cellular, and Radio Frequency (RF) tethered systems are all external to the Sheriff's Data Network. Authorized Department staff will access Contractor's web-based System (System) over a secure internet connection.
- 1.3 The target populations for participation for the LACOMS program includes, but is not limited to:
- 1.3.1 Offender Monitoring Program (OMP) Participants - a population consisting of Department-designated offenders who will be offered the opportunity to serve a portion of their sentence outside of jail confinement using electronic offender monitoring devices (Tracking Devices). Non-sentenced offenders may also be placed on electronic offender monitoring via Tracking Devices.
    - 1.3.1.1 A subset of the OMP Participant population will require GPS tracking for travel within specified zones and for specified time frames.
    - 1.3.1.2 Another subset of OMP Participants confined solely to their home will require Active Monitoring using RF tethered tracking. At the option of the Department, some of these OMP Participants will require Active Case Management by Contractor.
  - 1.3.2 Inmate Worker Program (IWP) Participants – a population consisting of inmates remaining in custody but who are allowed to participate in various work programs using electronic offender monitoring via Tracking Devices. This population consists of IWP Participants assigned to work at outdoor locations, as well as IWP Participants assigned to Department patrol stations or various other Department jail facilities.
  - 1.3.3 See Figure 1 below for a breakdown of the LACOMS Participants.



1.3.4 The County reserves the right to add additional target populations for participation in the program at any time during the Term of the Contract.

1.4 The goals and objectives for the LACOMS program include the following:

- a. Increase the availability of jail beds for high-risk inmates and, consequently, increase the percentage of jail sentence time actually served,
- b. Reduce the overall cost of detention by providing the LACOMS program as an alternative to incarceration for selected inmates,
- c. Provide a mechanism to efficiently and effectively manage the influx of inmates resulting from the state prison realignment initiative,
- d. Improve public safety in neighborhoods impacted by inmate worker programs,
- e. Ensure the timely apprehension of Participants that are not compliant with the conditions of the program, and
- f. Reduce the frequency of escapes by inmate workers.

## **2.0 SCOPE OF SERVICE**

2.1 Contractor must provide electronic offender monitoring services using both RF tethered and GPS/cellular technologies on a 24/7 hour basis. For some Participants designated by the Department, Contractor must provide Active Case Management Services as outlined in this SOW. The Department anticipates, but does not guarantee, a potential average daily enrollment of 500 LACOMS program Participants. Although, the actual numbers may fluctuate, it is anticipated for planning purposes that OMP Participants will be placed on either RF tethered or

GPS monitoring with or without Active Case Management. IWP Participants may be equipped with either technology depending on their assignment and the physical constraints of the facility in which they are housed.

2.2 Contractor must provide a single-unit Tracking Device, which is waterproof and shockproof, that attaches to the ankle of each Participant for purposes of tracking the whereabouts of such Participant at all times, consistent with the rules for participation in the LACOMS program.

2.2.1 Contractor must provide the following two distinct levels of tracking:

- GPS tracking combined with indoor tracking via cell tower triangulation that provides universal coverage, and
- RF tethered for home or limited-area detention.

2.2.2 The Tracking Device must be equipped to provide alcohol-use monitoring of the Participant using transdermal monitoring technology, at the sole discretion of the County.

2.3 Contractor must provide, maintain, and support all Equipment (including, but not limited to Tracking Devices, transmitters, receivers, base stations, and accessories) required to deliver the Services and meet the Requirements of the Contract.

2.4 Contractor must provide the following Services for all Participants:

- Enrolling Participants in the program,
- Installing Tracking Devices on Participant's ankles,
- Removing Tracking Devices from Participant's ankles,
- Orientation for all Participants,
- Providing transmitters, receivers, and base stations,
- Establishing Active Case Management Services for select Participants,
- Electronic monitoring of all Participants on a 24/7 continuous basis,
- Responding to alerts as determined by the Department and notifying the Department of such alerts,
- Creating and maintaining Participant case files, and
- Program completion services upon termination of Participant's participation.

2.5 For certain OMP Participants, Contractor must provide Active Case Management. Active Case Management Services must include, but not be limited to:

- Ensuring OMP Participant's program compliance through verification by Contractor's case managers,
- Maintaining curfew schedules as determined by the courts and/or the County,
- Monitoring program participation and location,
- Notifying the Department of non-compliance by OMP Participant, and

- Meeting with OMP Participants face-to-face on a monthly basis.
- 2.6 Contractor must provide the following support Services, including but not be limited to:
- All Equipment for Participants (e.g. tracking devices, transmitters, receivers, and base stations, etc.),
  - Repair or replacement of parts for inoperative Equipment within 24 hours,
  - Installation/operating manuals,
  - A primary and secondary Monitoring Center,
  - A troubleshooting hot-line (with live operator) available 24 hours a day, seven days a week (24/7),
  - Resolution of any System problem within one hour of alert/notification,
  - Capability for the Department to review Participant case file activity through the System,
  - Response to and correction of all alarms (such as tamper alert, low battery, and Equipment malfunction) except for non-compliant alarms which are reported to and resolved by the Department, and
  - Testify in court.

