COUNTY OF HUMBOLDT

For the meeting of: June 7, 2016

Date: May 13, 2016

To: Board of Supervisors

From: Michael T. Downey, Sheriff

Subject: Global Tel*Link Corporation Amendment #1 to Inmate Telephone Services Agreement

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve Global Tel*Link Corporation Amendment #1 to Inmate Telephone Services Agreement; and

2. Authorize the Board of Supervisor's Chair to sign three (3) original copies of Amendment #1 to Telephone Services Agreement and any additional amendments, modifications or extensions for the term of the Agreement.

SOURCE OF FUNDING:

Inmate Welfare Fund

Prepared by _____   CAO Approval _____
        Norma S Lorenzo, Deputy Director Admin

REVIEW:			
Auditor _____	County Counsel _KAD_	Human Resources _____	Other _____

TYPE OF ITEM:
___X___ Consent
_____ Departmental
_____ Public Hearing
_____ Other _____

PREVIOUS ACTION/REFERRAL:

Board Order No. _____

Meeting of: _____

BOARD OF SUPERVISORS, COUNTY OF HUMBOLDT
Upon motion of Supervisor _Bass_
Seconded by Supervisor _Fennell_

Ayes _Sundberg, Fennell, Lovelace, Bohn, Bass_
Nays
Abstain
Absent

and carried by those members present, the Board hereby approves the recommended action contained in this Board report.

Dated: _June 7, 2016_

By: _____
    Kathy Hayes, Clerk of the Board

DISCUSSION:

On June 8, 2010 your Board approved a Telephone Services Agreement with Inmate Telephone Inc. , a subsidiary of Global Tel*Link Corporation (GTL), later assigned to DISI-ITI. The Agreement grants to the contractor exclusive rights to install, maintain, and operate all coin-operated telephones for use by inmates at the Humboldt County Correctional Facility. According to the terms of the Agreement, the County receives a monthly commission from the total telephone revenue.

Pursuant to Penal Code section 4025 (d), jails may receive commissions from telephone providers when the commissions are attributed to the use of pay telephones which are used by inmates while incarcerated. These funds shall be deposited in the Inmate Welfare Fund (IWF) and used exclusively for inmate programs. Section (e) of Penal Code section 4025 specifically describes how these funds can be used.

The Sheriff's Office has been in negotiations with GTL since January 1, 2016 to facilitate upgrades and improvements to the systems through Picturelink Imaging Software that provides booking (arrest) photos and property photos and integration with the Offender Management System (OMS). Upgrades completed now will allow for integration with the new Department of Justice system requirements coming in the near future.

Amendment #1 of the GTL Telephone Services Agreement provides for upgrades to the Picturelink Imaging Software and hardware for Photo Imaging Capture transmission capabilities with Department of Justice. Exhibit A of Amendment #1 describes the work to be performed by Dynamic Imaging Systems, Inc. (DISI) for the delivery, configuration, integration, and installation of the Booking and Property Capture Stations, Conversion and OMS Interfaces for the Sheriff's Office. With the exception of two desktop computers, all hardware and software upgrades are provided at no additional charge to the County.

The delay in processing Amendment #1 dated, April 19, 2016, is due in part to uncertainty about new Federal Communications Commission (FCC) regulations governing rate caps. Additional discussions were held with legal staff from both the County and the vendor regarding proposed timeframes contained in the original contract, and of the proposed maintenance agreement with Dynamic Imaging. The resulting agreement includes corresponding dates for both portions of the Agreement, so the maintenance agreement will not extent past the original contract expiration date.

FINANCIAL IMPACT:

There are no additional costs associated with Amendment #1 of the Telephone Services Agreement with GTL signed in June 2010. Fees for telephone calls generated by inmates of the Correctional Facility are collected by GTL and a portion of those fees is contributed to the County on behalf of the IWF. Collection of fees and accrual of IWF commissions will continue as outlined in the original agreement.

The Telephone Services Agreement Amendment #1 meets the Board of Supervisor's Strategic Framework Plan by providing community-appropriate levels of service and maintains the Correctional Facility inmate program infrastructure.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board may choose not to approve GTL Telephone Service Agreement Amendment #1, however this is not recommended since upgrades to the PictureLink and Photo Imaging programs for transmission to the Department of Justice would not be completed, or would require additional funding sources.

