



April 19, 2024

Michael Parigian  
Director - Forensic Services Bureau  
Ventura County Sheriff's Office  
Forensic Bureau 800 S. Victoria Ave. #3500  
Ventura, CA 93009

Ref: QR-01-001964-B, sent by e-mail to [Michael.Parigian@ventura.org](mailto:Michael.Parigian@ventura.org)

Dear Mr. Parigian,

*This proposal, QR-01-001964-B, supersedes proposal QR-01-001964-A submitted on January 20, 2023, which provided a price for a migration to the cloud STORM ABIS solution. This revised proposal has been updated to extend the validity according to your request.*

IDEMIA I&S is pleased to present the Ventura County Sheriff's Office (VCSO) with the following quotation to upgrade your Automated Biometric Identification System (ABIS) to our new IDEMIA STORM ABIS (STORM) in the Amazon Web Services (AWS) cloud. The proposed upgrade will include standard tenprint and latent workflows, and provide a secure, cloud-based hosted solution. The proposed service plan is inclusive of maintenance for the life of the subscription (SaaS subscription model). IDEMIA I&S's STORM will provide the following critical capabilities and features:

- **Security:**
  - STORM meets the applicable FBI CJIS security compliance requirements
  - The cloud environment includes virtual servers deployed on high-availability architecture and backed up daily to a remote site
- **Automatic Software Updates** – The subscription includes continuous access to IDEMIA I&S's latest ABIS technology
- **Avoidance of System Obsolescence Issues** – The subscription includes software updates, providing access to IDEMIA I&S's latest ABIS technology, including our superior matching algorithms
- **Efficient, Intuitive User Interface and Tools** – The Examiner-focused design provides standard latent print and tenprint workflows and tools
- Financially sustainable pricing for the next five years

We have provided a proposed solution, budgetary pricing, terms and conditions, and maintenance plans with this proposal.



IDEMIA I&S appreciates the opportunity to present this proposal, which will remain valid through October 18, 2024, after which availability and / or prices are subject to change. Gary Newlin, Sales Director, and Steven Brock, Sr. Manager Project/Program, would like the opportunity to speak with you to answer any questions you may have regarding the contents of this proposal and to ensure this proposal meets your expectations. You can contact Gary at (612) 839-9639 or [gary.newlin@us.idemia.com](mailto:gary.newlin@us.idemia.com) or Steven at (714) 439-7114 or [steven.brock@us.idemia.com](mailto:steven.brock@us.idemia.com). We look forward to speaking with you further.

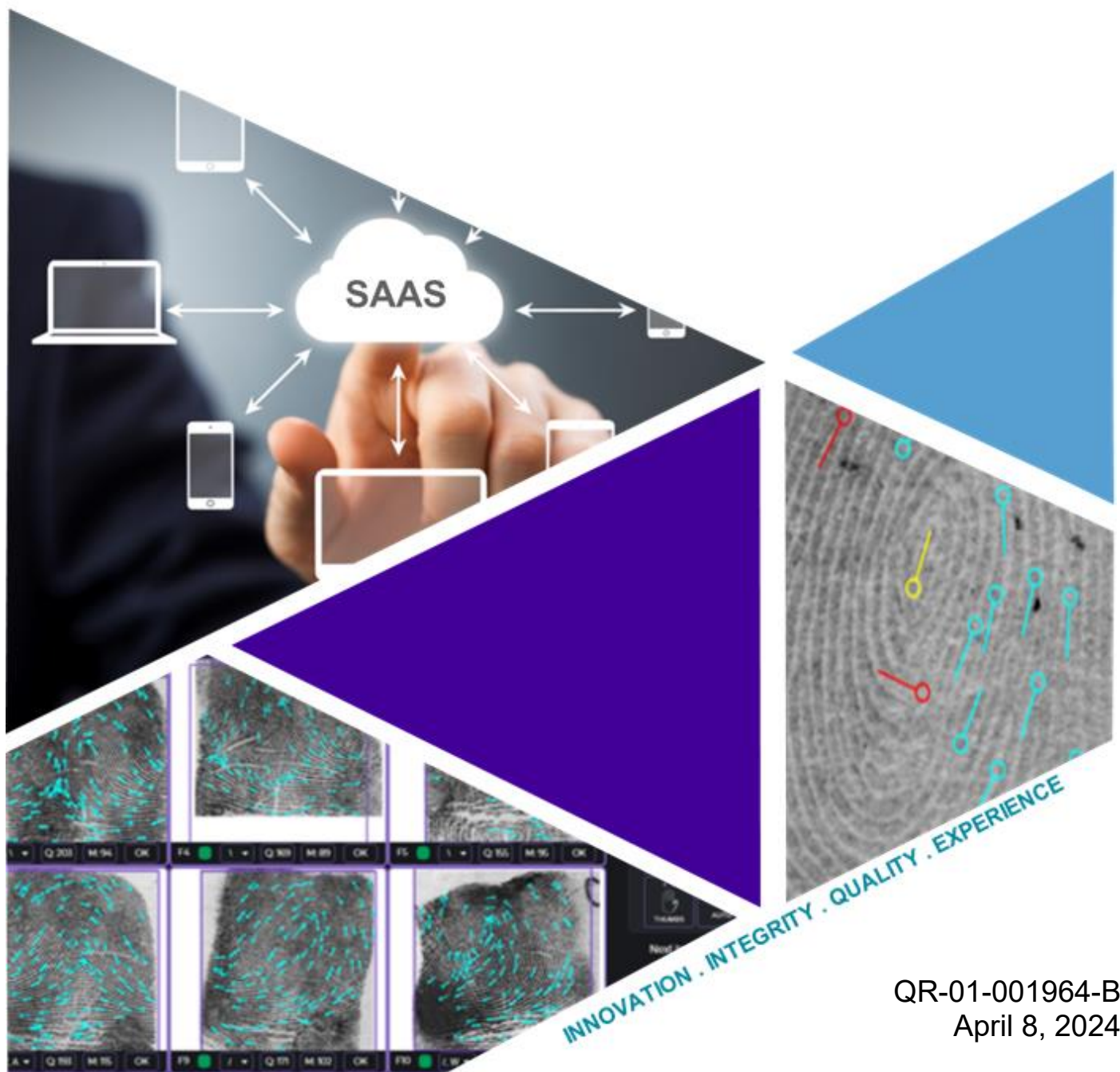
Sincerely,

A handwritten signature in black ink, appearing to read "C Mayfield", written over a light gray horizontal line.

Casey Mayfield  
Senior Vice President Justice and Public Safety  
IDEMIA Identity & Security USA LLC

# Ventura County Sheriff's Office

## STORM ABIS Solution



QR-01-001964-B  
April 8, 2024

---

## Table of Contents

1.1	Cloud Hosting Benefits .....	3
1.2	STORM Support Scope .....	7
<b>2</b>	<b>IDEMIA I&amp;S's Cloud Solution Overview.....</b>	<b>9</b>
2.1	STORM in the AWS Cloud.....	9
2.2	STORM Configuration.....	9
2.3	STORM Key Benefits.....	10
2.4	Solution Details.....	12
2.4.1	STORM Components / Services .....	12
2.4.2	STORM Users .....	13
2.4.3	Interfaces.....	13
2.4.4	System Workflows .....	13
2.4.5	Assumptions and Constraints .....	13
2.4.6	System Capacity Subscription Options .....	13
2.4.7	Implementation Schedule .....	14
2.4.8	User Management .....	14
2.4.9	Future Enhancements.....	15
<b>3</b>	<b>Base Solution Architecture.....</b>	<b>16</b>
3.1	STORM Overview .....	16
3.2	Components .....	16
3.2.1	Multi-Biometric Search Services (MBSS) .....	17
3.2.2	AWS Lambda Microservices .....	18
3.2.3	AWS Aurora Serverless Database and Storage.....	19
3.2.4	Identity and Access Management .....	19
3.2.5	Monitoring and Observability.....	20
3.2.6	EventHorizon Data Transformation Services (EH) .....	20
3.2.7	Interface Integration.....	20
3.3	Data Backup .....	21
3.3.1	Scalability .....	21
3.3.2	Audit Trail and Logging .....	21
3.4	Reporting.....	21
<b>4</b>	<b>Web Applications .....</b>	<b>22</b>
4.1	Fingerprint Applications .....	23

---

4.1.1 Latent Examination (LE) Application .....	23
4.1.2 Tenprint Application .....	27
4.1.3 Administrative Tools .....	30
<b>5 Administration .....</b>	<b>32</b>
5.1 Electronic Data Migration .....	32
5.2 STORM Readiness Assessment (SRA) .....	32
5.3 Training.....	32
5.3.1 Focus Groups .....	33
5.3.2 Technical Bulletins.....	33
5.4 Support and Maintenance.....	33
<b>6 Solution Pricing .....</b>	<b>36</b>
6.1 STORM Hosted in the AWS Cloud.....	36
6.2 Implementation Services.....	37
6.3 Assumptions .....	37
<b>7 Additional Terms .....</b>	<b>39</b>
<b>8 Software Support.....</b>	<b>40</b>
<b>9 Biometric Cloud Solution Agreement.....</b>	<b>41</b>
Appendix A Statement of Work – STORM Cloud Solution .....	50

## List of Figures

Figure 1: STORM Benefits Overview .....	2
Figure 2: STORM Benefits Go Beyond Security.....	4
Figure 3: Overview of the STORM Cloud Solution .....	10
Figure 4: IDEMIA I&S's Service Delivery Framework .....	11
Figure 5: IDEMIA I&S's U.S. ABIS Deployment Footprint.....	12
Figure 6: Project Timeline .....	14
Figure 7: STORM Can Grow and Adapt to Your Needs .....	16
Figure 8: MBSS Matching Expansion.....	18
Figure 9: Latent Case Management Screen.....	24
Figure 10: Sample Latent Case Management (LCM) – Case Overview .....	25

---

Figure 11: Latent Analysis Screen.....	26
Figure 12: Latent Comparison Screen.....	27
Figure 13: Sample STORM Tenprint Landing Page .....	28
Figure 14: Quality Control Screen .....	29
Figure 15: Person Management.....	30
Figure 16: Administration Workflow Management Screen .....	31

## List of Tables

Table 1: System Security Checks throughout the Year .....	5
Table 2: System Capacity Subscription Options.....	14
Table 3 MBIS Database Services and Functions .....	16
Table 4: STORM Applications .....	22
Table 5: Base Price Schedule for a 3-Year STORM Contract .....	36
Table 6: Implementation Services One-Time Fees.....	37
Table 7: Maintenance Support for STORM .....	40
Table 8: Activities and Deliverables.....	50
Table 9: System Operations, Monitoring, and Administration Tasks.....	54
Table 10: System Warranty and Maintenance Tasks .....	56
Table 11: VCSO Milestones .....	57
Table 12: Final Acceptance Process .....	57
Table 13: Severity Definitions.....	58

---

**CONFIDENTIAL and PROPRIETARY**

**This information is confidential and proprietary and shall not be voluntarily or involuntarily disclosed or otherwise shared. This information is the intellectual property of IDEMIA Identity & Security USA LLC.**

**Disclosure Is Strictly Prohibited.** Transmitting, reviewing, disclosing, copying, distributing, or taking any action in reliance on the content of the information contained herein in any form whatsoever (which shall include, but shall not be limited to disclosure through oral communication, computer network, telephone, informational or photographic slides, photographs, videotape, or electronic transmission with publicly accessible records or databases) to any person or entity not directly concerned or connected with the information, use, or purpose as stated and contained herein is strictly prohibited.

**Reproduction Is Strictly Prohibited.** Neither this document nor any of its parts shall be reproduced by any means, including but not limited to, photocopy or photographs, without the prior and formal written permission of IDEMIA Identity & Security USA LLC.

**Any infringement of IDEMIA I&S's rights will result in legal action against the infringing person or persons to the fullest extent of the law.**

© 2024 IDEMIA Identity & Security USA LLC



# 1 IDEMIA I&S STORM ABIS (STORM) Introduction

The Ventura County Sheriff's Office (VCSO) has requested a quote to upgrade their current Automated Biometric Identification System (ABIS) technology to IDEMIA I&S's STORM ABIS. Specifically, the VCSO would like to:

- Migrate the existing database (*to be provided to IDEMIA in NIST format*) to STORM in the secure Amazon Web Services cloud environment.
- Take advantage of SaaS features like regular software updates and upgrades for a predictable operational budget and vendor managed security with CJIS compliance.
- Take advantage of the enhanced system accuracy.
- Increase database capacity and throughput to meet future growth.
- Migrate the existing interface functionality to the new system.
- Use Service Model pricing to bundle the implementation and maintenance costs into consistent payments over five years.

STORM is a simple, cloud-native, fully functional ABIS solution that is budget friendly and always up to date. STORM features IDEMIA I&S's industry leading matcher algorithms used by the FBI and most state agencies. IDEMIA I&S will collaborate with STORM users to create a comprehensive User Experience with efficient, intuitive, and powerful tools as the software evolves through multiple updates each year. This quote provides a solution that will meet today's requirements, while also positioning VCSO to leverage the SaaS capabilities to quickly add capacity if needs change.



## Advantages of STORM

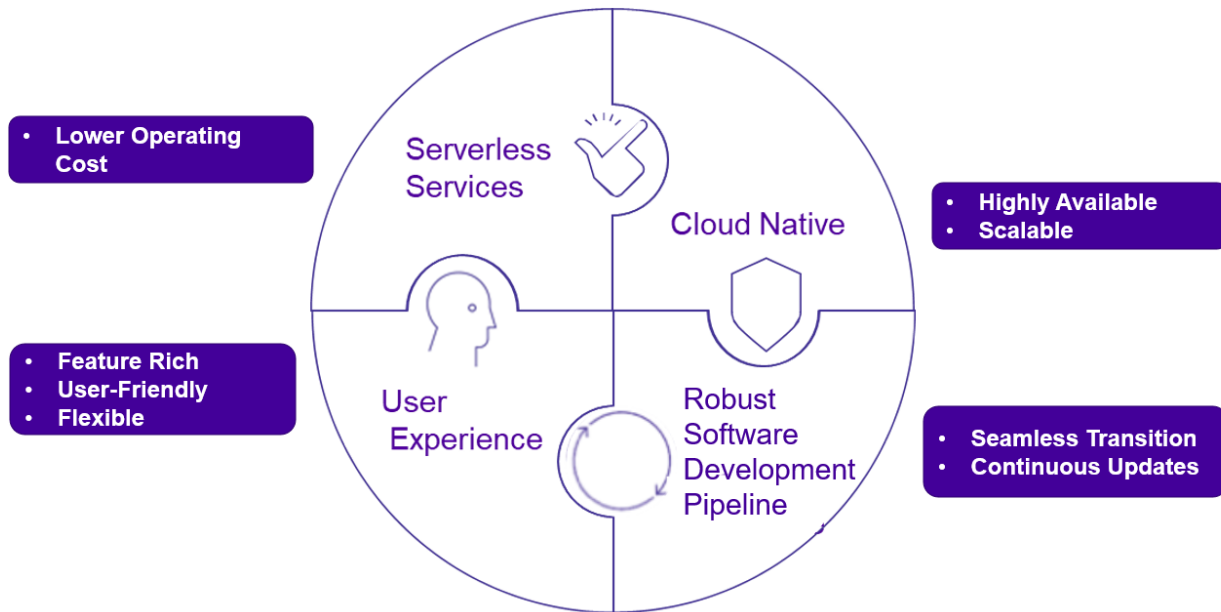
STORM is a next generation cloud native Software as-a-Service (SaaS) system built on the same matching technology used by the FBI and dozens of states. The first ever cloud native ABIS solution provides fast, standardized deployment with a low barrier to entry and low operating costs. STORM has an intuitive, user-centric design, incorporating the principles of Analysis Comparison Evaluation – Verification (ACE-V) latent processing and Green Yellow Red Orange (GYRO) color coding. Because STORM is a SaaS offering, the system is scalable while conforming to CJIS security standards.

## PROVEN IMPROVEMENT

The IDEMIA matching algorithms in STORM MBSS algorithms are similar to those that enabled the FBI to realize a 90% reduction in manual reviews and achieve three times the previous latent search accuracy.



STORM brings the power of IDEMIA I&S's world class matching technology to all agencies with a cost-effective, cloud-native, scalable, and intuitive ABIS. STORM is a perfect fit for smaller agencies looking for a turnkey ABIS solution, or for latent print units looking for a system that combines ABIS searching, on-screen comparison and documentation.



**Figure 1: STORM Benefits Overview**

By upgrading to STORM, the VCSO will benefit from the following advantages:

- **Best-in-class Accuracy** – IDEMIA I&S's latest matching algorithms are top ranked by NIST and will bring improved accuracy over VCSO's current ABIS. This will result in more crimes being solved.
- **Designed by Examiners for Examiners** – IDEMIA I&S STORM ABIS is built with the customer experience at the forefront. Each screen, tool, and feature has been redesigned from the ground up to maximize user efficiency and minimize training. A team of customers, subject-matter experts, User Experience designers, and software developers continue collaborating to meet these design goals. STORM processes most tenprint enrollments with IDEMIA I&S's automated and accurate "lights-out" process. The new system supports latent print examiners with tools to perform complete documentation of the ACE-V process.
- **Lights Out Matching** – VCSO's booking process will be more efficient by using the best lights-out matching technology on the market today. IDEMIA I&S's tenprint algorithms provide fast, accurate, and automatic results to identify arrestees and applicants.
- **Cloud Solution Benefits** – See Section 1.1 for details.
- **No more waiting in line to use the ABIS terminal** – With STORM's web-based application, your agency can access ABIS and search latent prints from anywhere you have access to the internet. Whether that is on a laptop while you're still at a crime scene

---

for a priority identification, or working from home in a hybrid workplace. Every examiner can use STORM from wherever they are. Every examiner in the unit can be logged in and using the ABIS simultaneously.