### **3.0 PROGRAM IMPLEMENTATION PLAN**

- 3.1 The LACOMS program will be implemented in one or more phases to ensure an orderly transition.
- 3.2 Contractor must deliver to County Project Director a draft Project Control Document (PCD) outlining the implementation plan for the LACOMS program within ten Business Days of the effective date of the Contract. The PCD requirements include, but are not limited to the following:
- **Introduction:** Summarize the program implementation plan, review the shared vision for the project, the strategic goal(s) of the project, and how Contractor will contribute to meet the Department's operational objectives.
  - **Project Objectives:** Describe the objectives to be achieved under the project and critical success factors for the Department, all based upon Contractor's recommendations which have been reviewed and refined by the Department, and any assumptions or limitations related to the project's implementation.
  - **Project Scope:** Describe the overall scope of the implementation. The project scope statement acts as a confirmation of overall project scope.
  - **Work Breakdown Structure (WBS):** Identify all activities and tasks required to fully implement, manage, and operate the LACOMS program. As part of the program implementation plan, the WBS provides an outline of the critical steps necessary to execute Equipment procurement, delivery, and installation services to the Department, if applicable.

- **Project Plan:** Following the WBS, the project plan identifies the activities, key milestones, and estimated duration for activities on the project. It also highlights all agreed-to activities, or milestones for which the Department is responsible that will affect the success of the implementation. All project activities and tasks, both Contractor's and the Department's, will be linked into a critical path analysis. Contractor and the Department will review updates to the project plan, including the critical path analysis, on a bi-weekly basis.
- **Project Team:** Identify Contractor's project team and project organization, including defining the roles and responsibilities of the project team members.
- **Risk Assessment & Management:** Identify project risks and mechanisms to handle these risks.

3.3 If required by the Department, an updated PCD must also be submitted on a bi-weekly basis to communicate project progress, identify possible issues, and present strategies for overcoming the identified issues.

#### 4.0 **DEVELOP AND IMPLEMENT INTERFACE TO DEPARTMENT'S JAIL MANAGEMENT SYSTEM**

4.1 Contractor must use web services to develop and implement a customized XML interface to the Department's jail management system, a relational database application known as RAJIS (Replicated Automated Jail Information System), to initially populate Participant demographics and other enrollment data. A technical overview of the relevant interface components is provided in Attachment A-1 (XML System Interface with RAJIS) to this SOW. The Department's key identifiers such as booking number and main number are required to be in the System to identify Participants.

4.2 The Department and Contractor must jointly document the technical specifications to support the development and implementation of the XML interface consistent with Attachment A-1 (XML System Interface with RAJIS) to this SOW. Upon completion of the technical specifications, the customized interface must be implemented within three months of the Contract effective date. The project schedule to develop and implement the XML interface must be documented by Contractor in the PCD, as specified in Paragraph 3.2 of this SOW.

4.3 The interface will initially be implemented to support the one-way transfer of data from the Department's RAJIS to the System (note, that all Personally Identifiable Information (PII) must be encrypted at rest and in transit). At the Department's option, the interface may be updated in the future to support bi-directional transfer of data.



## **5.0 PROJECT PLANNING**

As part of the program implementation plan and prior to the initiation of Work under Paragraph 6.0 (Enrollment), Contractor must complete the following additional Tasks:

- 5.1 Initial configuration of the System for use by authorized Department users, including delivering a Notification Requirements Matrix that provides the parameters for each type of alert. The Notification Requirements Matrix must specify the following: a) whom the Department wants to be notified, b) the timing of notifications, and c) the preferred method of communication, as specified in Exhibit B (Business and Technical Requirements) to the Contract.
- 5.2 Deliver the following documentation to County Project Director:
  - a. A business continuity plan for movement of data and System operations to a backup System within 60 minutes following a System malfunction or failure, as specified in Exhibit B (Business and Technical Requirements), to the Contract.
  - b. A data security plan describing the System's data security and facility security infrastructure. The plan must detail how Contractor prohibits, detects, and reports unauthorized access to the System, as specified in Exhibit B (Business and Technical Requirements) to the Contract.
  - c. A Tracking Device user manual detailing features and technical specifications of the device.
  - d. A training plan in accordance with Paragraph 16.0 (Training Services) of this SOW.
  - e. A data destruction plan in accordance with Paragraph 18.4 (Data Procedures) of this SOW.