ATTACHMENTS:

Attachment 1   Global Tel*Link Corporation Telephone Services Agreement Amendment #1
                  Exhibit A - Photo Imaging Upgrade Statement of Work January 22, 2016

Attachment 1

Global Tel*Link Corporation Telephone Services Agreement
Amendment #1

Exhibit A

Photo Imaging Upgrades Statement of Work
January 22, 2016

AMENDMENT 1 TO THE
TELEPHONE SERVICES AGREEMENT

THIS AMENDMENT TO THE INMATE TELEPHONE SERVICES AGREEMENT ("Amendment") is entered into as of April 19, 2016 (the "Effective Date"), by and between DSI-ITI, Inc., a wholly owned subsidiary of Global Tel*Link Corporation, having its principal place of business at 12021 Sunset Hills Road, Suite 100, Reston, VA 20194 ("Contractor") and County of Humboldt, a political subdivision of the State of California (by and through the Humboldt County Sheriff's Office and the Humboldt County Probation Department) ("County").

WHEREAS, Contractor and County previously entered into that certain Telephone Services Agreement dated as of June 15, 2010 and assigned to DSI-ITI, Inc. on August 25, 2010 (the "Agreement") and the parties would like to amend the Agreement as provided for herein.

NOW, THEREFORE, in consideration of the mutual covenants, promises and representations set forth below, and for other good and valuable consideration the sufficiency of which is acknowledged by the parties, the parties hereby amend the Agreement as follows:

1. Contractor agrees to offer to County Dynamic Imaging PictureLink imaging software (1 user license for Imaging Capture and 1 user license for property capture) and hardware free of charge to the County for use pursuant to the Statement of Work created by Dynamic Imaging ("DI") for Humboldt County Sheriff's Department dated January 22, 2016, attached hereto as Exhibit A.

2. Contractor shall offer to County software updates and technical support for one (1) year beginning with Effective Date, free of charge to County.

3. Contractor shall pass through the warranty from DI, but shall have no additional warranty obligations.

4. County understands that any maintenance agreement that the County may enter into with DI and payment pursuant to any such agreement are the responsibility of the County and not Contractor.

5. In the event that County terminates Agreement with Contractor prior to December 31, 2018, County shall repay Contractor for the cost of the software and hardware as follows:

Termination	Amount Immediately Due
Prior to 12/31/16	$37,812
1/1/17-12/31/17	$25,208
1/1/18-12/31/18	$12,604

6. Except as set forth above, there is no other revision to the Agreement or the obligations of either party, and the Agreement remains in full force and effect.

In the event of any inconsistencies between the terms and conditions contained in the Agreement and the terms and conditions contained in this Amendment, the terms and conditions contained of this Amendment will control.

AGREED TO:

COUNTY OF HUMBOLDT

By: _(signature)_

Name: Mark Lovelace

Title: Chair Board of Supervisors

Date: 6/7/16

DSI-ITI, INC.

By: _(signature)_

Name: Jeffrey B. Haidinger

Title: President & COO

Date: 5/3/16

This **Service Schedule** applies only to the Payment Services described herein ("Services"), and details the pricing, fees, services, and responsibilities of Contractor and County related to the Services in this Service Schedule. Where "Contractor" is used in this Service Schedule, it shall mean TouchPay Holdings, LLC d/b/a GTL Financial Services.

I. SERVICES. Contractor shall provide the following Services to the County:
- Trust Services – Via Lobby Kiosk, Web and IVR
- Optional - Self-Release (Bail)
- Additional Services as may be agreed upon by the Parties.

Contractor shall receive fees from the senders for the Services ("Fees") according to the pricing as set forth below (the "Transaction Pricing").

Trust Services. This Service allows a sender to fund an account held in trust by County on behalf of an inmate while serving his or her sentence ("Inmate Property"). Funds may be transferred from a sender to the trust account through any of the following methods: Contractor-provided proprietary Deposit Kiosks using cash or a credit card (collectively, the "Kiosk or Kiosks"), payment over the telephone using Contractor's Interactive Voice Response System ("IVR"), an on-line web-payment portal using a credit card ("Web") and via walk-in retail at certain retail locations using credit card or cash ("Walk-In Retail"). County acknowledges and agrees that Contractor may also accept payments on behalf of other governmental agencies at Kiosks or other payment portals placed in any facility by Contractor.