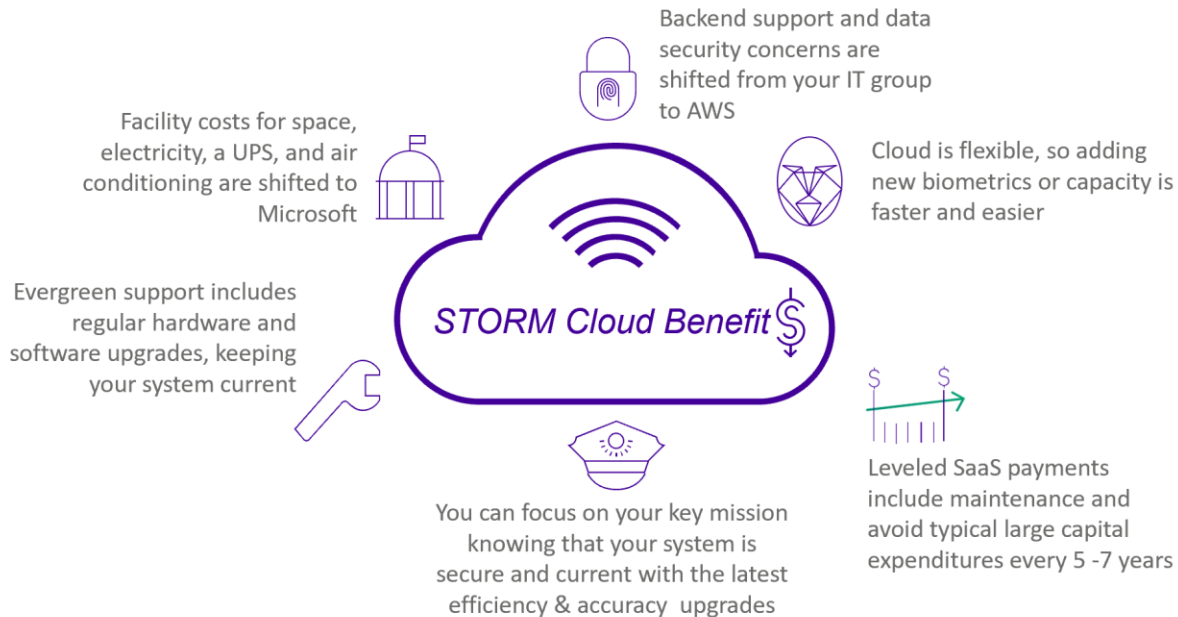
- **Experience** – VCSO will assume very low risk by using IDEMIA I&S to upgrade your system. We have a long and distinguished track record for successfully upgrading other AFIS platforms for agencies like VCSO, both in the United States and abroad.
- **Customer Satisfaction** – Ensuring that VCSO maintains a high level of satisfaction is integral to our success. IDEMIA I&S is committed to providing customer satisfaction and to being the premier provider of all our customers' biometric needs.

## 1.1 Cloud Hosting Benefits

STORM is the next generation of ABIS with lower operating costs, high availability and scalability, and continuous updates. Instead of maintaining a large and complex system on servers at an agency, STORM is based on cloud native technology. Agencies don't have to buy enough space for the future. As the database grows, the agency only pays for the storage space that they need. The high level of customization in traditional ABIS systems is often necessary for larger agencies, but it also raises the price tag. STORM is designed as a standard, out-of-the box system to further reduce costs.

In addition to reduced costs, STORM's cloud-native design brings many further benefits. While traditional ABIS upgrades may take months or years to deploy, STORM can be set up and running in just weeks or months as soon as all your data is migrated. Users are no longer required to access ABIS from specific hardware. Instead, they log in to STORM through a web browser - work from any computer in the office, work from home, or work from the crime scene.

STORM is continuously updated through a "Continuous Integration / Continuous Delivery Pipeline". Traditional ABIS systems can take years to provide the latest updates, better matchers, and newest features. STORM includes the latest security patches, the best searching algorithms, and the newest features, as updates are deployed throughout the year. Figure 2 details these benefits.



**Figure 2: STORM Benefits Go Beyond Security**

In addition to the forensic advances previously identified in the proposed system, the VCSO's new STORM system will be deployed as a Software-as-a-Service solution. This solution offers the VCSO a high level of security, scalability, and increased availability at an affordable cost.

IDEMIA I&S has partnered with Amazon and offers our clients a secure cloud solution delivered from the Amazon Web Services (AWS) Gov Cloud. The AWS hosting service is structured to protect and preserve the most sensitive government data. ***The VCSO can be confident in choosing the AWS cloud to safeguard the function and content of its biometric identification solutions.*** AWS provides a scalable, reliable, and secure global computing infrastructure, the virtual backbone of Amazon.com's multi-billion-dollar online business that has been honed for over a decade.

Our secure cloud solution complies with the most stringent standards for storage, transmission, monitoring, and recovery of digital information, including standards issued by the FBI Criminal Justice Information Services (CJIS). This secure solution is hosted within AWS data centers located in the continental United States and is operated by U.S. persons with the appropriate level of clearance. The AWS environment also meets a broad set of international as well as regional and industry-specific compliance standards, such as the Federal Risk and Authorization Management Program (FedRAMP), Federal Information Processing Standard (FIPS 140-2), ISO / IEC 27018 and ISO / IEC 27001 / 27002:2013, and Service Organization Control (SOC 1 and SOC 2).



In addition, IDEMIA I&S's cloud solution includes extensive security measures, such as:

- Encryption of data in transit and at rest
- Multi-tiered default deny firewall security zones monitored by intrusion-detection systems
- Hardened operating systems
- Automatic logs analysis, correlation, and incident detection

Table 1 describes our security framework in greater detail:

**Table 1: System Security Checks throughout the Year**

Weekly	Monthly	Quarterly	Half-Yearly	Yearly
<ul style="list-style-type: none"> <li>• IDS Log Review</li> </ul>	<ul style="list-style-type: none"> <li>• Patching/Vulnerability Assessment Report Review</li> </ul>	<ul style="list-style-type: none"> <li>• Unactive and Unused Accounts Review</li> </ul>	<ul style="list-style-type: none"> <li>• Privileged Account Review – Admin/service Accounts</li> </ul>	<ul style="list-style-type: none"> <li>• IT Security Annual Assessment</li> </ul>
<ul style="list-style-type: none"> <li>• Antivirus Update and Log Review</li> </ul>		<ul style="list-style-type: none"> <li>• Software Inventory Review</li> </ul>		<ul style="list-style-type: none"> <li>• External Pentest</li> </ul>
<ul style="list-style-type: none"> <li>• Firewall Log Review</li> </ul>	<ul style="list-style-type: none"> <li>• Firewall Configuration Audit</li> </ul>	<ul style="list-style-type: none"> <li>• Network Vulnerability Assessment Report Audit</li> </ul>	<ul style="list-style-type: none"> <li>• System Hardening Audit – CIS CAT Pro Dashboard</li> </ul>	<ul style="list-style-type: none"> <li>• Network Diagram Review</li> </ul>
<ul style="list-style-type: none"> <li>• Account Activity Logs Audit</li> </ul>				<ul style="list-style-type: none"> <li>• Annual Backup Restore</li> </ul>

IDEMIA I&S continually improves the security of our cloud systems and commits to not only meet or exceed all applicable CJIS Security Policy requirements at the time of go-live but also to comply with the applicable requirements for all future versions of the CJIS Security Policy for the life of the system.

We understand that for the VCSO to realize the benefit of the cloud, you must be willing to entrust IDEMIA I&S and the Amazon Web Services cloud with a critical asset – your data. With STORM, customer data is safeguarded, and the privacy of your data is protected as well. VCSO will retain ownership of and control over all data in STORM, as required by the CJIS Security Policy.

### **Rapid Scalability**

Thanks to the massive scale of the Amazon Web Services cloud environment, IDEMIA I&S's cloud solution can leverage a virtually unlimited resource pool without ever hitting the hardware limits of traditional systems (like a lack of remaining disks racks in a SAN). Using AWS tools,

---

Auto Scaling, and Elastic Load Balancing, applications can scale up or down based on demand. Backed by Amazon's massive infrastructure, access to computer and storage resources are ready when needed. For VCSO, this means that the system will be able to scale faster and without downtime, regardless of the required capacity increase.

### *Periodic technology upgrades*

The proposed solution provides for regular technology upgrades throughout the term of the service model contract. Breaking away from the typical seven-year to ten-year upgrade cycle model, STORM includes regular software updates AND new features and functionality, so that the VCSO can benefit from the latest technology enhancements.

#### **SAAS SUPPORT**

Through periodic product upgrades, the VCSO will benefit from the latest accuracy levels and the most advanced forensic tools.

### *A new business model*

The STORM Cloud-based service approach makes it possible for IDEMIA I&S to propose a new business model that more closely matches the needs of smaller customers. By hosting our systems in Amazon Web Services cloud and providing fully managed, more standardized services on these systems, IDEMIA I&S can efficiently deliver better outcomes to our customers.

Because the system is provided under a Software as a Service (SaaS) model, customers benefit from regular hardware updates and software enhancements, eliminating the need to worry about capital expenditures linked to upgrade cycles.

### *More predictable budgetary outlays*

Our STORM solution is a full-service model in which IDEMIA I&S takes on most of the complexity of managing the ABIS infrastructure for a yearly fee. The service not only covers the software, administration, and operating costs, but also the additional features that will become available as the service evolves.

### *Reduced total cost of ownership*

By absorbing costs that were previously not factored into the cost of ABIS deployments, but that were indeed real and directly paid for by customers, our cloud solution can reduce the total cost of ownership. For example, facility costs (such as floor space, power, AC, UPS, and meeting CJIS security requirements), administration costs, and maintenance are all covered by the flat service fee. More importantly, the hidden and yet staggering productivity cost of running obsolete technology are greatly reduced: ABIS users will always benefit from regular technology updates that will enable them to deliver better outcomes to the communities they serve.

---

### *Focus on key mission objectives*

Focus drives efficiency. Adopting the STORM Software-as-a-Service model with IDEMIA I&S ensures that you are not responsible for taking care of the new system. Migrating to STORM will free you from the need to purchase, maintain, and update ABIS back-end systems, while ensuring privacy, security, and compliance. You will have peace of mind that this job will be performed correctly and that you will always benefit from the latest, most accurate and efficient technology, which will enable you to focus on the mission-critical objective of serving and protecting your community.

## 1.2 STORM Support Scope

IDEMIA I&S's Amazon Web Services cloud-hosted solution is continually updated to add features and functionality. With STORM, the VCSO will benefit from software updates as they are released to the market.

### *Software upgrades*

With our STORM solution, you will also benefit from feature enhancements provided in the new software releases, such as:

- Improved matching algorithms
- New GUI features/functionality
- Improved reporting functionality
- Enhanced security features

STORM software releases with new feature enhancements such as those listed above will occur throughout the life of the contract and be included with the STORM SaaS subscription described in Section 6.

While accuracy upgrades and Supplemental releases will be transparent to users (apart from an increased hit rate and bug fixes), the VCSO will be informed of planned upgrades. For releases that include changes that will affect the end user, appropriate training documentation will be available prior to deployment.

SaaS support also includes regular updates of the Operating Systems and COTS software to keep STORM current. Critical patches and updates required to address security vulnerabilities will be applied as needed.

### *Server hardware upgrades*

ABIS hardware upgrades are handled entirely by IDEMIA I&S and AWS to ensure the system delivers on SLA commitments in a way that is transparent to the VCSO. These hardware upgrades typically happen every year as new hardware is available in the AWS environment and as the VCSO's needs grow.

---

System upgrades and enhancements will be determined based on decisions that consider the technology available and pertinent to our customer base from IDEMIA I&S and third-party COTS providers, as well as pending and approved changes in NIST, EBTS, and other applicable standards. As part of this review process, we will work with our Executive User Board to develop an upgrade or enhancement plan that provides a program roadmap for enhancements.

Please note that SaaS software upgrades are limited to standard enhancements of products and features. Our stated pricing does not include system upgrades that add new features or functionality, such as adding:

- Capacity beyond what is stated in the sizing tables.
- Functionality requiring new devices, workflows, or new matching modalities, such as iris, which generally require workflow modifications.

These types of out-of-scope upgrades will incur costs, whereas the others mentioned above will not. IDEMIA I&S will provide an updated proposal for any out-of-scope feature(s) upon request.



---

## 2 IDEMIA I&S's Cloud Solution Overview

*Your new STORM system includes superior matching algorithms that increase system accuracy, reveal unsolved Hits, and provide industry leading lights-out matching.*

IDEMIA I&S is pleased to provide this quote for our STORM solution, which will dramatically improve your identification capabilities from the day it is implemented, while its flexible, modular architecture will ensure you can add capacity or new biometric modalities to meet your needs in the future.

### 2.1 STORM in the AWS Cloud

The following is a summary of the proposed STORM SaaS Solution that includes:

- Regular updates of STORM
- FBI NGI via standard State-specific EBTS submission interfaces
- Standard tenprint and latent business process workflows
- Web-accessible tenprint and latent applications
- Standard STORM reports
- Compatibility with Azure AD for login and user management
- Latest IDEMIA MBSS encoding and matching algorithms
- Redundant / highly available storage
- Automatic AWS managed data backup
- Electronic data migration of your existing database (each Latent Print requires a Latent Case Identifier to migrate to STORM)
- Tenprint and latent support
- Professional services, which may include program management, engineering, test, and training services, necessary to successfully implement your new system while minimizing the impact on your existing operations.



### 2.2 STORM Configuration

STORM comes with a standard configuration that connects the STORM service, VCSO workstations and/or the Chrome web browser, the State AFIS and the FBI NGI systems.

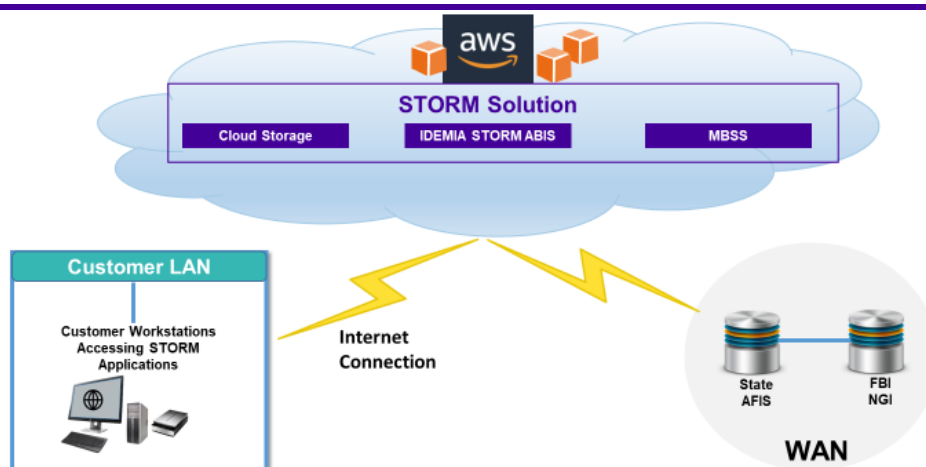


Figure 3: Overview of the STORM Cloud Solution

## 2.3 STORM Key Benefits

### *Strengthening Your Identification Capabilities*

STORM is a finger and latent print identification system with advanced features that will benefit the VCSO forensics team, the officers and detectives working the cases and, most importantly, the community that VCSO serves and protects. This proposal includes solutions that address our recent discussions regarding your requirements and requests for a STORM quote. IDEMIA I&S is prepared to migrate existing data from your current solution to the STORM, and work side-by-side as your partner in making this a successful implementation.

IDEMIA I&S is proposing a secure, cloud-based SaaS solution. STORM maintenance and administration is included for the life of the subscription. It is a fast, accurate, and scalable biometric system, resulting in more cases solved.

STORM significantly enhances system accuracy and throughput with advanced matching algorithms that are also at the heart of the FBI's Next Generation Identification (NGI) system. IDEMIA I&S has the best lights-out matching

### **YOUR UPGRADE TO STORM DELIVERS:**

- Integration of the latest matching algorithms
- Identical user interface and encoding strategies for finger and palm matching
- Advanced latent case management
- Standards compliance and interoperability
- Reduced operating, maintenance, and expansion costs

technology on the market today. Our tenprint, latent, and palm algorithms have been proven by NIST and other respected third-party agencies as being number one. We will help increase your conviction rates and reduce time and money spent on investigations.