## **6.0 ENROLLMENT**

- 6.1 Contractor must enroll Participants located at the Department's IRC, CRDF, PDC or other designated custody facility, into the System within one Business Day of receiving a referral and enrollment package from the Department. Contractor must accept referrals from the Department via the System, e-mail, and/or telephone calls. The County reserves the right to enroll the Participant and install the Tracking Device, at the County's sole discretion.
  - 6.1.1 The Department will provide Contractor with a referral and an enrollment package for each Participant one Business Day in advance of enrollment in the LACOMS program. The referral will include the Department's staff contact information.
  - 6.1.2 The enrollment package may include, depending on the type of Participant (e.g., OMP, IWP, etc.), the following:
    - Type of Participant,

- Personal data,
- Curfew data,
- Location restrictions such as inclusion and exclusion zones,
- Case management requirements,
- Level of monitoring required,
- Pre-release risk assessment, and
- Other data required for enrollment of the Participant.

6.2 The initial enrollment package will normally be transferred electronically from the Department's jail management system to Contractor's database using a customized XML interface, as further described in Attachment A-1 (XML System Interface with RAJIS) of this SOW. Contractor must supplement the electronically transferred enrollment package with additional enrollment data including the creation of an electronic case file for each Participant. At the end of each Business Day, Contractor must provide the County with a report confirming all of that day's enrollments, as further described in Paragraph 15.0 (Management Reports) of this SOW.

6.3 Contractor must establish electronic case files as applicable, to provide a documented record of all Participant information and activities during the time that the Participant is electronically monitored. The electronic case file must contain all Participant documentation, including, at a minimum, the enrollment package and any subsequent program data related to the Participant. Contractor must ensure the confidentiality of all electronic case files and Participant data. All Participant data and electronic case files are property of the County and must be made available to the County at any time upon request.

## **7.0 ORIENTATION AND EQUIPMENT INSTALLATION**

7.1 Within one Business Day of receipt of the referral and enrollment package from the Department, Contractor must install the Tracking Device on Participant during a mutually agreed-upon schedule, as suggested by the Department. Contractor must provide Participant with orientation to familiarize them with the program requirements and the Equipment. Contractor must also provide Participant with: (a) written program rules and regulations, (b) the Department's grievance procedures, (c) Contractor's contact information, and (d) written instructions regarding the Equipment. All written documentation and Equipment instructions must be provided in both English and Spanish.

7.2 The LACOMS Tracking Devices must initially be installed by Contractor for OMP Participants at the Department's Inmate Reception Center (IRC), Century Regional Detention Facility (CRDF) and Pitchess Detention Center (PDC). The County reserves the right to add additional installation facilities at any time during the Term of the Contract.

- 7.3 Contractor must instruct OMP Participants who are RF tethered to go home immediately to establish a connection between the Equipment and the Monitoring Center. For any unsuccessful connections, Contractor must perform remote diagnostics and, where necessary, Contractor must make a follow-up technical service call at OMP Participant's home within 24 hours to remedy connection and/or monitoring issues.
- 7.4 Contractor must work with Department staff to ensure that IWP Participants establish a connection between the Equipment and the Monitoring Center. For any unsuccessful connections, Contractor must perform remote diagnostics and, where necessary, Contractor must make a follow-up technical service call at IWP Participants jail facility within 24 hours to remedy connection and/or monitoring issues.

## **8.0 HOURS AND DAYS OF SERVICE**

- 8.1 Contractor staff must be available to provide enrollment, orientation, and Equipment installation/removal services every Business Day, as required by the County. Orientation and installation must take place during business hours, up to two sessions per Business Day. Sessions will be mutually scheduled between the Department and Contractor based on the volume of regularly scheduled referrals. Sessions must begin at the agreed-upon scheduled time and continue until the processing of all referrals has been completed (e.g., M-F, 11am-12pm and 4pm-5pm).
- 8.2 Contractor staff assigned to Active Case Management and/or Active Monitoring must be available to provide alert services 24/7, 365 days a year.