For cash, credit/debit card and ACH transactions for Trust deposits, Contractor will charge the sender a base fee as follows:

Deposit Amount	Lobby Kiosks Cash	Telephone (IVR)	CC/DC Kiosk, Web or Countertop Terminal
$0. - $20.00	$2.95	$2.95 +3.5%	$2.95 +3.5%
$20.01 - $50.00	$3.95	$3.95 +3.5%	$3.95 +3.5%
$50.01 – $100.00	$4.95	$4.95 +3.5%	$4.95 +3.5%
$100.01 - $200.00	$5.95	$5.95 +3.5%	$5.95 +3.5%

For each credit/debit card transaction, Contractor will charge the sender the base fee as listed above plus 3.5% of the face amount of each transaction.

(Optional) Self-Release. This Service allows a sender to deposit funds using a credit card into an on-site Kiosk without amount limit for exclusive use in posting bail.

For cash, credit/debit card and ACH transactions for Self Release Deposits, Contractor will charge the sender a base fee as follows:

Deposit Amount	Lobby Kiosks (cash)	Lobby Kiosks (card)	Telephone (IVR), Web or Countertop Terminal
$0.00 to $100.00	$6.00	$6.00	$6.00 + 7.5%
$100.01 to $2,900	$6.00 base plus an additional $5.00 per $100 deposited.	$6.00	$6.00 + 7.5%

For each credit/debit card transaction, Contractor will charge the sender the base fee of $6.00 per hundred dollars plus 7.5% of the face amount of each transaction.

GTL

Other County or State Payment Services. Upon consent of the County, the Lobby Kiosk may be enabled to accept payments for State of California services, and for services for other California counties and municipal agencies.

Contractor will provide the Deposit and Intake Kiosks described in the table below:

Building	Type	# of Kiosks to be Deployed
Jail	Lobby Kiosk	1
Jail	*Counter Top Terminal	1
Jail	Booking Kiosk	1

* Counter Top Terminal (Optional) Used to accept Credit/Debit Cards for Trust Account funding, posting bail and inmate phone services deposits.

II. PAYMENT SERVICES TERMS AND CONDITIONS

1. **Remittance.** For all deposit and payment services designated in this Schedule, Contractor agrees to transfer all fund amounts, less Fees, including all cash and all approved credit/debit payments, into the appropriate County accounts in the designated system. Contractor will initiate an Automated Clearing House ("ACH") credit to County's designated bank account within forty-eight (48) hours after the deposits are authorized and accepted by Contractor. The sender's destination account will reflect the deposited amount promptly after the deposit is authorized and accepted by Contractor.

2. **Compliance with Applicable Law.** Contractor is a licensed "money transmitter" under applicable state laws. County will reasonably cooperate with Contractor to allow Contractor to comply with all state laws and regulations applicable to "money transmitters" (the "Money Transmitter Laws"), which shall be Contractor's sole responsibility. If County is unable or unwilling to comply with the requirements of Contractor that allow Contractor to be in compliance with the Money Transmitter Laws, Contractor may, at its option, immediately terminate the provision of Services without penalty until such non-compliance is remedied.

3. **Systems Interface.** Contractor and County will establish a systems interface that allows for processing of payments directly between the proprietary systems of County and Contractor. County and Contractor shall each bear their own costs to affect the systems interface and confidentiality provisions contained in this Agreement shall apply.

4. **Payment Types and Business Rules.** County will provide Contractor with a list of payment types, the payment amount for each transaction type, and the payment limits for each transaction type. Contractor will use its default parameters unless County specifies unique requirements.

5. **Kiosk.** Prior to the installation of any hardware that may be necessary for Services, County shall provide Contractor with information regarding the location on where the Kiosk shall be located. County shall prepare the site for the Kiosk, according to Contractor's reasonable instructions. Power to the Kiosk is the County's sole responsibility. Contractor will be responsible for all on going cash management and repair of Kiosks.