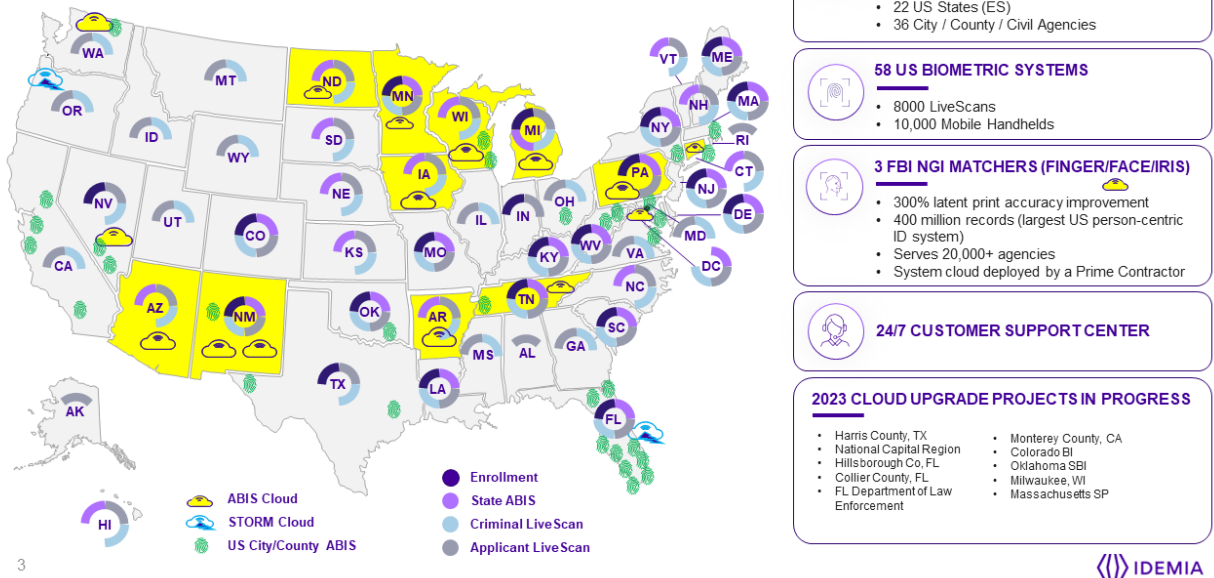
Our approach for the STORM delivery is customer-centric focused, where open and honest communication are the cornerstone of a successful implementation and transition to your new system. For the VCSO STORM project, IDEMIA I&S has proven biometric system delivery experience and will deliver a best-in-class technology demonstrated by our consistent high scores on relevant NIST testing. We provide 8x5 software support described in Table 7 and VCSO will receive a draft plan for review and approval prior to execution. IDEMIA I&S will also ensure that all requirements are met and, through frequent communications with you, coordinate activity and delivery dates. Figure 4 describes this customer-centered approach to project delivery.



**Figure 4: IDEMIA I&S's Service Delivery Framework**

IDEMIA I&S has extensive experience delivering biometric systems, with over 75 customers and 62 major system implementations under our belt, IDEMIA I&S has the skills and know-how to serve state and local law enforcement agencies. Figure 5 shows our U.S. public safety biometric footprint.

## US JPS CUSTOMERS



**Figure 5: IDEMIA I&S's U.S. ABIS Deployment Footprint**

*We have deployed more large ABIS solutions than our competitors combined have and are the only vendor to deploy government cloud solutions for state and local law enforcement agencies.*

IDEMIA I&S has a long and distinguished track record for successfully upgrading other agencies' systems in the United States and abroad, like your system, to new ABIS platforms. Most important of all, IDEMIA I&S is committed to your satisfaction and being the premier provider of your biometric needs.

## 2.4 Solution Details

This section provides the details of the software included with IDEMIA I&S STORM ABIS, as well as the included interfaces, workflows, sizing options, and project timeline.

### 2.4.1 STORM Components / Services

Our Multi-biometric Search Services (MBSS) is a multi-tenant service shared amongst its tenants. Each tenant has their own database to store images and data, which is only accessible by that tenant. There is a logical separation between databases so that a tenant can only search their own records.

---

Your STORM backend service includes the following components and services:

- Matching services for finger, palm, and latent biometric modalities provided by IDEMIA I&S's MBSS
- Feature extraction, quality assessment, and workflow management provided by AWS Lambda Microservices
- Data, user management, and storage provided by AWS S3 Storage
- Data interface exchange provided by IDEMIA I&S EventHorizon (EH)

### 2.4.2 STORM Users

IDEMIA I&S will provide concurrent access to meet the needs of all Agency tenprint examiners, latent print examiners, and administrators.

### 2.4.3 Interfaces

VCSO's STORM will be configured to interface with your State AFIS and NGI through the State AFIS to submit tenprint records and launch latent print searches. STORM is compliant with the latest version of the Electronic Biometric Transmission Specification (EBTS).

### 2.4.4 System Workflows

STORM provides ABIS workflows that support the following transaction types to the State AFIS: Criminal Tenprint Submission (CAR), Miscellaneous Applicant Civil (MAP), and Latent Friction Ridge Features Search (LFFS)

### 2.4.5 Assumptions and Constraints

The following assumptions apply to the VCSO's solution:

- Tenprint and palm incident records are stored in the STORM database.
  - All NIST files processed by STORM will be stored in AWS Glacier storage. This data will be available for transfer to a STORM Archive when that feature becomes available as an additional subscription.
- The database is configured for multi-incident matching, where all incident records in the database are available for use in matching. The matching subsystem will determine the best quality prints to use for matching to achieve optimum performance and accuracy.

### 2.4.6 System Capacity Subscription Options

STORM is available as a subscription that includes product access, customer support, maintenance, and updates. Subscription tier pricing levels are detailed in Table 2 (initial implementation costs are not included).

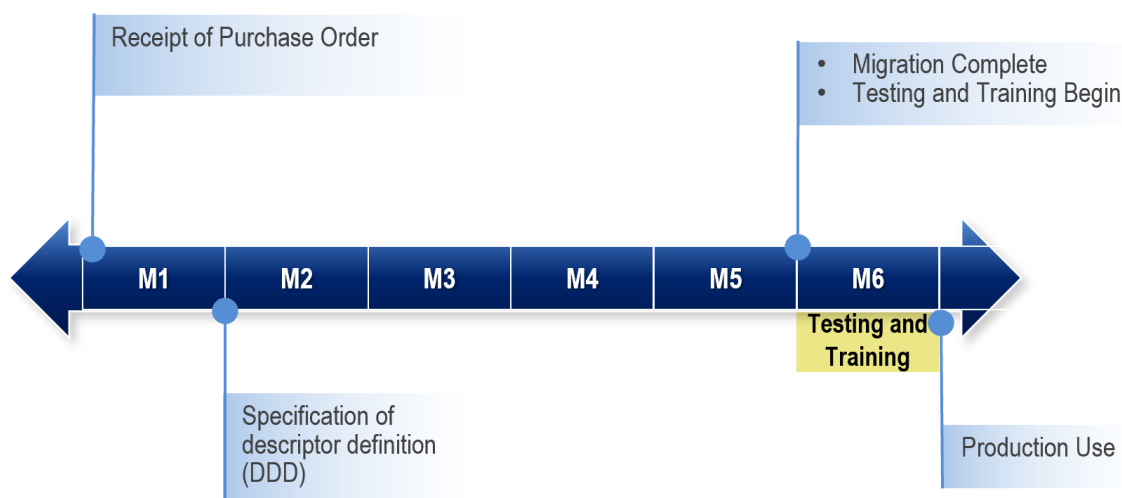
**Table 2: System Capacity Subscription Options**

Product Tier	Product Description	MSRP	Notes
<b>Tier 2</b>	SaaS Support for up to 201 - 300K total Tenprint and Latent NIST Records	\$150,000	IDEMIA I&S cloud native Software-as-a-Service with maintenance and customer support - annual subscription

Fees are billed annually in advance based upon the projected database size at the end of the year (combined total number of Tenprint and Latent NIST records).

### 2.4.7 Implementation Schedule

The VCSO STORM transition is estimated to take approximately six months from the receipt of a purchase order until Go-Live with the migrated data. Figure 6 provides a milestone overview of the schedule.



**Figure 6: Project Timeline**

*Deployment of your new STORM solution will take approximately six months.*

The project will be implemented according to the Statement of Work in Appendix A.

### 2.4.8 User Management

STORM uses AWS Identity and Access Management to provide named-user only access to data, resources, and services. All STORM access is through these centrally managed user

---

accounts for security and auditing purposes. STORM includes tools for VCSO to manage their users, including user roles.

## 2.4.9 Future Enhancements

STORM has many enhancements planned to be released in future updates that will significantly improve its end user experience. The updates being planned are for the most needed features for most agencies. The current version of STORM (Version 1.2) includes the key features and functionality that all latent and tenprint examiners, as well as ABIS administrators, need to make decisions on prints quickly and with high confidence. The following list includes major updates planned for STORM in the future:

- STORM Case AFIS / Closed Search Refers to performing Closed Search against Persons who have been associated to the Latent Case.
- Includes the ability to upload Victims, Victim Family, First Responders etc. to the case from FBI cards.
- Latent and Tenprint verification (future review by second examiner)
- Enhanced RTS (Roll-to-Slap) features, including auto-correction
- STORM Archive Services (Future)
  - Will provide day to day access for NIST transaction files
- image enhancement tools (future)
- Latent Versioning (multiple encodings, searches, or versions of each latent) Future
  - Quality Control support for Face Mugshots can be viewed in QC/PM, but they are NOT used in matching.
  - No actions can be taken on the images as part of QC. The only QC option is to “reject.”
- Latent searches simultaneously as finger and palm (future)
- Support for IDEMIA I&S Mobile fingerprint capture devices (future)



## 3 Base Solution Architecture

*STORM is designed as a scalable biometric system capable of supporting fingerprint and palm print biometrics modalities.*

The following sections describe the components of the Base Solution.

### 3.1 STORM Overview

STORM is an innovative cloud-native Automated Biometric Identification System (ABIS) that provides real-time identification. It is a release-level, multi-tenant SaaS solution for tenprint and latent print identification and analysis. The browser-based applications are designed with the user in mind, using intuitive workflows and user interfaces. The STORM service will enhance your current capabilities and adapt to your changing needs as shown in Figure 7.

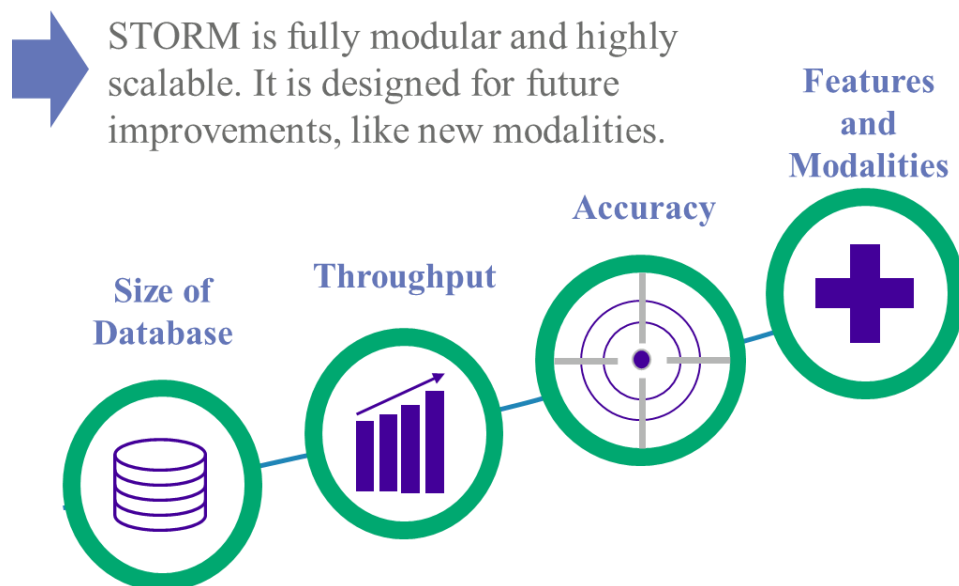


Figure 7: STORM Can Grow and Adapt to Your Needs

### 3.2 Components

Table 3 shows STORM services and functions.

Table 3 MBIS Database Services and Functions

MBIS Database Services	
Multi-Biometric Search Services (MBSS)	<ul style="list-style-type: none"> <li>Matching Services for Multiple Biometric Modalities (STORM will initially only support tenprint, palm print, and latent print modalities.)</li> </ul>

MBIS Database Services	
AWS Lambda Microservices	<ul style="list-style-type: none"> <li>• Feature Extraction</li> <li>• Quality Assessment</li> <li>• Workflow Management</li> </ul>
AWS Aurora Serverless database	<ul style="list-style-type: none"> <li>• Person demographics</li> <li>• Booking/Incident demographics</li> <li>• Latent Case demographics</li> </ul>
AWS Identity and Access Management	<ul style="list-style-type: none"> <li>• User authentication and authorization of IDEMIA personnel performing administration</li> </ul>
AWS Storage	<ul style="list-style-type: none"> <li>• AWS S3 Storage for image storage</li> <li>• AWS Glacier for long-term storage of NIST files</li> </ul>
AWS CloudWatch	<ul style="list-style-type: none"> <li>• Monitoring and observability of STORM resources and applications</li> </ul>
Event Horizon Data Transformation Service	<ul style="list-style-type: none"> <li>• Data transformation (i.e., NIST to internal representation)</li> </ul>

### 3.2.1 Multi-Biometric Search Services (MBSS)

MBSS is a powerful biometric search engine, designed for both accuracy and speed, and proven in hundreds of state and federal ABIS solutions around the globe. The MBSS subsystem is a full software solution that uses multiple matching stages and ensures that true matches are always retained – matched sets discovered at any stage are never discarded.

The MBSS architecture provides flexibility to balance workloads and offers high reliability and system availability. Each matching unit performs comparisons on a dedicated part of the biometric template database. Searches are performed in parallel on sub-databases, thus increasing matching performance.

The system response time and throughput can be increased by adding matching units, as shown in Figure 8. The matcher is run as containers in an AWS compute engine and can be easily scaled as the number of tenants, database sizes, and transaction rates increase.



### 3.2.2 AWS Lambda Microservices

Serverless microservices perform the following types of processing:

- Segmentation of slap images into individual flat images
- Feature extraction of rolled and flat fingerprint images and palm print images
- Assessment of rolled and flat print image quality, as well as overall quality
- Pattern classification of rolled and flat print images
- Roll-to-slap discrepancy detection (when rolls and slaps are available) ensuring the correct finger sequence
- Fingerprint duplicate check to avoid the submission of duplicate fingers

- 
- Palm consistency checks that detect the following:
    - Fingers in the upper palm match the corresponding segmented flat finger images or the rolled finger images, if the flat images do not exist
    - Upper palm matches the lower palm
    - Duplicate palm prints
    - When palm prints are swapped

In addition, IDEMIA I&S uses AWS Lambda services for storing personally identifiable information (PII) and latent case related data. The backing store for these services is an Aurora Lambda Server and AWS S3 storage.

### Workflow Management

Workflow Management is performed with AWS Step Functions. AWS Step Functions **helps improve application resiliency, leverage other AWS services, and maintain complex applications with less code**. All three of these benefits are critical in today's fast-paced, cloud-driven world.

### 3.2.3 AWS Aurora Serverless Database and Storage

STORM stores multiple record types within the Aurora serverless database and AWS S3 Storage, which includes the following benefits:

- **Ability to store a large amount of data for each individual** - Each incident includes both text and images. For example, text includes descriptors, demographics, and information about the incident. Images include rolled fingerprints; plain / flat fingerprints; slap print images; palm prints; facial images. Scars, Marks, and Tattoos (SMT) images; and signatures.
- **Support for a person-incident record storage structure** - Unlike some older systems that only store a single record for each individual, STORM stores multiple records (such as arrests, bookings, applications, or enrollments) for each individual.

**Scars, Marks, and Tattoo (SMT) images, and Signatures** – Stored but only become available to users in a future software update.

**Amazon S3 Glacier storage** – All submitted NIST files are placed into long-term storage. This ensures that when the STORM NIST archive application subscription becomes available the original NIST submissions will be available to be viewed and processed as required.

Additionally, the NIST files are available to VCSO for download if a decision is made to cancel the STORM ABIS subscription.

### 3.2.4 Identity and Access Management

STORM utilizes the AWS Identity and Access Management (IAM) for user authentication and authorization. VCSO can manage their own users and their roles using a STORM portal which

---

simplifies the administration of the users authorized to use the system and their roles. AWS IAM is used to manage access to all the STORM services and resources securely.

### 3.2.5 Monitoring and Observability

STORM is monitored by IDEMIA I&S staff utilizing AWS CloudWatch, a monitoring and observability service built for DevOps engineers, developers, site reliability engineers (SREs), and IT managers. CloudWatch provides IDEMIA I&S with data and actionable insights to monitor STORM applications, respond to system-wide performance changes, optimize resource utilization, and view a unified view of operational health. CloudWatch collects monitoring and operational data in the form of logs, metrics, and events, providing IDEMIA I&S with a unified view of AWS resources, applications, and services that run on AWS. IDEMIA I&S utilizes CloudWatch to detect anomalous behavior in STORM, set alarms, visualize logs and metrics side by side, take automated actions, troubleshoot issues, and discover insights to keep STORM applications running smoothly.

### 3.2.6 EventHorizon Data Transformation Services (EH)

The EH subsystem provides data transformation of data received from external systems to a format that can readily be processed by STORM. EH transforms the data into a format that STORM can process, and validates the content of incoming messages, such as checking for the presence of mandatory NIST fields in a particular message / Type of Transaction (TOT). For transactions originating from STORM and sent to an external system, EH ensures data is in the format required by the receiving system (as described in an Interface Control Document or Electronic Fingerprint Transmission Specification [EFTS]/Electronic Biometric Transmission Specification [EBTS]. EH ensures that virtually all interoperability formats, standards, and functions (such as ANSI / NIST, HTTP / SHTTP, and XML) can be supported.

EventHorizon provides the data transformations necessary for interoperability with the FBI NGI and State ABISs. Additional customer-specific interfaces (such as third-party LiveScan devices) can be configured by IDEMIA I&S professional services.