## **9.0 ELECTRONICALLY MONITOR PARTICIPANTS ON A CONTINUOUS BASIS**

- 9.1 Participants must be electronically monitored, accounted, and documented by Contractor's Monitoring Center on a 24/7 hour basis. Non-compliance of the continuous monitoring Requirements will be subject to the assessment of service credits as defined in Attachment A-2 (Performance Requirements Summary (PRS) Chart) to this SOW.
- 9.2 Contractor must send Participant violation alerts to authorized Department staff identified in the referral, via email, text message, and/or voice calls at the sole discretion of the Department. Contractor must make notifications to authorized Department staff, based on the alert type and within the time frames specified in the agreed-upon Notification Requirements Matrix and in Exhibit B (Business and Technical Requirements) to the Contract.
- 9.3 Upon the occurrence of Equipment-related alerts (e.g., power/phone disconnect/reconnect, cannot connect, low battery, shielded), Contractor must contact the OMP Participant to resolve the alerts. After the initial telephone call,

Contractor must place telephone calls to the Participant every two hours until the tamper alert is reset or transmitter is replaced. Contractor must coordinate with the Department to resolve Equipment-related alerts for IWP Participants.

- 9.4 Contractor must maintain records of all notifications which include, but may not be limited to, date/time stamp of the notification, type of alert, method(s) of notification, and Department staff notified. Contractor must document in the System all telephonic communications between Contractor and the Participant, and Contractor and the Department. Records of all notifications and telephonic communication must be made available to the Department at any time upon request.

#### **10.0 MANAGE CHANGES IN CASE PLANS**

- 10.1 Prior to commencement of Services, the Department and Contractor must mutually establish and document the parameters for accepting and processing Participant case plan changes in the PCD.
- 10.2 Contractor must make changes in case plans based upon Participant's work hours, travel time, and outside activities that have been documented and approved by Department staff.
- 10.3 Any Participant case plan change initiated by Department staff will be requested via the System, or alternatively by email or telephone. Contractor must make the change in the System within 24 hours of the Department's request.
- 10.4 All Participant case plan changes must be made in accordance with the parameters agreed upon by Contractor and the Department. All Participant case plan changes must be accessible in the System by both the Department and Contractor. Parameters may only be changed with written approval from authorized Department staff. For quality control purposes, all changes made to case plans must be dated and time stamped by the System for possible audit review and historical accuracy.

#### **11.0 ACTIVE CASE MANAGEMENT - OMP PARTICIPANTS**

- 11.1 Contractor must provide Active Case Management for select OMP Participants designated by the Department. Contractor is responsible for ensuring program compliance by all such OMP Participants.
- 11.2 Contractor must maintain and update electronic case files that, at a minimum:
- a. Consist of the referral, initial assessment data (including program goals), ongoing case plans, progress reports, and other program data related to the OMP Participant, and
  - b. Collect employment and school verification documentation, as applicable.

- 11.3 Case files must be updated periodically to reflect current program data for OMP Participants based on information obtained during meetings with OMP Participants, performance in the program, and other follow-up activities.
- 11.4 Contractor's case managers must:
- Monitor and/or verify OMP Participant's activities,
  - Maintain curfew schedules,
  - Notify the Department of program violations by OMP Participants,
  - Meet with OMP Participants as requested on the referral,
  - Attend periodic status meetings with County Project Manager, and
  - Testify in court, when requested by the Department or otherwise ordered by the court, at no additional cost to the County.
- 11.5 Contractor's case managers must meet face-to-face with OMP Participants as necessary; at least once per month but not more than once per week. The frequency of meetings will be determined by the Department in conjunction with Contractor and will be based on the OMP Participant's pre-release risk assessment. At meetings, Contractor's case managers must, at a minimum, review the OMP Participant's monitoring activity, collect documentation for all OMP Participant's outside activities, check the Equipment for signs of tampering, and review the OMP Participant's curfew schedule. Records from these meetings must be maintained in the OMP Participant's electronic case file and must be entered into the System within 24 hours following the meeting.
- 11.6 Contractor must ensure that all OMP Participant data is kept confidential and any personally identifiable information is encrypted.
- 11.7 Contractor must provide an audit trail, to the Department, of all case files that were reviewed on a regular basis.
- 11.8 Complete electronic case files must be available to the Department via the System at all times.

## **12.0 PROGRAM COMPLETION SERVICES**

- 12.1 The Department will send a completion/termination notice to Contractor notifying Contractor of a Participant's conclusion in the LACOMS program. Notices will be sent via the System and secondarily by email or telephone, at least 24 hours in advance of Participant's end date, whenever possible. Contractor must end Participant participation in the program based upon the end date provided by the Department.
- 12.2 Contractor must prepare a completion report within one Business Day from the end date stated on the completion/termination notice. The completion report must include, at a minimum, Participant's name and booking number, date and time of

conclusion, and reason for ending. The Participant must no longer appear as an active Participant in the System once participation in the program has ended.