6. **Promotion.** Contractor and County shall work together to promote the Services. County agrees to make its Senders aware of the Services through its website and other mutually agreeable means of advertising. Contractor will be allowed to distribute marketing material and promotional material to County as well as provide a reference link from County's website to the URL designated by Contractor for the sole purpose of promoting the Services.

7. **Title.** Title to all hardware provided by Contractor for the purpose of providing the Services shall remain solely that of Contractor. Within 30 days of the termination of this Agreement or within 30 days of receiving notice from County of a termination of this agreement, Contractor shall, at its own expense, remove all of its hardware from County premises.

8. **Reporting.** Contractor will provide County with online access to certain transaction information. To the extent such information is provided through password protected access, County agrees to keep all user and password information confidential and protect against unauthorized use. County will indemnify and hold Contractor harmless from any lawsuits, claims or other damages resulting from unauthorized use of transaction information that results in whole or in part from the acts or omissions of employees, agents or Companies of County.

9. **Money Transmitter Laws.** County agrees to the following procedures:

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GTL

a) For transaction greater than $3,000 ($1,000 in AZ) – Contractor will collect information or have Sender fill out the information included in the Large Dollar Transaction Form. No transactions will be accepted unless the information is collected.
b) For transaction greater than $10,000 – Contractor is required to obtain a signed CTR (Currency Transaction Report) from the Sender. No transactions will be accepted unless the signed CTR is received.
c) If Contractor encounters suspicious activity, County agrees to provide support and information for reporting such transactions to FinCEN (Financial Crimes Enforcement Network operated by the US Treasury).

10. **Overpayments/Underpayments.** Contractor will transmit all payments made through a Kiosk (net of Contractor Fees) and will not be responsible for collecting any underpayments or refunding any overpayments. County shall be solely responsible for collecting any underpayments or refunding any overpayments.
Contractor is only responsible for transmitting the payments made through a Kiosk (net of Contractor Fees), and assumes no responsibility for determining the sufficiency of any payment made by a user.

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AMENDMENT # 3 TO TELEPHONE SERVICES AGREEMENT

This Amendment # 3 ("Amendment"), takes effect as of the date signed by all the parties listed in this preamble ("Effective Date"), amends and revises that certain **Telephone Services Agreement**, dated June 15, 2010, as amended from time to time (the "Agreement"), by and between **DSI-ITI, Inc.** with an address of 12021 Sunset Hills Road, Suite 100, Reston, Virginia 20190 ("Contractor"), and **Humboldt County**, a political subdivision of the State of California, with an address of 825 5th Street, Room 131, Eureka, California 95501 ("County") (Contractor and County collectively, the "Parties" and each a "Party"). All capitalized terms not defined herein shall have the definitions set forth in the Agreement.

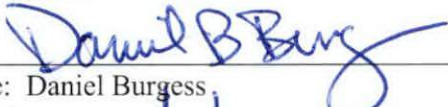**WHEREAS**, the Parties have agreed to amend the Agreement as further provided below.

NOW, THEREFORE, in consideration of the promises and covenants set forth in this Amendment, and for good and valuable consideration, the sufficiency of which is acknowledged by the Parties' signatures, the Parties agree as follows:

> As soon as reasonably practicable following the Effective Date, Contractor shall deliver the payment services described in the attached Exhibit A, and shall implement inmate PIN Debit as an additional method of payment for inmate telephone calls using the Contractor inmate telephone system.

In the event of any inconsistencies between the terms and conditions contained in the Agreement and the terms and conditions contained herein, the terms and conditions contained herein shall control. Except as set forth in this Amendment, the Agreement remains in full force and effect, without modification or amendment, and is hereby ratified and confirmed. This Amendment may be executed in multiple counterparts, each of which shall be an original, and all of which shall be one and the same contract. Original signatures transmitted by facsimile or electronic mail shall be effective to create such counterparts. Each person whose signature appears below warrants and represents that they have the requisite authority to execute this Amendment on behalf of the entity for which they are signing.

IN WITNESS WHEREOF, the foregoing Amendment has been executed by the Parties, effective as of the latest date listed below.