### 3.2.7 Interface Integration

STORM includes standard interface to VCSO's state system, and NGI via the STATE system as part of the service. STORM supports industry-standard data formats and communication protocols for both receiving and sending data. The most common interface standards are Secure File Transfer Protocol (SFTP), Simple Mail Transfer Protocol with Secure/Multipurpose Internet Mail Extensions (S/MIME), message queue (JMS/MQSeries), or web service (HTTPS).

---

## 3.3 Data Backup

STORM utilizes the native AWS backup solution to perform regularly scheduled daily and full backups to a different AWS region protecting the VCSO's data from a disaster at the primary AWS datacenter. AWS Backup encrypts the backup data at rest and in transit, providing a comprehensive encryption solution that secures the backup data and helps meet compliance requirements. AWS Backup encrypts the backup data using encryption keys managed by the AWS Key Management Service (KMS). The keys used to encrypt the AWS Backup data are independent of the keys used to encrypt the resources based on the backups. Separate encryption keys for production and backup data provides an important layer of additional protection.

### 3.3.1 Scalability

IDEMIA I&S STORM ABIS is designed for scalability. The subscription price is based on the tier for your projected database size, but if your needs change, your subscription can be changed to a higher tier. Unlike onsite options that require downtime to increase storage capacity and throughput, STORM will automatically scale to meet your needs with no downtime.

### 3.3.2 Audit Trail and Logging

STORM retains the audit history of every transaction, including the date and time that the transaction was received and the date and time that each step in the workflow was completed. The user completing each manual process is also logged. This information is available as part of the STORM audit reports.

## 3.4 Reporting

STORM's logging functionality supports generation of the following standard reports:

- User Activity Reports (Future)
- Tenprint Match and Quality Reports (Future)
- Latent Case Report (includes all 3 of the below reports in single report)
  - Latent Analysis Report
  - Latent ID Report
  - Latent Match Report
- Database Reports (Future)
- Record Deletion Reports (Future)

Most reports can be filtered by values such as a time range, user, agency, or workstation.

## 4 Web Applications

*STORM supports access for all agency tenprint examiners, latent print examiners, and STORM application administrators*

STORM service must be accessed via a Chrome browser. STORM's web-based applications are designed for ease-of-use and to increase efficiency, productivity, and accuracy. Intuitive workflows and user-friendly, flexible interfaces reduce operator errors while increasing the speed with which operators complete each task. The STORM suite of workstation applications is shown in Table 4.

**Table 4: STORM Applications**

Application	Services
STORM Person Management (Tenprint)	<ul style="list-style-type: none"> <li>• Query Functionality to find Incidents / Person records</li> <li>• Editing of Incidents</li> <li>• Quality Control</li> <li>• Tenprint Comparison</li> <li>• View Face Images (not used in matching)</li> </ul>
STORM Latent	<ul style="list-style-type: none"> <li>• Latent Upload from within STORM</li> <li>• Image Analysis</li> <li>• Latent Analysis</li> <li>• Latent Comparison</li> </ul>
Tenant Admin	<ul style="list-style-type: none"> <li>• Decision Logic/Thresholds</li> <li>• Reports</li> <li>• Users and Groups via an agency-provided Identity Provider (IdP)</li> </ul>

Performance will be affected by network bandwidth. IDEMIA I&S requires a minimum 25Mbps dedicated network connection with a maximum latency of 25 milliseconds for each STORM workstation accessing STORM applications. STORM uses concurrent licensing for application management. Each of the proposed applications can be configured to display tenprints, palm prints, and latent prints. Other images that may appear in person and incident files, such as scars/marks, tattoos and signatures, and are stored but not currently displayed in STORM.

To support secure operations, STORM applications use role-based access control, managed by the System Administrator. Security is assured by a multi-level access control system with usernames and passwords; task availability is based on user roles granted by the system administrator. STORM also supports multi-factor authentication through an agency's IdP.

The landing page shows the queues, Latent and Tenprint transaction pages for ease of use and transparency.



---

## 4.1 Fingerprint Applications

This section provides details on the Latent and Tenprint applications. These are web-accessible applications.

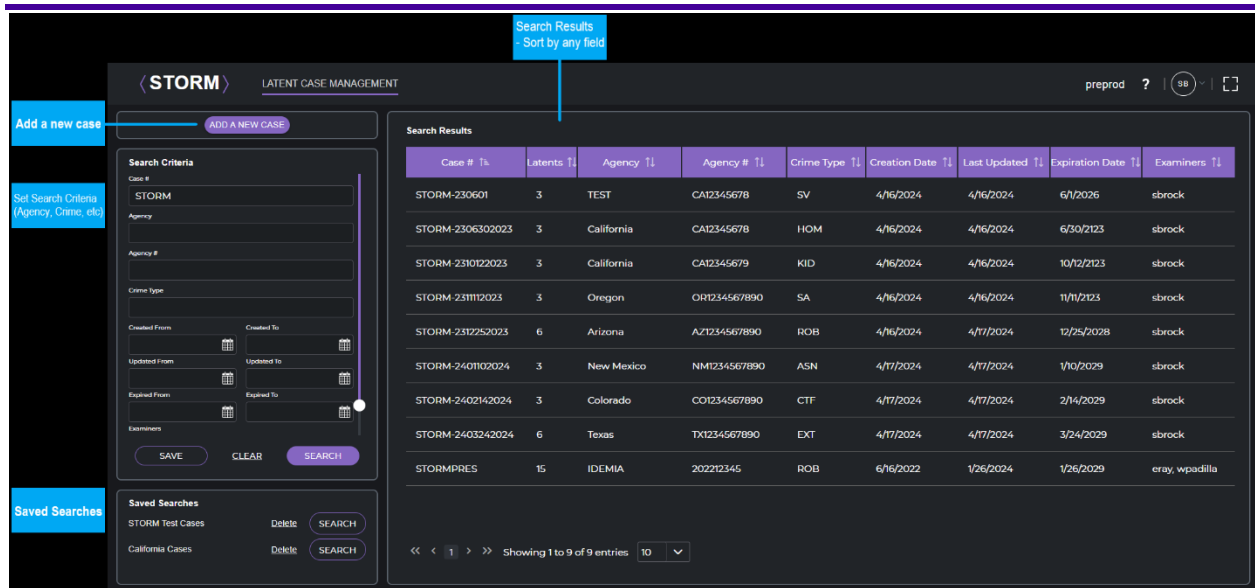
### 4.1.1 Latent Examination (LE) Application

The LE portion of STORM provides capabilities to import, process, and manage evidence images. The intuitive interface allows examiners to manage their assigned latent case work and efficiently search and compare latent prints.

#### *Benefits*

Key benefits of the Latent Examination include:

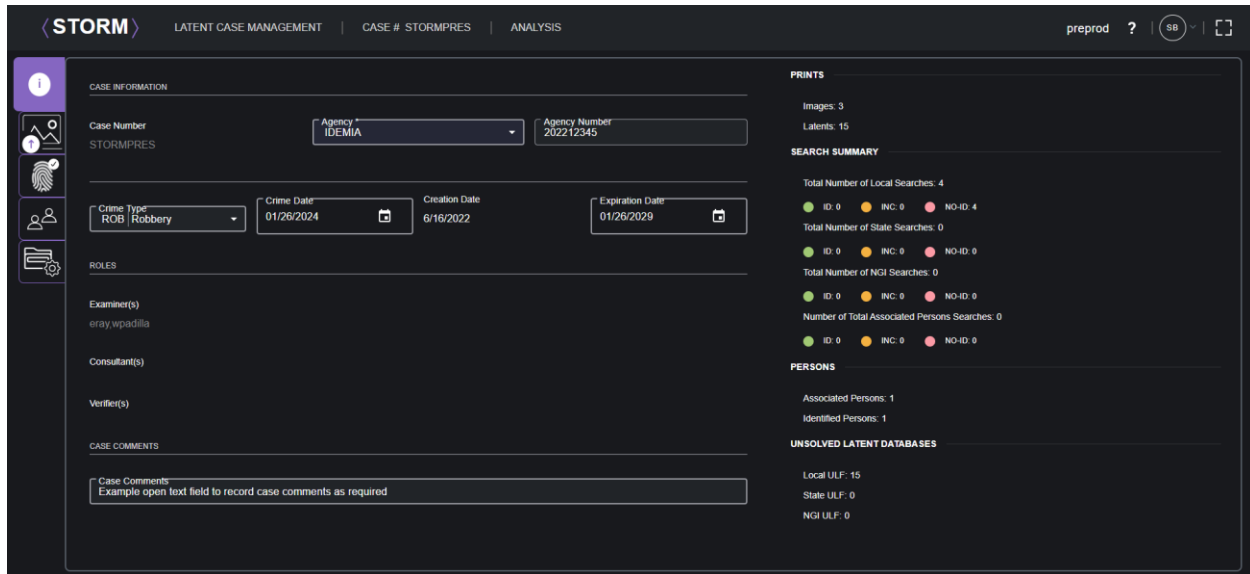
- **Secure Cloud Data Storage** – The Latent Examination (LE) application uses a secure Relational Database Management System (RDBMS) for latent case management, and role-based access control to limit user access to the workstation capabilities.
- **Latent Case Management** – In the Latent Examination screens examiners can quickly create a new case or open an existing case. Once a case has been created, the operator can import images from digital files. STORM supports variable resolution and accepts latent print images from 400 ppi to 2,000 ppi (recommended latent print resolution is 1,000 ppi or greater). STORM supports the storage and retrieval of these high-resolution image files and automatically displays images of different resolutions as the same relative size onscreen. Additionally, the examiner may enter descriptor data related to the matrix, substrate, or processing technique of the latent print evidence image. Figure 9 details the Latent Case Management screen.



**Figure 9: Latent Case Management Screen**

Examiners can organize all case evidence, create a new case, and search for and open an existing case.

- Supports Case Access by Multiple, Simultaneous Users** – Criminal case records can be accessed simultaneously by multiple LE operators, significantly reducing the time it takes to process searches based on a variety of filters and enhancements. Operators can independently capture evidence, define latent prints, encode prints, initiate searches, and verify search results. Each latent search is processed independently, allowing operators to launch a latent search while a search for the same latent, using different filters, is still in progress. Figure 10 shows a sample Latent Case Management (LCM) overview.



**Figure 10: Sample Latent Case Management (LCM) – Case Overview**

*With LCM, examiners can organize all case evidence*

The following list provides a more detailed description of enhancement tools available with STORM.

- **Auto-Encode** – automatically plot minutiae across the fingerprint
- **Add / Edit Minutiae** – manually adds a new minutia or edits the location or direction of an existing minutia
- **Add / Edit Core** – manually adds a new core or edits the location or direction of an existing core
- **Add / Edit Delta** – manually adds a new delta or edits the location or direction of an existing delta

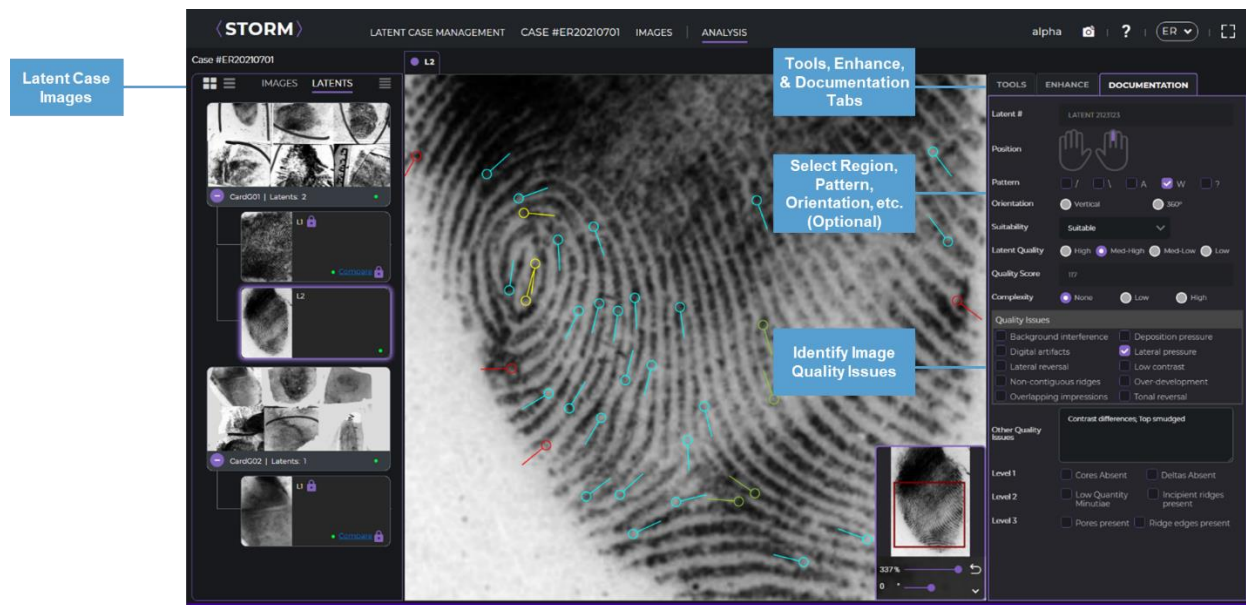
**Green / Yellow/ Red** – sets the color for GYRO minutiae

### Native ACE-V Processing

STORM is designed to fully integrate the ACE-V process (Analysis, Comparison, Evaluation, Verification) into tenprint and latent print examinations. Examiners navigate through STORM screens using ACE-V terminology designed specifically for each task. This thoughtful design creates an intuitive workspace that reduces the need for training and increases examiner productivity and efficiency.

The Analysis screen supports the selection of multiple latent prints from each latent evidence image and a full documentation of each one. Checkboxes provide quick selection of quality, complexity, anatomical area, and distortion factors, along with an open field text box for

additional notes. Agencies may select which fields are available for their examiners. Upcoming versions will also include in-app reporting documentation, as shown in Figure 11.



**Figure 11: Latent Analysis Screen**

The Latent Comparison screen shows side-by-side comparison of latent print and tenprint candidate, GYRO+Auto minutiae are automatically mated and color matched. The Candidate list and finger selector are on the right, and Evaluation Decision is in the bottom center-left, as shown in Figure 12.

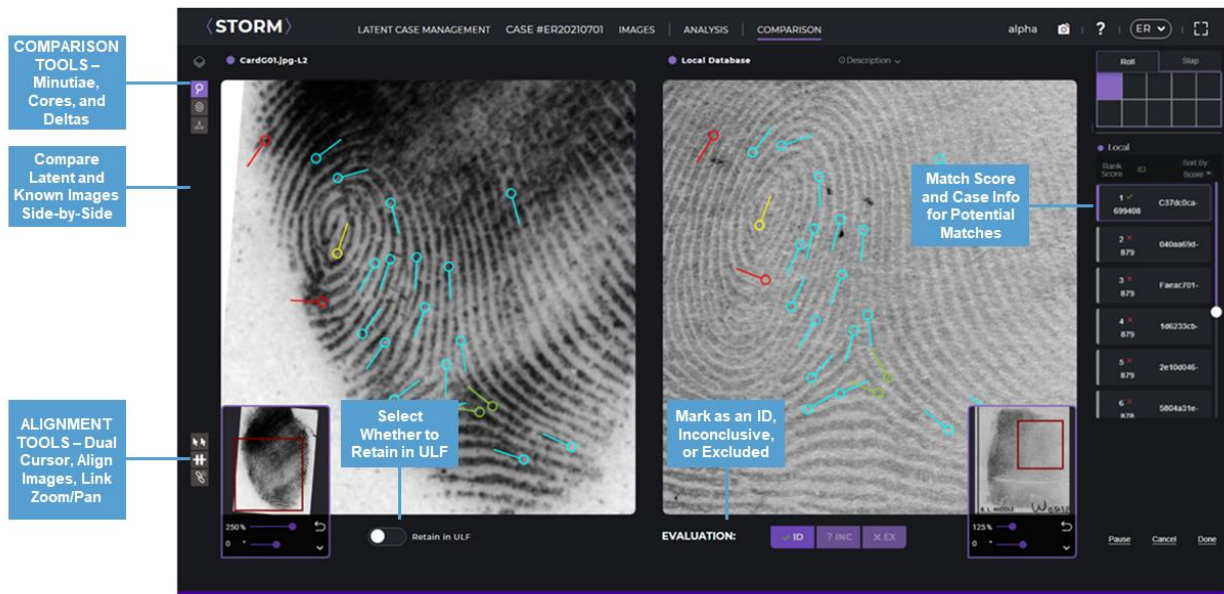


Figure 12: Latent Comparison Screen

## GYRO+Auto

Automatic encoding in ABIS software can dramatically increase examiner efficiency in searching for a match in a large database. The GYRO system of manual minutiae markup (Green, Yellow, Red, Orange) allows examiners more complete documentation of their relative confidence in each feature. STORM combines the documentation of GYRO with the efficiency of automatic encoding. These same minutiae are used in the comparison screen without the need to replot points, and the colors are copied to the candidate print based on mated minutiae calculations. Following the GYRO scheme, new minutiae added in the Comparison screen have the orange color.