- 12.3 As a condition of release from custody and/or program completion process, Participants will be required to return all Equipment to Contractor. Contractor is responsible for securing the return of all Equipment. Contractor must remove Tracking Devices and retrieve all Equipment at a location and time designated by the Department. However, the County reserves the right to remove the Tracking Device from the Participant, if needed, at the County's sole discretion. The County is not responsible for any loss, damage, or misuse of Equipment by Participants or the Department.

### **13.0 PROVIDE WEB-BASED QUERY ACCESS**

- 13.1 Contractor must provide authorized Department staff with a web-based, password-protected, dual-authenticated, query access to Participants' monitoring and tracking data, including, but not limited to, enrollment, notifications, reports, and other data, as further described in Exhibit B (Business and Technical Requirements) to the Contract.
- 13.2 The Department's Custody Classification staff will manage user accounts with permission to access the System.
- 13.3 Notwithstanding the above, the Department has moved to Active Directory Federation Services (ADFS), as specified in requirement 6.7 of Exhibit B (Business and Technical Requirements) to the Contract. The System must be ADFS compatible either upon execution of the Contract or within six months of execution of the Contract. This capability will provide authorized Department staff access to the monitoring and tracking data. The Department will use the data to provide the justice community with timely, accurate, complete, and accessible information in a secure and trusted environment. For those Participants with GPS electronic monitoring, Contractor must provide the Department with access to geographical displays using mapping software.
- 13.4 Non-compliance with the web-based query access system performance requirements specified in Exhibit B (Business and Technical Requirements) to the Contract will subject Contractor to service credits as defined in Attachment A-2 (Performance Requirements Summary (PRS) Chart) to this SOW.

### **14.0 CONDUCT PERIODIC STATUS MEETINGS**

Contractor must meet with County Project Manager on a weekly basis, or as-needed, to review status, goal achievement, plans, and issues as a means to assess progress and to ensure that the LACOMS program is meeting the Department's objectives.

## **15.0 EQUIPMENT, INVENTORY**

- 15.1 Contractor must provide and maintain backup/replacement inventory equal to or exceeding 25% of the actual number of Tracking Devices in use by the County for the preceding month. Tracking Devices in transit and/or pending delivery are not considered a part of the County inventory. There will be no limit on the number of Tracking Devices kept in the County inventory.
- 15.2 Contractor must replace any inoperable Tracking Devices in the County's possession, as needed.

## **16.0 MANAGEMENT REPORTS**

- 16.1 The System must enable the Department to generate and review on-line monitoring/tracking reports, including pdf format reports when necessary. Final report structure and content must be agreed upon in writing by both parties upon execution of the Contract.

The reports must include, but not be limited to:

- Daily Status Reports

Comprehensive daily status reports must be available consisting of chronological lists of all compliant and non-compliant activity for each Participant, including date and time of occurrence. The daily status reports must also include Participant's name, curfew schedule, case manager comments, references to any alerts, and Equipment description.

- Alert Reports

Alert reports for all active Participants who had at least one alert must be provided on-demand. The alert reports must list the type of alert and all compliant and non-compliant data for each Participant.

- Summary Management Workload Reports

Statistical reports must be provided on a daily, weekly, monthly, and annual basis summarizing number of enrollments, number of terminations, average length of stay in program, number of alerts subdivided by the number and percentage of each alert type, number of contacts subdivided by the number and percentage of each contact type, and related summary statistics.

- Other Reports

Contractor must provide all reports specified in Exhibit B (Business and Technical Requirements) to the Contract, in addition to other management and statistical reports (such as the number of Equipment failures and number of Participants by type of offense), from the System.

- 16.2 Upon request by the Department, Contractor must provide new customized reports, at no additional cost to the County. The Department's process for

requesting customized reports and the time frame for delivery by Contractor must be agreed upon in writing by both parties and documented in the PCD.

## **17.0 TRAINING SERVICES**

Contractor must provide training services to Department staff on all aspects of using the System, Equipment, and Services based upon the training plan specified in the PCD.