Contractor	**County**
DSI-ITI, Inc.	**Humboldt County**
By: _Daniel B Burgess_	By: _Ryan Sundberg_
Name: Daniel Burgess	Name: RYAN SUNDBERG
Title: President	Title: CHAIR, BOARD OF SUPERVISORS
Date: 4/5/2018	Date: 4/9/18

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Statement of Work

DYNAMIC IMAGING

January 22, 2016

Prepared for:

Humboldt County Sheriff's Office
826 Fourth Street
Eureka, CA 95501
Attn: Ed Wilkinson
Phone: (707) 441-5103
Email: EWilkinson@co.humboldt.ca.us

Introduction:

The intention of this document is to describe the work that is to be performed by Dynamic Imaging Systems, Inc. (DISI) for the delivery, configuration, integration, and installation of the Booking and Property Capture Stations, Conversion and OMS Interfaces for Humboldt County Sheriff's Office.

Appendices:

Appendix (A): Deliverables

Appendix (B): Server and PC Requirements

Appendix (C): DataLink Booking (Arrest) Host

Appendix (D): Host Interface (GTL - Offender Management System)

Appendix (E): Image & Data Conversion

Appendix (F): Custom PictureLink Forms

Appendix (G): Property Capture Interface (GTL - Offender Management System)

Deliverables Overview:

- Delivery of the digital camera hardware components required to support the PictureLink Image Capture workstation.

- Delivery of the camera hardware components required to support the Property Capture workstation.

- Deliver (1) PictureLink Digital Capture license.

- Deliver (1) PictureLink Property Capture license.

- Deliver PictureLink Application Server Software.

- Deliver PictureLink Desktop Administrative Single User Concurrent License.

- Deliver PictureLink Web Edition (2) User Concurrent license.

- To provide, install, and configure the Administrative and DataLink databases to support the PictureLink application.

- Provide custom DataLink screen and database for the PictureLink Solution as defined in Appendix (C).

- Installation and configuration of the PictureLink Application Server components on a

customer provided server.

- Conversion services for the existing mugshot images and data for enrollment in the PictureLink application as defined in Appendix (E).

- Installation and configuration of the PictureLink Image capture components on (1) customer provided PC to be utilized as the PictureLink Image Capture workstation.

- Installation and configuration of the PictureLink Image capture components on (1) customer provided PC to be utilized as the PictureLink Property Capture workstation.

- Installation, configuration, and verification services for an interface from PictureLink to the Humboldt County Sheriff's Office GTL Offender Management System (OMSe) as defined in Appendix (D).

- To provide custom PictureLink forms for use within the PictureLink Solution as defined in Appendix (F).

- Installation and configuration of the PictureLink Web Edition Server components on a customer provided application server.

- Installation, configuration, and verification services for a Property Image interface from PictureLink to the Humboldt County Sheriff's Office GTL Offender Management System (OMSe) as defined in Appendix (G).

- Installation and configuration of (1) PictureLink Administrative workstation and Administrative license on (1) agency designated PC.

- Provide (2) days of On-Site installation and training services.

Assumptions & Responsibilities:

1. Humboldt County Sheriff's Office is responsible for identifying, providing and configuring a networked Windows server to function as the Application Server for the Dynamic Imaging Solution. See PC and Server Requirements Appendix.

2. Humboldt County Sheriff's Office is responsible for identifying, providing and configuring a networked Windows server to function as the database server for the Dynamic Imaging solution.

3. Humboldt County Sheriff's Office is responsible for providing all general networking, electrical, telephone, and other logistical services as required.

4. Humboldt County Sheriff's Office is responsible for providing high-speed remote connectivity (i.e. VPN with Remote Desktop or Team Viewer) to Dynamic Imaging System technicians for the purpose of remote implementation and on-going support.

5. Humboldt County Sheriff's Office is responsible for ensuring that server-to-server communications are free of firewall restrictions, otherwise Humboldt County Sheriff's Office must accept responsibility to make configuration changes to firewalls as necessary to support the Dynamic Imaging Systems server-side solution. Client-to-Server communications will occur over http or https communications on a port designated by Humboldt County Sheriff's Office.