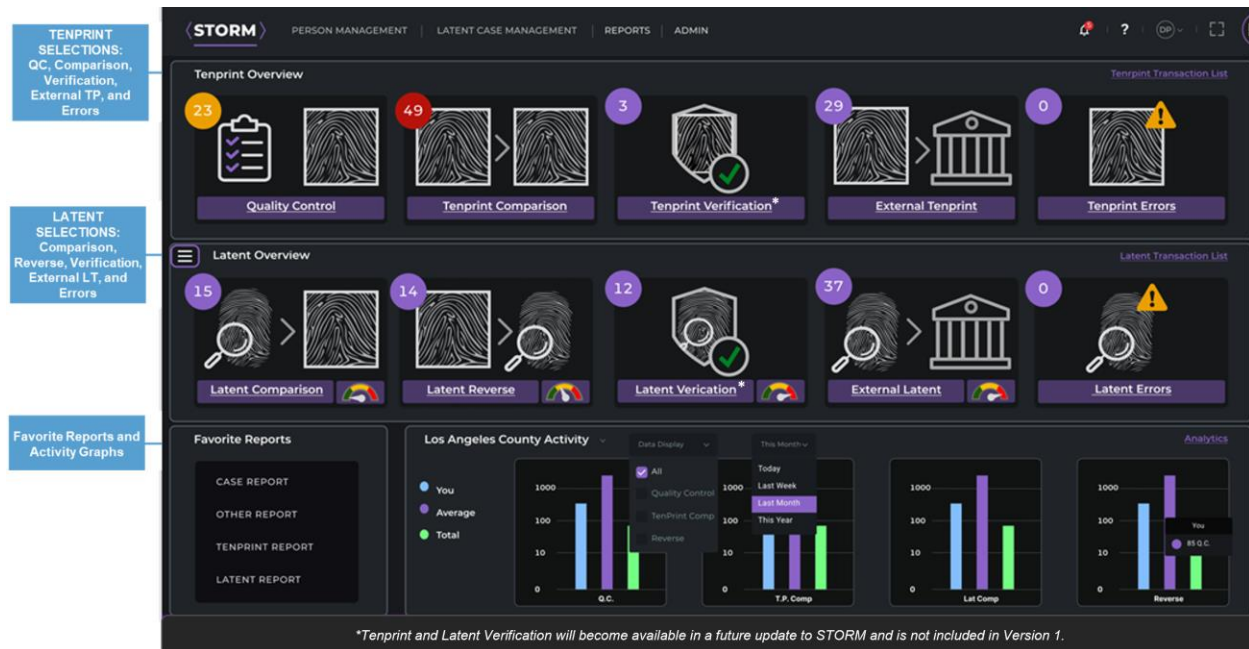
### 4.1.2 Tenprint Application

With STORM's Tenprint application, you can track each open transaction, complete quality control reviews, perform tenprint comparison, and perform person management of incidents and persons in the database.

## Landing Page

The STORM Landing Page (Figure 13) summarizes all active latent print and tenprint transactions in the system and provides graphical data on completed transactions. Tenprint examiners can instantly open the oldest record in the Quality Control or Tenprint Comparison queues or sort and filter the list of transactions to search for a specific record. Latent print

examiners can open their next search result, review Reverse Latent transactions, or open the search with the highest score.



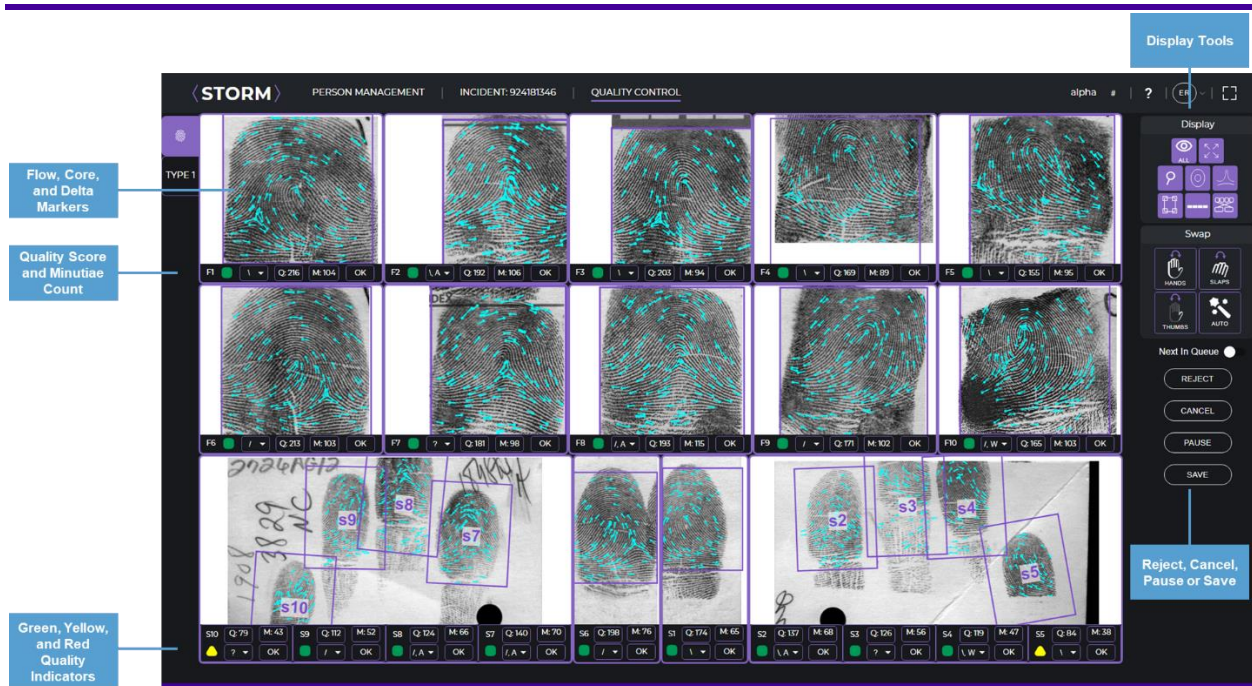
**Figure 13: Sample STORM Tenprint Landing Page**

*Landing page with Tenprint queues in first row, Latent queues in second row, and user-relevant charts at third row*

## Quality Control

The Quality Control screen enables examiners to determine if the data in an incident is sufficient to allow a search. An extensive set of tools supports an automatic sequence check, automatic or manual sequence correction, and manual correction of classification, minutiae, and demographic data. Administrative personnel at an agency can adjust a wide range of quality metrics to determine which records are processed automatically and which records require examiner review. Figure 14 shows the Quality Control screen in greater detail.





**Figure 14: Quality Control Screen**

*The operator can review the fingerprint record and make changes, such as enhancing the image or swapping prints*

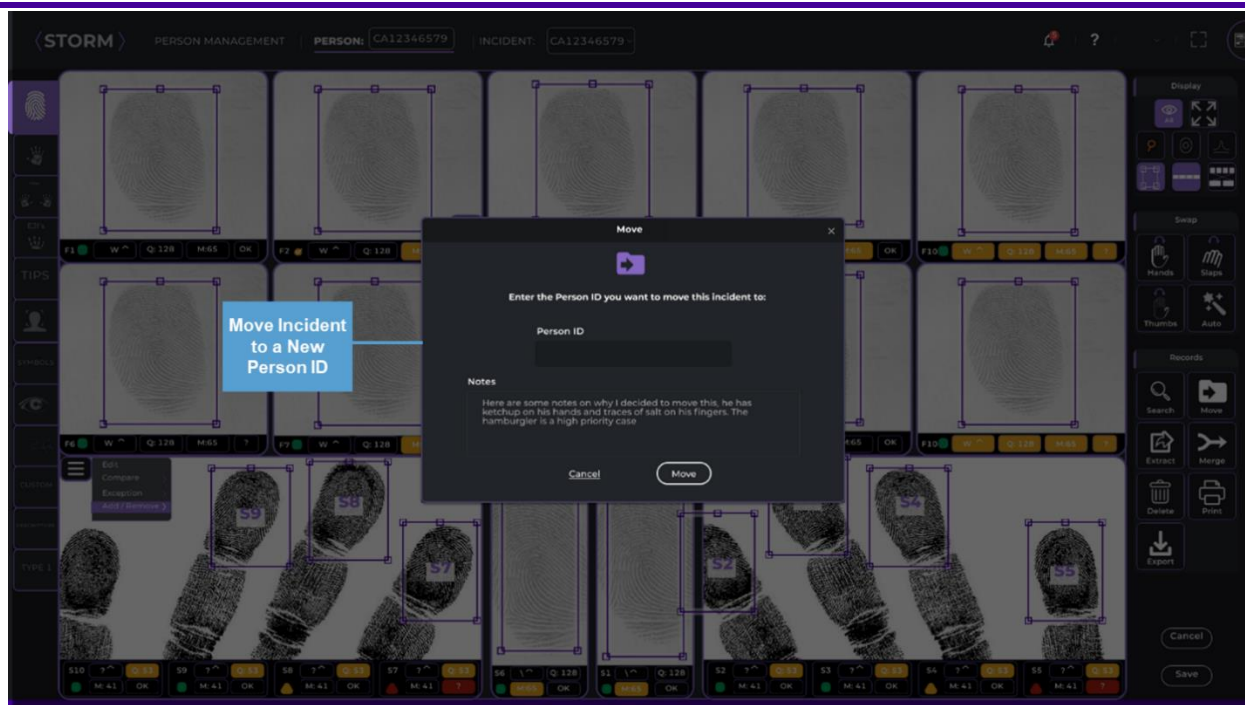
## Tenprint Comparison

Our superior MBSS matchers enable agencies to automate most tenprint searches based on a score threshold that is adjustable by agency administrators. Searches with a single, high-scoring candidate are automatically processed and completed without examiner input. Examiners evaluate more complex search results in the Tenprint Comparison screen, which includes all the same features and tools available in the Latent Comparison screen.

## Person Management

The Person Management module enables operators to keep person and incident records current, as well as ensure that the database remains free of duplications, outdated records, mislabeled files, or other anomalies. Figure 15 illustrates the screen used to move an incident from under one Person record to another.



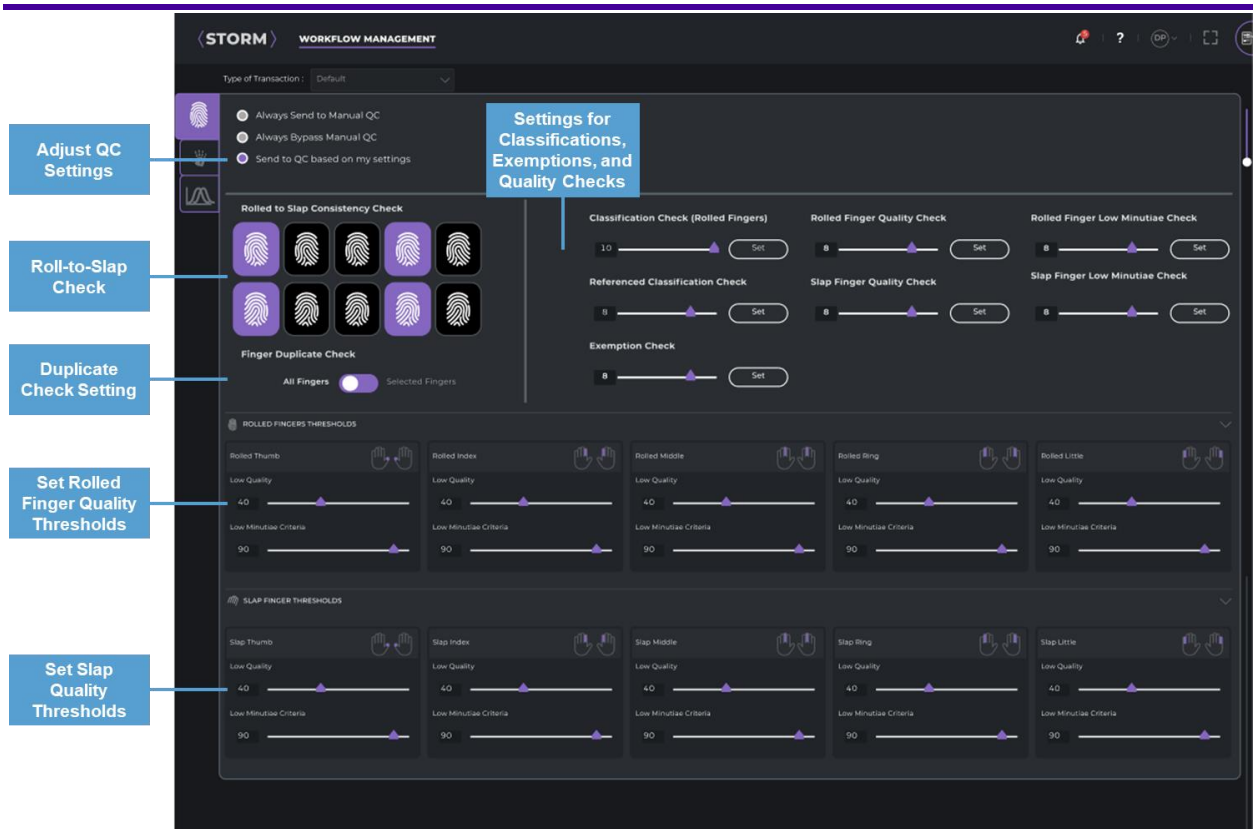


**Figure 15: Person Management**

*The Person Management interface enables authorized users to make changes to records, such as consolidating incidents by moving a record under the correct person ID.*

### 4.1.3 Administrative Tools

STORM supports multiple options to better fit the needs of different agencies. Administrative personnel have full control to add new users and set user roles through the agency's IdP. Thresholds can be adjusted to control which tenprint records automatically bypass Quality Control or Tenprint Comparison steps. Figure 16 detail the Administration Workflow Management Screen.



**Figure 16: Administration Workflow Management Screen**

*Provides multiple options to control which new tenprint transactions can bypass Quality Control based on image quality, classification, minutiae count, and other factors.*

---

## 5 Administration

### 5.1 Electronic Data Migration

IDEMIA I&S will format and migrate VCSO's data into the STORM solution covered in the Account Setup and Data Migration fee described in Section 6. There are an estimated 250K records to be migrated. VCSO will provide the records to be migrated in standard NIST format.

### 5.2 STORM Readiness Assessment (SRA)

The STORM Readiness Assessment (SRA) prepares the VCSO and IDEMIA I&S to implement the STORM solution. During the SRA, we check the transition readiness of the users, interface(s), and the cloud system. Upon successful completion of all assessments, both the VCSO and IDEMIA I&S will sign and date the appropriate documents, thus signifying the VCSO is ready to transition to STORM.

Upon successful completion of all tests, both the VCSO and IDEMIA I&S will sign and date the appropriate test documents, thus signifying Acceptance by the VCSO.

### 5.3 Training

STORM is an intuitive, standards-based product. The base product includes an online manual and training video in our Learning Lab, that provides tenprint, latent, and administrative training. The training video is broken down into the following topics:

- Getting started
- Navigation
- Tenprint Overview
  - Tenprint Workflow
  - Quality Control
  - Tenprint Comparison
  - Tenprint Verification
  - External Tenprint
  - Tenprint Errors
- Latent Overview
  - Latent Case Management
  - Latent Analysis
  - Latent Comparison
  - Latent Verification
  - External Latent

- 
- Latent Errors
  - Resources

We will provide basic training prior to and during the STORM Readiness Assessment. Additional training may be purchased however we believe that the video provides a ready reference for users.

### 5.3.1 Focus Groups

Focus group meetings are specific product meetings where users jointly define new products, applications, and features. If invited, focus group meetings are at no charge.

The objectives of these focus groups are to:

- Let customers express their concerns, expectations, and needs.
- Work with customers to translate these needs into specifications.
- Have customers validate a new or changed product or feature after it is developed.

An example of a focus group includes the system administrator's focus group, established to address system monitoring and preventive maintenance tools.

### 5.3.2 Technical Bulletins

Technical bulletins are periodically sent to customers with information relating to their system. The bulletins are sent via e-mail and can be provided to any number of people identified by the VCSO.

## 5.4 Support and Maintenance

***IDEMIA I&S's Customer Support Group's Mission Statement: "Provide high-quality customer support, so the quality of support is a significant reason to purchase IDEMIA I&S products"***

Because STORM is a cloud-based solution, on-site support is not required for the core solution, but will be provided for peripheral devices, such as optional scanners. That said, VCSO will receive high-end, value-added service solutions for its mission-critical environments from IDEMIA I&S's biometrics worldwide Customer Support Division (CSD).

Ticket logging, dispatching, tracking, and escalation of all service requests are performed at the Customer Support Center (CSC). Service offerings include remote support via live chat built directly into the application. In addition, technical escalations are handled by a team of 12 senior technical engineers.

---

## Support Approach

IDEMIA I&S's Customer Support Center (CSC) is the central point of contact for all technical customer service requests. The goal of the CSC is to provide a timely response to requests for support. The Support Center call management process ensures that all customer requests are logged, tracked, monitored, and reported to the agency as requested from initial call through problem resolution.

VCSO requests for support will be logged and tracked 8 x 5 (local time) M-F by the IDEMIA I&S's CSC. The CSC representatives will enter telephone messages, requests for service, and requests for technical assistance into an online tracking system. VCSO service requests will be logged via the following options:

- Telephone at (800) 734-6241 (Live Answer)
- E-mail to [AnaheimCSCenter@us.idemia.com](mailto:AnaheimCSCenter@us.idemia.com)

## Support Features

IDEMIA I&S offers a range of support services, including corrective and preventive maintenance, remote telephone support, and IDEMIA I&S software updates, referred to as "Releases." Technical support services include corrective and preventive maintenance, parts replacement, and telephone support.