- 17.1 Training services must include instructions in the use of on-line queries, updates, navigation, mapping capability, report generation, and other functions of the System.
- 17.2 Four training sessions must be held at a Department-designated location, upon request by the Department, for the duration of the Contract Term. One additional training session must be held at a Department-designated location every six months.
- 17.3 Training materials and documentation must be made available to support ongoing training requirements and day-to-day use of the System.
- 17.4 Contractor must provide webinar training sessions on an ongoing basis at the request of the Department, at no additional cost to the County. These webinar training sessions will be scheduled on-demand and tailored to the Department's training needs. Contractor's training must, at a minimum, include the following topics:
  - System overview,
  - On-line access and data entry,
  - Report generation,
  - Special queries and ad-hoc reports,
  - Equipment installation procedures,
  - Inclusion and exclusion zones, and
  - Troubleshooting.
- 17.5 At the discretion of the County, Contractor must provide annual on-site training to Department staff on the installation and removal of the Tracking Devices. Tracking Devices must come with an installation and removal kit containing all necessary tools to install, remove, activate or deactivate the Tracking Device, including a quick installation user guide.

## **18.0 DATA PROCEDURES**

- 18.1 Contractor must maintain complete and accurate records regarding a Participant's participation in the program.



- 18.2 The System must only allow authorized users to view specific Participant data and reports.
- 18.3 Contractor must track and log all authorized and unauthorized, successful and failed user access attempts to the System. Contractor must log security administration activities and make all logs available to the Department, upon request.
- 18.4 Contractor must not release or reveal any GPS data, program information, operation protocols, implementation plans, training material, reports, publications, updates, and/or statistical data to any entity, without a court subpoena, or without prior written approval from County Project Manager.
- 18.5 Contractor's data destruction plan must include written policies and procedures for the removal, storage, and destruction of documents or data files that contain any County information including but not limited to, Participant information, System performance, complaints, invoices, technical advice and/or enhancements, System problems, any written documentation/meeting notes on performance or compliance issues, and meetings where the County and Contractor met prior to the removal, storage or destruction of said documents and/or data. A complete list of all documents and/or data being considered for removal or destruction must be submitted to the County for approval prior to removal or destruction.
- 18.6 Contractor must advise in writing, the names of each of its employees, agents, and Subcontractors performing Work or having access to Participant data under the Contract, of the confidentiality requirements associated with the possession of Criminal Offender Record Information [see Attachment A-3 (Supplemental Confidentiality of CORI Information – LASD) to this SOW], including the potential for criminal penalties should confidential information be released to unauthorized persons [see Paragraph 7.6 (Confidentiality) of the Contract].
- 18.7 All Participant data in the System must be made available for download, as described in Exhibit B (Business and Technical Requirements) to the Contract.

## **19.0 NEW TECHNOLOGIES**

Contractor must advise the County of any and all innovations and new Equipment in the electronic monitoring industry. The County must be given the opportunity to incorporate improved electronic monitoring technologies as Contractor makes modifications and/or enhancements to its Equipment and monitoring capabilities. Contractor must provide written notification to the County at least 30 Days prior to any implementation of new technology, or any other changes that could affect the Services provided to the County.

## **20.0 COUNTY RESPONSIBILITIES**

All law enforcement services, such as arrest of Participant for violation of home detention conditions or entry into an inclusion or exclusion zone, will remain a Department function.

## **21.0 QUALITY CONTROL PLAN**

21.1 Contractor must establish and utilize a comprehensive Quality Control Plan to assure the County a consistently high level of Service throughout the Term of the Contract. The plan must include, but not be limited to:

- Activities to be monitored to ensure compliance with all Contract Requirements,
- Method of monitoring to ensure that all Contract Requirements are being met,
- Frequency of monitoring,
- Samples of forms to be used in monitoring,
- Title/level of qualifications of Contractor staff performing monitoring functions, and
- Documentation of all monitoring results, including any corrective action taken.

21.2 Contractor must provide access, at any time, for the County to inspect records, offices or facilities being maintained in conjunction with this program.

21.3 In the event of a complaint by the County, Contractor must investigate and respond to the County in writing within five Business Days from receipt of complaint. The response must include a statement of the facts, whether the allegation is true or false, corrective action taken or planned, if applicable, and controls to prevent reoccurrence of the problem.

# **ATTACHMENT A-1**

## **XML SYSTEM INTERFACE WITH RAJIS**

## ATTACHMENT A-1 XML SYSTEM INTERFACE WITH RAJIS

*This Exhibit A-1 (XML System Interface with RAJIS) to Exhibit A (Statement of Work) provides an overview of the System interface Requirements.*

Contractor must provide a System interface to enable the electronic transfer of enrollment data from the Department's Replicated Automated Justice Information System (RAJIS) to Contractor's System database. The objective is to minimize redundant data entry by users during Participant enrollment as well as reduce data entry errors resulting from manual re-entry of key data elements. The remote-hosted System database will require secure access to limited data originating in RAJIS. RAJIS is built upon Oracle database version 12.1, and is hosted in the Department's data center.

Contractor's access to the Department's enrollment data must be achieved through an XML interface developed by Contractor, using a secure web service. Upon entry of a booking number in Contractor's System database, the web services interface will be invoked to initially populate partial enrollment data available in RAJIS using an approved/appropriate database view. Upon inmate authentication, data will be transferred to Contractor-hosted database server. All Personally Identifiable Information (PII) data at rest must be encrypted.

Table A-1.1 below identifies data elements for inclusion in the interface. This list may be modified to include/exclude certain data elements based on Contractor's database and enrollment data-entry requirements, with agreement of County Project Manager.

**Table A-1 .1  
Possible System Interface Data Elements**

| <u>Name</u>             | <u>Type</u> | <u>Description</u>                      |
|-------------------------|-------------|---|
| BOOKING_NO              | N(9)        | Booking No                              |
| BKG_INMATE_FIRST_NAME   | X(12)       | Inmate First Name                       |
| BKG_INMATE_LAST_NAME    | X(15)       | Inmate Last Name                        |
| BKG_INMATE_MIDDLE_NAME  | X(9)        | Inmate Middle Name                      |
| BKG_INMATE_SUFIX        | X(3)        | Suffix (Jr, Sr, I, II, III etc.)        |
| INMATE_ADDR_APT_NO      | X(5)        | Apartment number                        |
| INMATE_ADDR_CITY        | X(20)       | City - Free form                        |
| INMATE_ADDR_ST          | X(2)        | State                                   |
| INMATE_ADDR_STREET_DIR  | X(2)        | Street direction                        |
| INMATE_ADDR_STREET_NAME | X(20)       | Street name                             |
| INMATE_ADDR_ZIP         | 9(5)        | Zip - free form                         |
| INMATE_PHONE_NO         | 9(10)       | Telephone number (area code + 7 digits) |
| INMATE_STREET_NO        | X(10)       | Street number                           |
| MONTHS_AT_CURR_RES      | 9(2)        | Months at current residence             |

| <b><u>Name</u></b>  | <b><u>Type</u></b> | <b><u>Description</u></b>                |
|---------------------|--------------------|--|
| YRS_AT_CURR_RES     | 9(2)               | Years at current residence               |
| EMP_AT_TIME_OF_ARR  | X.                 | Employed at time of arrest               |
| EMP_EMP_APT_NO      | X(5)               | Employer Apartment                       |
| EMP_EMP_CITY        | X(20)              | Employer City                            |
| EMP_EMP_PHONE       | 9(10)              | Employer location (area code + 7 digits) |
| EMP_EMP_STATE       | X(2)               | Employer location                        |
| EMP_EMP_STREET_DIR  | X(2)               | Employer location                        |
| EMP_EMP_STREET_NAME | X(20)              | Employer location                        |
| EMP_EMP_STREET_NO   | X(10)              | Employer location                        |
| EMP_NO_OF_MONTHS    | 9(2)               | Employment Duration                      |
| EMP_NO_OF_YEARS     | 9(2)               | Employment Duration                      |
| BKG_AGE             | 9(2)               | Inmate's age                             |
| BKG_MAIN_NO         | X(9)               | LACRIS number (finger based id)          |
| BKG_DATE_OF_BIRTH   | DATE               | Inmate's Date of Birth                   |
| BKG_DRIV_LIC_NO     | X(8)               | Drivers License number                   |
| BKG_DRIV_LIC_ST     | X(2)               | State which issued DL                    |
| BKG_EYES            | X(3)               | Eye color - validated                    |
| BKG_HAIR            | X(3)               | Hair color - validated                   |
| BKG_HEIGHT          | X(3)               | Inmate's height (300 - 811)              |
| BKG_OCCUP_CODE      | X(2)               | Validated from OCCUPATION-LOOKUP table   |
| BKG_RACE            | X.                 | Race                                     |