Standard support features include the following 8 x 5 service (Monday – Friday, 8 a.m. to 5 p.m. local time):

- Software system support coverage
- Backend coverage
- Remote telephone support

IDEMIA I&S also provides a Salesforce Services Cloud solution called "IDEMIA CONNECT." This solution allows our customers to use quick links to request support using a case-logging system, which will allow you to track the status of your support request through email notifications and to communicate directly with IDEMIA USA through direct chat in the platform. Functionality includes:

- Access to knowledge articles to answer support questions before contacting support
- Creation of a support case
- Viewing your cases and their status
- Viewing reports on VCSO data
- Icons for quick navigation
- Information on important updates and events regarding IDEMIA I&S and your business

---

## Customer Contacts

Under the Maintenance Support Agreement, the VCSO should appoint one or more qualified employees to work with the IDEMIA I&S Customer Site Engineer (CSE) in performing system administration duties. These duties include reporting and verifying problems and performing system backups.

The VCSO administrators' duties will include:

- VCSO's network administration and connection to IDEMIA I&S Cloud (firewall, IDS, NAT administration)
- End users' administration (user creation, password resets, users audit)
- Basic transactions administration and troubleshooting (find, restart, delete transactions)

These designated contacts will be trained by IDEMIA I&S to perform administration of end users and perform basic transactions administration and troubleshooting. Should a problem arise, the designated VCSO contact will first perform initial troubleshooting to verify the problem and, if needed, contact IDEMIA I&S's CSC for further help.

At least one member of the VCSO should complete the system administrator training. Ideally, the VCSO member should be proficient with:

- Transactions Management
- End Users Management and access rights groups

## 6 Solution Pricing

### 6.1 STORM Hosted in the AWS Cloud

Table 5 provides a five-year payment schedule for STORM hosted in the Amazon Web Services cloud:

- Fees are inclusive of support for the life of the contract.
- SaaS support includes ongoing security and feature updates.
- The AWS cloud service fees are included in this solution pricing.
- Pricing is based on system capacity planning as outlined in Section 2.4.6 (System Capacity and Throughput Schedule). It should be noted that over capacity or faster capacity growth than outlined in this section will increase service consumption and pricing over the contract period.
- The backend equipment is hosted in the Amazon Web Services cloud.
- Sufficient concurrent user licenses for the VCSO (tenprint, latent, and administrative) for all Agency users.

**Table 5: Base Price Schedule for a 5-Year STORM Contract**

Description	Estimated End-of-Year Capacity	5-Year Annual Service Fee
Year 1 Payment	Tier 2	\$150,000
Year 2 Payment	Tier 2	\$150,000
Year 3 Payment	Tier 2	\$150,000
Year 4 Payment	Tier 2	\$150,000
Year 5 Payment	Tier 2	\$150,000
		<b>Total Price: \$750,000</b>

\*Fees are invoiced at the beginning of each year based upon the Estimated End-of-Year Capacity for that year. The estimated pricing shown is based upon your current system throughput – adjustments will be made if throughput changes affect your actual capacity requirements, delaying or accelerating when your capacity requirements move into the 500K tier.

- IDEMIA will begin invoicing VCSO in full for the yearly STORM subscription the same day the production system goes live. This one-year subscription can be renewed at the end of each year.
- Additional services will be quoted separately. These services will be invoiced separately from the STORM SaaS subscription as a one-time payment due upon the beginning of production use.
- Payment is due net twenty (20) days from receipt of invoice.
- Applicable sales tax will be added to the annual payments when they are due.



## 6.2 Implementation Services

Table 6 provides details of the Implementation services to be delivered in conjunction with the proposed STORM solution. These services will be invoiced separately from the STORM SaaS subscription as a one-time payment due upon the beginning of production use.

**Table 6: Implementation Services One-Time Fees**

Qty.	Description	Price
1	Users Conference attendee	Included
	Account Setup & Data Migration	\$100,000
2	<p>Implementation Services, includes:</p> <ul style="list-style-type: none"> <li>• IDEMIA I&amp;S Professional Implementation Services, including: <ul style="list-style-type: none"> <li>– Engineering, test, and training services necessary to successfully implement your new system</li> <li>– Implementation Management</li> </ul> </li> </ul> <p>Please note: STORM is a standardized SaaS solution. Customers may submit new feature requests to their Program Manager or Regional Support Manager for IDEMIA I&amp;S's consideration for future system updates. Network configuration services, such as new or changed interfaces, will be handled using quote requests.</p>	
<b>Total Price</b>		<b>\$100,000</b>

## 6.3 Assumptions

In developing this proposal, IDEMIA I&S has made the following assumptions:

- VCSO will provide the necessary transaction routing to the cloud ABIS.
- VCSO will provide the necessary highly available LAN and WAN secure connectivity to the cloud.
  - A 50Mbps Central Site connection to the WAN is recommended for sites with more than one workstation running the STORM application.
  - 10Mbps is recommended for remote sites connection to Central Site for best performance (all remote communications are channeled through the central site connection point to the Cloud).
- VCSO shall ensure that all devices and servers connected to the system are using FIPS-140-2 compliant encryption mode for data in motion.
- VCSO will provide records to be migrated in standard NIST format.
- Upon completion of a Technical Document Package [1] that has been co-signed by VCSO and IDEMIA I&S, the IDEMIA I&S Project Manager will release a delivery schedule.

- 
- The STORM application runs on AWS servers. VCSO users will access STORM through a web browser (Google Chrome) on VCSO provided hardware. IDEMIA recommends using Windows 10 PCs with I5 processors or better. In addition, these PCs should have at least 16 GB RAM and a minimum display size of 1920x1080. The Internet connection must be at least 50 Mbps asymmetrical broadband for sites with more than one workstation running the STORM application.
  - Any required functionality beyond the functionality listed in this proposal, including custom reports, may require a Change Order.

---

## 7 Additional Terms

Additional engineering effort by IDEMIA I&S beyond the scope of the standard product will be quoted at a firm-fixed price based on our current service rates in effect at the time of the change, plus any related travel or administrative expenses. Assistance with training and questions for the agency's database or any programming, scripting, or review of programs beyond work quoted above are excluded from this offer. IDEMIA I&S assumes that organizations requesting these utilities have advanced programming expertise and will assume all responsibility for the deployment and support of the final application.

IDEMIA I&S shall own all right, title, and interest to any software developed under this contract. The (VCSO) shall have an unrestricted license to use said software internally but not for any commercial purposes. The licensed software is a commercially valuable, proprietary product of IDEMIA I&S. The VCSO understands that the licensed software will contain substantial trade secrets of IDEMIA I&S and agrees to employ reasonable security precautions to maintain the confidentiality of such trade secrets.

Purchase orders should be sent to IDEMIA I&S by facsimile or postal service. Please direct all order correspondence, including Purchase Order, to:

**Gary Newlin**

IDEMIA Identity & Security USA, LLC  
160 N. Riverview Dr. Ste. 130  
Anaheim, CA 92808  
Phone : (612) 839-9639  
Fax : (714) 238-2049  
E-mail : gary.newlin@us.idemia.com

IDEMIA I&S appreciates the opportunity to present this proposal. Product purchase will be governed by the IDEMIA I&S Biometric Cloud Solution Agreement, a copy of which is attached for your convenience. If applicable, firm delivery schedules will be provided and development will commence after the VCSO and IDEMIA I&S have signed the finalized Requirements Definition Document (RDD). Prices are exclusive of any and all state or local taxes, or other fees or levies. The VCSO payments are due to IDEMIA I&S within twenty days after receipt of invoice. No subsequent Purchase Order can override such terms. Nothing additional shall be binding upon IDEMIA I&S unless a subsequent agreement is signed by both parties.

---

## 8 Software Support

Table 7 summarizes the STORM maintenance services and support.

**Table 7: Maintenance Support for STORM**

Biometrics Support Features	
Software Support 8x5 (8 Hours/Day standard business hours local time, Monday through Friday)	Included
Remote Technical Support	✓
Software Standard Releases – Enhancements	✓
Software Supplemental Releases	✓
Regular Software Updates to enhance features and increase functionality	✓

---

## 9 Biometric Cloud Solution Agreement

**THIS AGREEMENT** made this [ ] day of [ ], 2023 (“Effective Date”), by and between IDEMIA Identity & Security USA LLC a Delaware limited liability company with offices located at 11951 Freedom Drive, Suite 1800, Reston, VA 20190 (“IDEMIA I&S”) and Ventura County Sheriff’s Office, (“Customer”), with its principal offices located at Forensic Bureau 800 S. Victoria Ave. #3500, Ventura, CA 93009.

**WHEREAS**, IDEMIA I&S is in the business of providing hosted security services; and

**WHEREAS**, Customer desires to access and use IDEMIA I&S’s hosted security services; and

**WHEREAS**, IDEMIA I&S is willing to provide such services to Customer, subject to the terms and conditions of this Agreement.

**NOW, THEREFORE**, the parties hereto agree as follows:

### 1. DEFINITIONS

- a. **Acceptable Use Policy.** “Acceptable Use Policy” means IDEMIA I&S’s acceptable use of the system as per the Proposal.
- b. **Additional Service.** “Additional Service” means the additional services as more fully described in an agreed Statement of Work, which once mutually agreed to and executed by the parties will be deemed to be attached as per Appendix A of the Proposal and subject to the terms and conditions of this Agreement.
- c. **Documentation.** “Documentation” means the published user manuals and documentation that IDEMIA I&S makes available for the Service or the Site that are provided by IDEMIA I&S to Customer.
- d. **Payment Schedule.** “Payment Schedule” means Section 6 of the Proposal.
- e. **Proposal.** “Proposal” means document reference QR-01-001964-B issued by IDEMIA I&S and submitted with the service agreement.
- f. **Service(s).** “Service(s)” mean the Software Service and the Additional Service.
- g. **Software.** “Software” means software owned or licensed by IDEMIA I&S.
- h. **Software Service.** “Software Service” means the hosted Software service operated by IDEMIA I&S through the Site, as more fully described in the proposal.
- i. **Site.** “Site” means the hosted solution operated under this Agreement by or on behalf of IDEMIA I&S for access by Customer.
- j. **Term.** “Term” has the meaning as set forth in Section 11(a) of this Agreement.
- k. **User.** “User” means a Customer employee that has been assigned login credentials to the Site.

### 2. SERVICES, ACCESS, AND USE

- l. **Services and Licenses.**

- 
- i. Customer hereby engages IDEMIA I&S to provide and perform the Services and IDEMIA I&S hereby agrees to perform the Services, in accordance with the terms of this Agreement.
  - ii. IDEMIA I&S grants to Customer, a limited, non-exclusive, non-transferable, non-assignable, non-sublicensable, license for Users to access and use the Site to obtain the Software Service, subject to the terms and conditions of this Agreement.
  - iii. Customer agrees to notify IDEMIA I&S immediately of any unauthorized use of its login credentials to the Site or any other breach of security. Customer is responsible for all Users and all use of Customer's login credentials.
- m. **Hosting, Training, and Support.**
- iv. **Hosting.** IDEMIA I&S will notify Customer when the Software Service will be available to Users ("Launch"). During the Term, IDEMIA I&S will be responsible for hosting and operating the Site and providing the Software Service to Customer. IDEMIA I&S may provide these services directly or through subcontractors, provided that any such delegation to a subcontractor shall not relieve IDEMIA I&S of its obligations to Customer under this Agreement.
  - v. **Training.** IDEMIA I&S agrees to make available Documentation that provides Users with basic information regarding use of the Software Service. Any additional training to be provided by IDEMIA I&S to Customer under this Agreement will be described in a written training plan that is developed by the parties after the Effective Date. Customer will notify IDEMIA I&S immediately if a date change for a scheduled training program is required. If IDEMIA I&S incurs additional costs because Customer reschedules a training program less than thirty (30) days before its scheduled start date, IDEMIA I&S is entitled to recover these additional costs. Unless otherwise agreed, technical training and support will only be provided to Customer's representatives, as may be updated by Customer from time to time ("Technical Representatives"). Such Technical Representatives will possess adequate technical skills and understanding of the Software Service to enable the Technical Representatives to obtain the benefits of technical training and support for the Software Service.
- n. **Additional Services.** IDEMIA I&S will perform Additional Services, such as configuration, advanced training, and consulting services, as more fully set forth in the service description set forth in the proposal and will provide the deliverables and/or Documentation associated with any such Additional Services (collectively, "Deliverables") as mutually agreed upon between IDEMIA I&S and Customer. Customer will pay IDEMIA I&S for the Additional Services at the rates set forth or fees set forth in the proposal (or if none, at IDEMIA I&S's then-current rates). Customer will reimburse IDEMIA I&S for all reasonable out-of-pocket expenses incurred in the performance of the Additional Services, provided that they are approved in writing by Customer in advance. Customer shall provide IDEMIA I&S with reasonable workspace, materials, access to computer systems, access to management/personnel, required approvals, and timely assistance and information required to perform the Additional Services.
- o. **Acceptable Use Policy.** Customer agrees to comply with the Acceptable Use Policy. Violation of the Acceptable Use Policy may result in suspension of Customer's access to the Site. Unless IDEMIA I&S believes an immediate suspension is required, IDEMIA I&S will provide reasonable notice before suspending Customer's access to the Site.
- p. **Technical Limitations.** Customer must comply with, and may not work around, any technical limitations on the Site that allow Customer to use it only in certain ways. Customer may not

download or make copies of Software Service from the Site except as explicitly authorized in writing by IDEMIA I&S.

3. **CHANGES** IDEMIA I&S will not make any changes to the Software Service that adversely and materially affect Customer's use of the Software Service after Launch.

#### 4. PRICING AND PAYMENT

- a. **Pricing.** In consideration of the delivery of the Software Services, Customer hereby agrees to pay to IDEMIA I&S the fees set forth in the proposal (Pricing, Section 6 of the proposal). Pricing for Services is subject to change only if the parties mutually agree to a new Pricing schedule.
- b. **Payment Terms.**
- i. IDEMIA I&S will invoice Customer for the Fees as set forth in the proposal (Pricing, Section 6 of the proposal) throughout the Term. Customer will pay all undisputed Fees to IDEMIA I&S within 20 days of receipt of IDEMIA I&S's invoice.
  - ii. IDEMIA I&S will invoice Customer for the actual and reasonable out-of-pocket expenses incurred by IDEMIA I&S in the performance of the Services approved in advance by Customer. Such expenses are in addition to the Service fees set forth in the Pricing schedule of the proposal.
- c. **Taxes.** All amounts specified in Pricing section of the proposal and IDEMIA I&S's invoice are exclusive of any applicable value added, use, sales, service, property or other taxes or contributions, which Customer will pay in addition to the amount due and payable, other than taxes on IDEMIA I&S's net income. Customer is solely responsible for payment of any taxes resulting from Customer's purchase or use of the Services. IDEMIA I&S will separately state applicable taxes on its invoice.

#### 5. REPRESENTATIONS, WARRANTIES AND DISCLAIMERS

- d. **Mutual Representation.** The parties have full legal and corporate power and authority to enter into this Agreement. This Agreement, when executed, will become the legal, valid, and binding obligation of the respective parties, enforceable against them in accordance with its terms.
- e. **Limited Warranty.** IDEMIA I&S warrants that, during any period covered by a Fee paid by Customer hereunder, (i) the Software Service will conform to IDEMIA I&S's published specifications and perform in accordance with the Documentation, (ii) the Site and Software Service conforms and will continue to conform to all applicable laws and regulations, and (iii) the Services will be performed in a professional manner by duly qualified IDEMIA I&S staff using reasonable care. Customer acknowledges that the Services may not satisfy all of Customer's requirements, and access to the Site or use of the Software Service may not be uninterrupted or error-free.
- f. **Disclaimer.** EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, ALL WARRANTIES, CONDITIONS, AND REPRESENTATIONS, WITH RESPECT TO THE SITE OR THE SOFTWARE SERVICE, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, CUSTOM, PRIOR ORAL OR WRITTEN STATEMENTS BY IDEMIA I&S, ITS LICENSORS OR REPRESENTATIVES OR OTHERWISE (INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE) ARE HEREBY OVERRIDDEN, EXCLUDED AND DISCLAIMED.



---

## 6. INDEMNIFICATION

- g. **IDEMIA I&S Indemnity.** IDEMIA I&S shall indemnify, defend, and hold Customer, its directors, officers, employees and agents harmless from all third party claims, and pay all costs, damages, and attorneys' fees that may be awarded by the final judgment of a court of competent jurisdiction to, or settled by IDEMIA I&S with, such third party claimant, arising from or in connection with allegations that the Site or the Software Service infringes a patent, copyright or trademark, or misappropriates a trade secret; provided, however, IDEMIA I&S will have no indemnity obligation to Customer under Section 6(a) to the extent such infringement or misappropriation claim results from (i) a correction or modification to the Site or Software Service not provided or instructed by IDEMIA I&S or its representatives (ii) specifications or instructions provided by Customer, or (iii) the combination of the Site or Software Service with other items not supplied, used or recommended for use by IDEMIA I&S. In addition to the foregoing, if use of the Site or Software Service is likely to be enjoined, Customer will permit IDEMIA I&S, at IDEMIA I&S's option and expense, to (A) procure the right to continue accessing the Site and using the Service or (B) replace or modify the Site or the Service to eliminate the infringement or misappropriation while providing functionally equivalent performance. Customer acknowledges that this Section 6 states Customer's exclusive remedy and IDEMIA I&S's sole liability in connection with any claim of infringement or misappropriation.
- h. **Customer Indemnity.** Customer shall indemnify, defend, and hold IDEMIA I&S, its directors, officers, employees and agents harmless from all third party claims, and pay all costs, damages, and attorneys' fees that may be awarded by the final judgment of a court of competent jurisdiction to, or settled by Customer with, such third party claimant, arising from or in connection with (i) Customer's breach of the Acceptable Use Policy, or (ii) allegations that the Customer Content (defined below) infringes a patent, copyright or trademark, or misappropriates a trade secret.
- i. **Procedure.** If a claim contemplated under this Section 6 is threatened or asserted against the indemnified party, such party will give the indemnifying party (i) prompt written notice of the claim (provided that failure to do so promptly will not excuse the indemnifying party's indemnification obligations except to the extent it is actually prejudiced by such failure), and (ii) control over the defense of the claim and any related settlement negotiations (provided that any settlement that obligates the indemnified party shall require the indemnified party's prior approval). The indemnified party may engage counsel and participate in the defense of the indemnified claim at its own cost and expense.

## 7. LIMITATION ON LIABILITY

- j. NOTWITHSTANDING ANYTHING PROVIDED ELSEWHERE IN THIS AGREEMENT, UNDER NO CIRCUMSTANCES WILL EITHER PARTY BE LIABLE FOR THE OTHER PARTY'S CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE, OR INCIDENTAL DAMAGES OR LOST PROFITS, WHETHER FORESEEABLE OR UNFORESEEABLE, ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, MISREPRESENTATION, STRICT LIABILITY IN TORT OR OTHERWISE.
- k. EXCEPT FOR INDEMNIFICATION OBLIGATIONS (SECTION 6) AND OWNERSHIP (SECTION 8), IN NO EVENT WILL THE AGGREGATE LIABILITY WHICH EITHER PARTY MAY INCUR IN ANY ACTION OR PROCEEDING EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER UNDER THIS AGREEMENT. THIS SECTION WILL NOT APPLY ONLY WHEN AND TO THE EXTENT THAT APPLICABLE LAW EXPRESSLY PROHIBITS THE APPLICATION OF THIS SECTION.
- l. This Section 7 shall not apply to Customer's obligation to pay Fees to IDEMIA I&S.

---

## 8. OWNERSHIP

- m. **IDEMIA I&S Technology.** All intellectual property, trademarks, service marks, patents, patent rights, copyrights, trade secrets, and other proprietary rights in or related to the Site or Software Service, together with all ideas, concepts, techniques and methodologies conceived and first reduced to practice by IDEMIA I&S (collectively, “IDEMIA I&S Technology”) are and will remain the exclusive property of IDEMIA I&S or its licensors (whether or not specifically recognized or perfected under local applicable law), subject to Customer’s and its customers’ rights in any data processed through the Site or the Software Service. Customer will not take any action that jeopardizes IDEMIA I&S’s or its licensor’s proprietary rights or acquire any right in the IDEMIA I&S Technology, except the limited use rights specified in Section 2. IDEMIA I&S or its licensors will own all rights in any copy, translation, modification, adaptation, or derivation of the IDEMIA I&S Technology, including any improvement or development thereof.
  - n. **Customer Content.** All (i) data and transactions input through or processed by the Software Service and (ii) all intellectual property, trademarks, service marks, patents, patent rights, copyrights, trade secrets, and other proprietary rights in or related to requirements and specifications provided by Customer, together with all ideas, concepts, techniques and methodologies conceived and first reduced to practice by Customer are and will remain the exclusive property of Customer or its customers (whether or not specifically recognized or perfected under local applicable law), subject to IDEMIA I&S’s rights in the Site and the Software Service (collectively, “Customer Content”). IDEMIA I&S will not take any action that jeopardizes Customer’s or its customers’ proprietary rights or acquire any right in the Customer Content, except the limited use rights contemplated under this Agreement. Customer will own all rights in any copy, translation, modification, adaptation, or derivation of the Customer Content, including any improvement or development thereof.
  - o. **Further Assurances.** During and after the term of this Agreement, IDEMIA I&S and Customer will execute such instruments that the other may reasonably request to give full effect to this Section 8.
9. **DISASTER RECOVERY** IDEMIA I&S’s hosting subcontractor will be responsible for disaster recovery and business continuity execution related to the Services. If a disaster or major site impact occurs involving the need to recover operations at the affected site or to operate from a fallback site and, as a result, it is necessary for IDEMIA I&S to allocate limited resources between or among several organizations, IDEMIA I&S shall not treat Customer, in any respect, less favorably than any similarly situated IDEMIA I&S customer.

## 10. CONFIDENTIAL AND PROPRIETARY INFORMATION

- p. **Confidentiality.** IDEMIA I&S and Customer acknowledge that in the performance of this Agreement, it may be necessary for Customer and IDEMIA I&S to disclose certain confidential or proprietary information of one party to the other party (“Confidential Information”). Confidential Information shall include (i) written information received from the other party (“Provider”) that is marked or identified as confidential, (ii) oral or visual information identified as confidential at the time of disclosure, or (iii) information which under the circumstances surrounding disclosure places the receiving party on reasonable notice that such information should be treated as confidential. Customer further acknowledges that the Site and the Software Service is Confidential Information hereunder; and IDEMIA I&S further acknowledges that Customer Content is Confidential Information hereunder. Each party agrees that, for the term of this Agreement and for so long as such party retains such confidential or proprietary information, such party (“Recipient”) will use Confidential Information solely for the purposes expressly permitted by this Agreement. Recipient will take all reasonable precautions necessary to safeguard the confidentiality of the Confidential

Information. Recipient will not allow the removal or defacement of any confidentiality or proprietary notice placed on the Provider's Confidential Information. The placement of copyright notices on these items will not constitute publication or otherwise impair their confidential nature.

- q. **Limitation.** Provider Confidential Information will not include information that belongs to the Recipient or is (i) already known by the Recipient without an obligation of confidentiality other than under this Agreement; (ii) publicly known or becomes publicly known through no unauthorized act of the Recipient; (iii) rightfully received from a third party under no duty of confidentiality; (iv) independently developed by the Recipient without use of the Provider's Confidential Information; (v) disclosed without similar restrictions to a third party by Provider; (vi) approved by the Provider for disclosure; or (vii) required to be disclosed pursuant to a requirement of a governmental agency or law, or any governmental or political subdivision thereof, so long as the Recipient provides the Provider with timely notice prior to such disclosure.
- r. **Disclosure.** Each Recipient may use Confidential Information received from the Provider only in connection with this Agreement, and may disseminate such Confidential Information only to persons and subcontractors having a need for access to such Confidential Information in connection with their performance or use of the Services, and with respect to whom the Recipient takes steps, no less rigorous than those it takes to protect its own confidential information, but in any event not less than reasonable means, to prevent such persons from acting in a manner inconsistent with the terms of this Section 10.
- s. **Return of Confidential Information.** Upon termination of this Agreement or upon the written request of the Provider, the Recipient will return all copies of Confidential Information to the Provider or certify, if so requested by the Provider, in writing that all copies of Confidential Information have been destroyed.
- t. **Security.** IDEMIA I&S's hosting subcontractor has implemented and will maintain and follow appropriate technical and organizational measures intended to protect the data on the Software Service against accidental, unauthorized or unlawful access, disclosure, alteration, loss, or destruction.
- u. **Unauthorized Use or Disclosure.** Each party acknowledges that the other may suffer irreparable damage in the event of any material breach of the provisions of this Section 10. Accordingly, in such event, a party may be entitled to seek preliminary and final injunctive relief, as well as any other applicable remedies at law or in equity against the party who has breached or threatened to breach Section 10 of this Agreement.
- v. **Residuals.** Notwithstanding anything to the contrary provided in this Section 10, each party shall be free to use for any purpose the residuals resulting from access to or work with the other party's Confidential Information, provided that such party maintains the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by persons who have had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant a party a license under the other party's copyrights or patents.

## 11. TERM AND TERMINATION

- w. **Term.** The term of this Agreement will be for the duration specified into the proposal (the "Initial Term"), commencing on the "Effective Date" and will be renewable thereafter by mutual agreement of the parties for successive terms ("Renewal Terms") of one (1) year each. Collectively, the Initial Term plus any Renewal Terms is the "Term" of this Agreement.

- 
- x. **Termination for Cause.** Either party may terminate this Agreement immediately upon notice to the other party if (i) the other party breaches any of its material obligations hereunder and fails to remedy such breach within 30 days or (ii) the other party becomes insolvent or bankrupt, assigns all or a substantial part of its business or assets for the benefit of creditors, permits the appointment of a receiver for its business or assets, becomes subject to any legal proceeding relating to insolvency, reorganization or the protection of creditors' rights that is not dismissed within 90 days or otherwise ceases to conduct business in the normal course.
- y. **Obligations.** Upon the expiration or termination of this Agreement for any reason, then subject to Section 11(b), all rights granted to Customer hereunder will immediately cease, and Customer will promptly comply with the following termination obligations and otherwise cooperate with IDEMIA I&S to terminate relations in an orderly manner. Customer will promptly pay IDEMIA I&S any Fees and reimbursable expenses that may be due and outstanding for the Services that IDEMIA I&S has performed up to such date.
- z. **Cost Recovery.** If Customer terminates this Agreement for a reason other than IDEMIA I&S's default, or if this Agreement is terminated for Customer's default, Customer shall pay IDEMIA I&S an amount no less than Incurred Costs (as defined hereinafter), at the prevailing rate generally charged to other customers, less payments made or otherwise due to IDEMIA I&S from Customer. "Incurred Costs" are all costs incurred by IDEMIA I&S, or correctly invoiced to IDEMIA I&S by a subcontractor or other third party, for performance of the Agreement through the termination date. Incurred Costs include, without limitation, costs incurred to implement the Software Service, to prepare to implement the Software Service, or to otherwise prepare for the terminated portion of the Agreement. This Section does not grant Customer a termination right that does not otherwise exist under this Agreement and does not waive any rights IDEMIA I&S may have at law or in equity.
- aa. **Survival.** The provisions of Sections 4, 6, 7, 8, 10, 11, 12, 16, and 18 will survive the expiration or termination of this Agreement.
12. **FORCE MAJEURE** Neither party will be liable to the other for any delay or inability to perform its obligations under this Agreement or otherwise, including relief from affected service levels, if such delay or inability arises from any act of God, fire, natural disaster, act of government, act of war (declared or undeclared), act of terrorism (domestic or international), riot, civil disturbance, manufacturer's shortages or constraints of parts, products, labor (other than a party's own workforce) or any other cause beyond the reasonable control of such party, whether or not foreseeable. In the event of such a delay or inability to perform, the time for performance will be extended for a period of time equal to the length of the delay or inability to perform, plus an additional reasonable period to recommence performance. If a force majeure event continues to prevent a party's performance for more than 30 days, the other party may terminate this Agreement upon written notice.
13. **INDEPENDENT PARTIES** In performing under this Agreement, IDEMIA I&S will be an independent contractor to Customer. Nothing in this Agreement will be interpreted or construed as creating or establishing an employer-employee relationship, an agency relationship, a partnership, or joint venture between the parties.
14. **SUBCONTRACTORS** IDEMIA I&S reserves the right to subcontract the performance of the Services, or any part thereof, to any subcontractor selected by IDEMIA I&S.
15. **U.S. EXPORT RESTRICTIONS** Customer acknowledges that the Site and Software Service, and all related technical information, documents and materials are subject to export controls under the U.S. Export Administration Regulations. Customer will (i) comply strictly with all legal requirements established under these controls, (ii) cooperate fully with IDEMIA I&S in any official or unofficial audit or inspection that relates to these controls and (iii) not export, re-

export, divert or transfer, directly or indirectly, any such item or direct products thereof to any country or territory that is embargoed by Executive order, or to any national or resident thereof, unless it has obtained the prior written authorization of IDEMIA I&S and the U.S. Commerce Department.

## 16. ARBITRATION

- bb. Except for claims of indemnification, Customer and IDEMIA I&S agree to submit any and all claims, demands, disputes, and controversies arising out of or relating to this Agreement, or the failure or refusal to perform the whole or any part hereof, to arbitration conducted in accordance with the commercial arbitration rules of the American Arbitration Association, except where those rules conflict with this provision, in which case this provision controls.
- cc. Arbitration shall be conducted before a single arbitrator unless the amount in dispute exceeds \$250,000. If the amount in dispute exceeds \$250,000, it shall be decided by three arbitrators, one to be selected by each party and the two party appointed arbitrators to agree upon the third. Under no circumstances are the arbitrators authorized to award damages contrary to the Limitation on Liability provisions of this Agreement. The arbitration shall be held in California. Absent agreement of the parties, or an order by the arbitrator(s) based upon compelling evidence of need, there shall be no discovery in the arbitration. The Arbitrators shall be authorized to award costs and attorney's fees or to allocate them between the parties. Any court with jurisdiction shall enforce this clause and enter judgment on any award.
- dd. Notwithstanding the foregoing:
  - iii. Nothing in this Section 16 will be construed to prevent either party from seeking interim injunctive relief in any court of competent jurisdiction.
  - iv. If a controversy or claim relates in any way to a lawsuit brought by a third party against one or both of the parties, either party may, at its option, file a cross-complaint against the other party in such lawsuit with respect to the controversy or claim, in which case the controversy or claim will be resolved by such court in lieu of arbitration.

**17. ASSIGNMENT** Neither party shall assign or otherwise transfer this Agreement or any of its rights or obligations hereunder without the other party's approval. Any unauthorized assignment shall be void. Notwithstanding the foregoing, either party may assign this Agreement, upon notice to the other party (i) that is a related entity or (ii) that is an unrelated entity, upon the sale, merger, or reorganization of the assigning party, or any of its operating divisions, or the assets thereof to which this Agreement relates; provided that, in each case, the assignee expressly agrees in writing to assume the obligations of assignor under this Agreement.

## 18. MISCELLANEOUS

- ee. **Notices.** All notices or approvals required or permitted under this Agreement must be given in writing. Legal notices to IDEMIA I&S or to Customer shall be delivered by recognized overnight courier service, to the address on the first page hereof.
- ff. **Waiver and Amendment.** Any waiver or modification of this Agreement will not be effective unless executed in writing and signed by the party against whom the waiver or modification will be enforced or, alternatively, both parties. Waiver of any breach of any term or condition of this Agreement shall not be deemed a waiver of any prior or subsequent breach. Failure by either party to exercise any right or remedy under this Agreement does not signify acceptance of the event or waiver of any such right or remedy. This Agreement will bind Customer's successors-in-interest.



- gg. **Waiver of Immunity.** To the extent that Customer is or becomes entitled at any time to any immunity on the grounds of sovereignty or otherwise from any legal action, suit or proceeding, from set-off or counterclaim, from the jurisdiction of any competent court, from service of process, from attachment prior to judgement, from attachment in aid of execution, or from execution prior to judgement, or other legal process in any jurisdiction, Customer for itself and its property does hereby regularly, irrevocably and unconditionally waive, and agrees not to plead or claim, any such immunity with respect to its obligations, liabilities or any other matter under or arising out of or in connection with this Agreement or the subject matter hereof. Such agreement shall be irrevocable and not subject to withdrawal in any and all jurisdictions.
- hh. **Governing Law.** This Agreement will be governed by and interpreted in accordance with the laws of the State of Delaware, excluding its conflict of laws rules. IDEMIA I&S and Customer further agree that the 1980 United Nations Convention on Contracts for the International Sale of Goods will not apply to this Agreement.
- ii. **Severability.** If any provision of this Agreement is held to be unenforceable, in whole or in part, such holding will not affect the validity of the other provisions of this Agreement.
- jj. **Counterparts.** This Agreement may be executed in one or more counterparts, all of which taken together will constitute the Agreement.
- kk. **Headings.** The headings in this Agreement are not intended to be used as an aid to interpretation.
- ll. **Entire Agreement.** This Agreement constitutes the complete and entire statement of all conditions and representations of the agreement between IDEMIA I&S and Customer with respect to its subject matter and supersedes all prior writings, discussions, representations, or understandings. In the event of a conflict between the terms of this Agreement and the terms of any other attachment, the terms of this Agreement will control.

IN WITNESS WHEREOF, IDEMIA I&S and Customer cause this Agreement to be executed by their duly authorized representatives identified below.

**IDEMIA Identity & Security USA LLC**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Customer**

By: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix A Statement of Work – STORM Cloud Solution

The purpose of the Statement of Work is to define the standard work performed on a project by both the Ventura County Sheriff's Office and IDEMIA I&S. The goal is to ensure that roles, responsibilities, and deliverables are clearly defined so that the project is delivered on time, on budget, and with the highest customer satisfaction.