## **ATTACHMENT A-2**

### **PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

**(REVISED UNDER BULLETIN #2)**

**Attachment A-2**  
**PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART**

| <b>ITEM NO.</b> | <b>SPECIFIC PERFORMANCE REFERENCE</b>                   | <b>SERVICE</b>   | <b>NON-COMPLIANCE SERVICE CREDITS TO BE ASSESSED</b>   |
|-----------------|---|--|--|
| 1               | Exhibit B, Req. No. 11.1                                | The System must be available 99.96% of the time other than planned downtime.   | \$1000 for each occurrence in which the System availability is less than 99.96%, excluding planned downtime. |
| 2               | Exhibit A (SOW), Paragraph 5.2 Exhibit B, Req. No. 2.4d | In the event of System disruption, malfunction, or failure, unscheduled downtime must not exceed 60 minutes.   | \$1000 for each occurrence System downtime exceeds 60 minutes.   |
| 3               | Exhibit B, Req. No. 5.3                                 | The Department must be notified within two minutes via telephone, text message and/or email of an alert.   | \$500 for each occurrence of failure to notify the Department within two minutes of the alarm.               |
| 4               | Exhibit B, Req. No. 5.5a-g                              | The Department must be notified within two minutes via telephone, text message and/or email of an alarm due to: entry into an exclusion zone, curfew violation, Equipment removal or tampering, unauthorized absence from an inclusion zone, shielding of the Tracking Device, Equipment malfunction, low battery condition, location verification failure from GPS signal loss, or Tracking Device communication failure due to cellular transmission loss. | \$500 for each occurrence of failure to notify the Department within two minutes of the alarm.               |
| 5               | Exhibit B, Req. No. 5.6                                 | The Department must be notified within 15 minutes via telephone, text message and/or email of an alert due to unauthorized movement of the base station.   | \$500 for each occurrence of failure to notify the Department within 15 minutes of the alarm.                |

|    |   |   |  |
|----|---|---|--|
| 6  | Exhibit A (SOW), Paragraph 7.3 (Orientation and Equipment Installation)                                 | In the event of an unsuccessful connection for an RF Tethered Participant, Contractor must make a home or jail facility follow-up technical service call within 24 hours to remedy connection and/or monitoring issues. | \$500 for each occurrence of a failure to make a follow-up technical service call within 24 hours to remedy connection and/or monitoring issues. |
| 7  | Exhibit B, Req. No. 2.2   | Telephone technical support must be available 24 hours per day/7 days a week.   | \$100 for each occurrence in which technical support is not available via a telephone call.  |
| 8  | Exhibit A (SOW), Paragraph 4.2 (Develop and Implement Interface to Department's Jail Management System) | Contractor must deliver interface to the Department by the scheduled completion date as agreed upon and documented in the PCD.  | \$1,000 for each two-week period that exceeds the agreed upon scheduled completion date in the PCD for delivery of the interface.                |
| 9  | Exhibit A (SOW), Paragraph 6.0 (Enrollment)   | Contractor must enroll Participants within one Business Day of receiving a referral and enrollment package.   | \$500 per occurrence of failure to enroll Participant within one Business Day.   |
| 10 | Exhibit A (SOW), Paragraph 6.3 (Enrollment)   | Contractor must establish electronic case files, as applicable.   | \$500 per occurrence of Contractor not establishing electronic case files.   |
| 11 | Exhibit A (SOW), Paragraph 12.1 (Program Completion Services)   | Contractor must end Participant participation in the program based upon the end date provided by the Department.  | \$500 per occurrence of failure to end Participant participation based upon the date provided by the Department.                                 |
| 12 | Exhibit A (SOW), Paragraph 16.2 (Management Reports)  | Contractor must provide customized reports, upon request by the Department.   | \$500 per occurrence of failure to provide customized reports, based upon Department's request.  |



## **ATTACHMENT A-3**

### **SUPPLEMENTAL CONFIDENTIALITY OF CORI INFORMATION – LASD**

**SUPPLEMENTAL CONFIDENTIALITY OF  
CORI INFORMATION – LASD**

Criminal Offender Record Information (CORI) is that information which is recorded as the result of an arrest, detention, or other initiation of criminal proceedings including any consequent proceedings related thereto. As an employee of Contractor during the legitimate course of your duties, you may have access to CORI. The Los Angeles County Sheriff's Department (Department) has a policy of protecting the confidentiality of Criminal Offender Record Information.

You are required to protect the information contained in case files against disclosure to all individuals who do not have a right-to-know or a need-to-know this information.

The use of any information obtained from case files or other related sources of CORI to make contact with inmates or their relatives, or to make CORI available to anyone who has no real and proper reason to have access to this information as determined solely by the Department is considered a breach of confidentiality, inappropriate, and unauthorized.

Any Contractor employee engaging in such activities is in violation of the Department's confidentiality policy and will be subject to appropriate disciplinary action and/or criminal action pursuant to Section 11142 of the California Penal Code.

I have read and understand the Department's policy concerning the confidentiality of CORI records.

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(Signature)

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Name (Print)

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Title of Authorized Representative

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Date

All Contractor's staff authorized to perform work under the Contract must complete this form. A fully executed copy(ies) of this form must be provided to County Project Manager prior to commencement of Work under the Contract.