### A.1 IDEMIA I&S and Customer Responsibility Matrix

Table 8 defines IDEMIA I&S and Ventura County Sheriff's Office responsibilities for project activities and deliverables are based on the following assumptions:

1. STORM application operates in the AWS cloud
2. Standard STORM features and functions are used
3. Standard STORM workflows are used
4. Ventura County Sheriff's Office must use software interfaces deployed by IDEMIA I&S in the AWS cloud for their specific state
5. Standard FBI workflows and interfaces will be used

**Table 8: Activities and Deliverables**

IDEMIA I&S Responsibility	VCSO Responsibility
<b>Project Design Services</b>	
<ul style="list-style-type: none"> <li>Draft all Design Documentation in the Solution Overview (Section 2) and provide to VCSO for review, comment, and approval.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in Requirements gathering to support development of Design Documentation.</li> <li>Provide information regarding current system performance and functionality.</li> <li>Review, provide feedback on, and approve the Project Design Documents by the scheduled deadline and in accordance with this Statement of Work.</li> <li>Issue Change Requests for any post contract changes required changes to the approved and agreed documents in accordance with the procedure described in Table 8 of this Statement of Work.</li> </ul>
<b>Purchasing</b>	
<ul style="list-style-type: none"> <li>If applicable, procure any separately purchased hardware and third-party software listed on the BOM.</li> <li>Inventory the material.</li> <li>Stage the equipment as needed.</li> </ul>	<ul style="list-style-type: none"> <li>Obtain the Customer-provided hardware, if any, ensuring it meets the requirements specified in the approved Design Documentation.</li> </ul>



IDEMIA I&S Responsibility	VCSO Responsibility
<b>Engineering Integration</b>	
<ul style="list-style-type: none"> <li>Set up VCSO profile in the AWS cloud</li> <li>Add users, roles, and privileges</li> <li>Configure descriptors and test</li> <li>Test standard workflows.</li> <li>Develop, test, and implement the interfaces and required workflow changes on IDEMIA I&amp;S software side required for the system operation, as defined in the Interface Control Documents (ICDs).</li> <li>Provide simulators / test files for the IDEMIA I&amp;S software side to allow the Customer to test the external system interfaces prior to the on-site integration. Simulators will reflect functionality and will be used to simulate performance of the actual system.</li> <li>Configure and test STORM services, user interfaces, access rights, scanning and printout formats, and reports for IDEMIA I&amp;S software according to the contract</li> <li>Configure the data storage, backup, security, and user management for the items that are under IDEMIA I&amp;S responsibility.</li> <li>Load the software and converted / migrated data in the AWS cloud and perform integration testing of basic functionality testing to verify the system is ready for further testing.</li> <li>Conduct a Qualification Test Readiness Review (QTRR).</li> </ul>	<ul style="list-style-type: none"> <li>Develop, test, and implement any required interfaces from the Customer systems to the new IDEMIA I&amp;S system as required by the ICD(s). Provide test files / simulators for the external systems to allow IDEMIA I&amp;S to perform testing prior to the on-site integration.</li> <li>Provide a test system for testing interfaces.</li> <li>Configure network (LAN / WAN) and security on customer premises according to the SDD, including all necessary Network Area Translation on the customer network.</li> <li>Update the firewall rules and open required ports according to the System Design Document (SDD).</li> <li>Provide resources for testing interfaces if any.</li> </ul>
<b>Site Preparation</b>	
<ul style="list-style-type: none"> <li>Perform site surveys as needed.</li> <li>With regards to equipment installed on customer's premises: Provide site preparation documentation identifying the power, network, air conditioning, space, cabling, access, security, and equipment layout requirements for system implementation.</li> </ul>	<ul style="list-style-type: none"> <li>Approve the scheduling of the IDEMIA I&amp;S software delivery.</li> <li>Identify the locations for each item procured. Provide a physical address, contact name, and contact phone number for each site.</li> <li>Provide access to the sites for site surveys by IDEMIA I&amp;S if necessary and assist in the surveys.</li> <li>Provide the required layout information on the sites as well as any known constraints.</li> <li>Review the site preparation documentation and confirm that there are no compliance issues.</li> <li>Prepare the sites and the interconnection of the sites according to the site preparation documentation.</li> </ul>

IDEMIA I&S Responsibility	VCSO Responsibility
	<ul style="list-style-type: none"> <li>VCSO is responsible for the local area and wide area networks and the connectivity to the AWS data center. Performance will be affected by network bandwidth. IDEMIA I&amp;S requires a minimum 10 Mbps dedicated network connection for each 500 DPI workstation.</li> <li>VCSO is responsible for network connectivity with AWS and power reliability and availability of workstations and equipment deployed on customer's premises. Failure in these areas cannot be counted against IDEMIA I&amp;S's reliability and availability of contractual requirements.</li> <li>Provide a formal notice for IDEMIA I&amp;S indicating that the site preparation has been completed and validated, and the interconnection is operational before equipment is shipped to the sites.</li> <li>If the network is not functioning per the specifications when IDEMIA I&amp;S arrives for installation, VCSO should address requests for correction within one day. Delays will impact the schedule and may result in additional charges for labor, lodging, and per diem for the employees on site for the duration of the extension.</li> </ul>
<b>Shipping and Delivery (only if applicable)</b>	
<ul style="list-style-type: none"> <li>Provide a schedule for shipping and delivery to each site.</li> <li>Securely crate or palletize all deliverables.</li> <li>Provide shipping manifests that identify all items, including serial numbers.</li> <li>Arrange for the secure shipping of all hardware, and third-party and IDEMIA I&amp;S software to the designated target sites.</li> </ul>	<ul style="list-style-type: none"> <li>Approve the schedule for shipment and delivery of software for each site.</li> <li>Provide ship authorization.</li> <li>Receive all material and immediately notify IDEMIA I&amp;S of any visible damage to shipping containers.</li> </ul>
<b>Deliverables: Hardware, Software, and Services</b>	
<p>The STORM software resides in the AWS cloud. Where IDEMIA I&amp;S is requested to deliver software, we will provide the following, to be owned and maintained by IDEMIA I&amp;S.</p> <ul style="list-style-type: none"> <li>Tenprint, Latent, and Admin Applications</li> </ul> <p>IDEMIA I&amp;S Professional Services, including:</p> <ul style="list-style-type: none"> <li>Technical Requirements</li> <li>Implementation Management</li> <li>Systems Engineering</li> <li>System Integration</li> <li>Installation and Test</li> </ul>	<p>In the future, should VCSO wish to purchase and maintain its own hardware, IDEMIA I&amp;S will define minimum specifications in the Requirements Definition Document.</p>

IDEMIA I&S Responsibility	VCSO Responsibility
<ul style="list-style-type: none"> <li>Sire Readiness Assessment (SRA)</li> <li>Training</li> </ul>	
<b>Installation and On-Site Integration Testing</b>	
<ul style="list-style-type: none"> <li>Propose the site-by-site installation schedule in advance of delivery.</li> <li>Troubleshoot any installation issues.</li> <li>Run Site Readiness Assessment.</li> <li>Identify any open issues prior to Acceptance Testing.</li> </ul>	<ul style="list-style-type: none"> <li>Confirm the installation schedule in advance of delivery.</li> <li>Provide access to the sites for IDEMIA I&amp;S and IDEMIA I&amp;S sub-contractors as required.</li> <li>Provide the support for site and security issues.</li> <li>Ensure timely IT support availability for addressing network issues.</li> <li>Arrange for access to test beds for interfaced systems (for example, the State ABIS).</li> <li>Provide access to the site during standard business hours for all on-site work.</li> <li>RTI's workstations must include antivirus software and be available for all planned training and Site Readiness Assessment activities.</li> </ul>
<b>Site Readiness Assessment (SRA)</b>	
<ul style="list-style-type: none"> <li>Provide standard STORM Test Plan and Test Procedures for VCSO to review.</li> <li>Check for transition to the cloud readiness for current on-prem customers and interfaces with existing LiveScan equipment and the State. Note any issues and their severity in the IDEMIA I&amp;S JIRA Ticket database and track the resolution.</li> </ul>	<ul style="list-style-type: none"> <li>Review the Test Plan and Test Procedures.</li> <li>Attend the SRA and participate in the testing.</li> <li>For each test scenario, either provide approval or note discrepancies.</li> </ul>
<b>Training Documentation</b>	
<ul style="list-style-type: none"> <li>Provide user manuals for IDEMIA I&amp;S applications.</li> <li>Deliver the administrator manual(s) for the system.</li> </ul>	<ul style="list-style-type: none"> <li>VCSO may make unlimited electronic copies for internal use.</li> </ul>
<b>Cutover</b>	
<ul style="list-style-type: none"> <li>Conduct a transition to production review</li> <li>Work with VCSO staff to place the system in production status.</li> <li>Monitor system performance for a minimum of three days to ensure transactions are being processed properly.</li> <li>Report issues to the Customer Support Center for production Support tracking.</li> <li>Conduct a Go-Live Acceptance Review.</li> <li>Provide a Go-Live Acceptance certificate.</li> </ul>	<ul style="list-style-type: none"> <li>Participate in transition planning and transition to production meetings.</li> <li>Provide the staffing necessary to support production cutover.</li> <li>Notify remote sites of any scheduled downtime and provide a procedure for reporting problems.</li> <li>Coordinate communications with the managers of any interfaced systems to support the transition from test mode to live mode.</li> <li>Participate in the Go-Live Acceptance Review.</li> </ul>

IDEMIA I&S Responsibility	VCSO Responsibility
	<ul style="list-style-type: none"> <li>Provide signature on the Go-Live Acceptance Certificate.</li> </ul>
<b>Travel</b>	
<ul style="list-style-type: none"> <li>Organize IDEMIA I&amp;S personnel travel if required.</li> <li>Pay for IDEMIA I&amp;S personnel travel expenses.</li> </ul>	<ul style="list-style-type: none"> <li>Organize any VCSO personnel travel.</li> <li>Pay for VCSO personnel travel expenses.</li> </ul>

### A.1.1 System Operations, Monitoring, and Administration Tasks

Table 9 defines IDEMIA I&S and Ventura County Sheriff's Office responsibilities for system operations, monitoring, and administration tasks.

**Table 9: System Operations, Monitoring, and Administration Tasks**

IDEMIA I&S Responsibility	Ventura County Sheriff's Office Responsibility
<b>System Operations Report</b>	
<ul style="list-style-type: none"> <li>Provide capacity and throughput reporting capability.</li> </ul>	<ul style="list-style-type: none"> <li>Run system operations reports.</li> </ul>
<b>LAN / WAN Administration and Supervision</b>	
<ul style="list-style-type: none"> <li>N / A</li> </ul>	<ul style="list-style-type: none"> <li>Provide all LAN / WAN administration, supervision, and support.</li> </ul>
<b>User Management</b>	
	<ul style="list-style-type: none"> <li>VCSO System administrators will be responsible for user management including: <ul style="list-style-type: none"> <li>Creating users.</li> <li>Establishing and modifying user access rights.</li> <li>Enabling and disabling user accounts.</li> <li>Deactivating users.</li> </ul> </li> </ul>
<b>Help Desk</b>	
<ul style="list-style-type: none"> <li>Provide Call Center support per your service agreement, including a 1-800 number and e-mail access.</li> <li>Record and track all service calls in our database.</li> <li>Address service issues according to contractual service level requirements.</li> </ul>	<ul style="list-style-type: none"> <li>N / A</li> </ul>
<b>Delivery of Consumables</b>	

IDEMIA I&S Responsibility	Ventura County Sheriff's Office Responsibility
<ul style="list-style-type: none"> <li>N / A</li> </ul>	<ul style="list-style-type: none"> <li>Customer is responsible for any consumables to maintain operations of local workstations (for example, ink cartridges, paper, etc.)</li> </ul>
<b>System Monitoring</b>	
<ul style="list-style-type: none"> <li>IDEMIA I&amp;S will be responsible for monitoring, which includes: <ul style="list-style-type: none"> <li>Services, interfaces, and databases.</li> <li>Detecting sudden activity peaks and scaling system dynamically to make sure transactions are processed according to service level agreement.</li> <li>Monitoring cloud services consumptions and alerting customer if usage exceeds expected levels.</li> <li>Notifications when an abnormal event is detected with regards to responsibilities outlined above.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>VCSO System Administrator will be responsible for monitoring: <ul style="list-style-type: none"> <li>In-process transactions</li> <li>Notifications when an abnormal event is detected with regards to in-process transactions</li> </ul> </li> </ul>
<b>System and Transaction Management</b>	
<ul style="list-style-type: none"> <li>IDEMIA I&amp;S will manage key components of the system, including: <ul style="list-style-type: none"> <li>Starting and stopping all services, interfaces, and databases of the system</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>VCSO System Administrator will be responsible for transactions management, including: <ul style="list-style-type: none"> <li>Stopping and re-starting all transactions in the system.</li> <li>Enabling and purging transactions.</li> <li>Changing transaction priority</li> </ul> </li> </ul>
<b>Storage Space Monitoring</b>	
<ul style="list-style-type: none"> <li>Monitor storage usage, system capacity and throughput; to include taking the appropriate action.</li> </ul>	<ul style="list-style-type: none"> <li>N / A</li> </ul>
<b>Data Backup Management</b>	
<ul style="list-style-type: none"> <li>Perform daily / weekly backups of the system databases and verify the backups.</li> <li>Responsible for making sure backup data is stored in a different geo-location than primary system.</li> </ul>	<ul style="list-style-type: none"> <li>N / A</li> </ul>

## A.1.2 System Maintenance Tasks

Table 10 defines IDEMIA I&S and Ventura County Sheriff's Office responsibilities for system maintenance tasks.

**Table 10: System Warranty and Maintenance Tasks**

IDEMIA I&S Responsibility	Ventura County Sheriff's Office Responsibility
<b>Software Preventive Maintenance</b>	
<ul style="list-style-type: none"> <li>Analyze STORM performance and make any updates required to ensure software is current and performing per specification.</li> </ul>	<ul style="list-style-type: none"> <li>N / A</li> </ul>
<b>Performance Analysis and Tuning</b>	
<ul style="list-style-type: none"> <li>Conduct reviews of system capacity, usage, performance indicators, and event logs to identify potential problems.</li> <li>Routinely evaluate performance indicators and modify system parameters and configurations to maintain optimum performance. Implement changes as needed to meet performance requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Report any system performance issues.</li> </ul>
<b>Remedial Maintenance Support</b>	
<ul style="list-style-type: none"> <li>Perform log analysis and technical investigations as necessary to diagnose system events.</li> <li>Produce software updates and fixes within the conditions of the maintenance contract. This may include source code analysis and patch creation.</li> <li>Test and install software updates and fixes in the SaaS environment within the conditions of the maintenance contract.</li> </ul>	<ul style="list-style-type: none"> <li>N / A</li> </ul>
<b>Data Management</b>	
	<ul style="list-style-type: none"> <li>Notify IDEMIA I&amp;S of any known anomalies, such as missed identifications.</li> </ul>

## A.2 List of Customer Milestones

Customer milestones are incorporated into the project's Master Schedule. If these tasks are not completed by the dates listed in the schedule, the schedule may have to be re-planned after the tasks are completed. The schedule slip may be more or less than the actual delay, based on the

affected dependencies. Significant schedule changes required because of missed customer milestones may result in a billable Change Order.

Table 11 lists the customer milestones.

**Table 11: VCSO Milestones**

VCSO Milestones	
1	Approval of the Requirement and Data Migration document
2	Site readiness (To be confirmed for each site)
3	Network readiness (To be confirmed for each site)
4	Customer contractor readiness (Applies to third-party contractors who may be responsible for interfaces or other functionality)
5	Availability of customer resources for installation, training, and cutover

### A.3 Acceptance Process

The acceptance process is characterized by running an acceptance test, documenting any anomalies with a plan to fix, signing the acceptance certificate, and putting the project into warranty support mode.

Table 12 provides a description of the Final Acceptance process.

**Table 12: Final Acceptance Process**

Acceptance Process	
1	VCSO and IDEMIA I&S run the standard STORM Acceptance Test Plan and Test Procedures. These procedures include tests covering all the specified functionality. This test MUST be completed successfully prior to putting the system into production (referred to as Production Go-Live).
2	Any anomalies are documented in the acceptance punch list. A plan to fix these anomalies by a specific date is entered into the punch list. Depending upon the severity classification of each issue, IDEMIA I&S and VCSO will agree upon which items will be resolved before production Go-Live. IDEMIA I&S's standard Severity Definitions are provided in Table 13 as a reference.
3	The system maintenance period begins at production Go-Live, at which point the system is deemed to provide beneficial use and considered accepted.
4	After production Go-Live, the system is remotely monitored for one week (or as otherwise agreed to), during which time any newly discovered issues are added to the punch list. At the end of the week, VCSO and IDEMIA I&S agree upon the issues that must be resolved and the timeline to resolve. The list is frozen at this time and no new items are added unless Severity 1 issues.
5	After the acceptance certificate is signed, IDEMIA I&S will provide the following: <ul style="list-style-type: none"> <li>• Management of the punch list through resolution.</li> <li>• The final invoice.</li> </ul>



Acceptance Process	
	<ul style="list-style-type: none"> <li>A CSC telephone number for calling in all issues after 1 week of system monitoring postproduction Go-Live.</li> </ul>

Table 13 provides definitions of the IDEMIA I&S severity levels.

**Table 13: Severity Definitions**

Severity	Definition
<b>Severity 1</b>	Severe: Any failure that renders an entire system or an essential component of a system non-operational.
<b>Severity 2</b>	Critical: Any failure that renders a crucial component of the system non-operational, or seriously impacts the overall system, has no work-around, but does not render the system unusable.
<b>Severity 3</b>	Non-Critical: Any failure where a system component is not functioning but there is a work-around. This also applies to inadequate documentation to install, integrate, or use the system.
<b>Severity 4</b>	Inconvenience: Any failure that does not significantly impact normal operation but makes it inconvenient or confusing to use the system or one of its components.
<b>Severity 5</b>	Enhancement: A feature or capability that is not in the current product specification but will be added in the future.

## A.4 Change Control

STORM is a standardized SaaS solution. Customers may submit new feature requests to their Program Manager (to be assigned) or Regional Support Manager for IDEMIA I&S's consideration for future system updates. Network configuration services for new or changed interfaces, or the addition of new workflows will be handled via our change order process and the work will be quoted accordingly.