6. Humboldt County Sheriff's Office is responsible for providing all Dynamic Imaging Systems technician's with local administrator access Windows accounts to all of the servers and workstations necessary to implement and support the Dynamic Imaging solution.

7. Humboldt County Sheriff's Office is responsible for providing a file share for the storage

and retrieval of images. A dedicated service account with a non-expiring password is required to ensure that the application server can authenticate with the file share. Humboldt County Sheriff's Office is also responsible for performing routine backups of images. Any additional work that is required due to improper backup procedures will result in additional project costs. See Server and PC Requirements Appendix.

8. Humboldt County Sheriff's Office is responsible for performing routine backups of all application server data including IIS configurations and databases. Dynamic Imaging Systems will provide consultation during administrator training relating to the location and type of data required for backup. Dynamic Imaging Systems is not responsible for lost data. Any additional work that is required due to improper backup procedures will result in additional project costs.

9. Humboldt County Sheriff's Office is responsible for the physical installation and attachment of all mounting devices to existing structures to support the PictureLink Image capture station prior to Dynamic Imaging Systems technicians coming on site. Dynamic Imaging Systems will provide recommendations and training procedures to Humboldt County Sheriff's Office to assist with the installation, configuration and placement of mounting devices (cameras, camera mounts, and strobe lights) at each capture site.

10. All network connectivity and security access must be operational prior to any scheduled on-site (or remote) installation by the DISI technician(s). This includes any networking, firewall, routers, Windows Domain, or other security access configurations. Furthermore, DISI assumes that network connectivity uses standard LAN 10/100/1000 bandwidth and Microsoft TCP/IP network protocols.

11. OMS system software configurations need to be provided to support the demographic data and image import interface prior to the installation by the Dynamic Imaging Systems' technician, including all of the required views for both the data and image interface.

12. The Host Interface booking queue between PictureLink and OMS is a one way interface. Updating, modifying or deleting data or images from OMS after the data export has occurred, will not update records in the PictureLink Solution. The records in the PictureLink Solution will only reflect data that was available at the time of the export from OMS.

13. Humboldt County Sheriff's Office personnel are responsible for selecting the correct booking from the Host Interface "Booking Queue" application. If the booking number already exists in the PictureLink Solution, the existing record will be re-opened and allow officers to capture a new set of photos or append to the existing set. Any new data entered in the OMS since the original import will not be updated in the PictureLink Solution.

14. The Host Interface booking queue data interface requires network connectivity to the OMS database view. If the data interface is unable to access the OMS database view due to OMS maintenance or downtime, data will not be imported to the PictureLink Solution.

15. Humboldt County Sheriff's Office personnel are responsible for properly classifying photos according to the following specifications: Front, Side, Tattoo. If a photo is improperly classified or not classified, it will not be transferred to the OMS.

16. The Host Interface Image Transfer Plugin requires network connectivity to the OMS imaging interface table. If the interface is unable to access the OMS imaging interface table due to OMS maintenance or downtime, the interface will not function properly.

17. Humboldt County Sheriff's Office is responsible for providing Dynamic Imaging Systems access to the existing OMS system for the purpose of data and image conversion. This

includes but is not limited to user names and passwords for related databases and administrative tools.

18. Humboldt County Sheriff's Office is responsible for designating a PC(s) for the installation of the PictureLink Administrative software. The PC(s) must meet the minimum system requirements and be accessible from the PictureLink Application server. See PC and Server Requirements Appendix.

19. Humboldt County Sheriff's Office is responsible for the physical installation of backdrops and setup kits at each PictureLink Image Capture location. Dynamic Imaging Systems will provide recommendations and training procedures to Humboldt County Sheriff's Office to assist with the installation and placement of backdrops and setup kits at each capture location.

20. Humboldt County Sheriff's Office is responsible for providing (2) two PC's to be utilized as the PictureLink Image Capture workstations. The PC's must meet the minimum system requirements and be accessible from the PictureLink Application server. See PC and Server Requirements Appendix.

Contract Deliverables:

Dynamic Imaging Systems, Inc (DISI) has determined the following software and professional services are required in order to fulfill this Booking and Property Capture Stations, Conversion and OMS Interfaces order for Humboldt County Sheriff's Office.

It is important to note that the items listed below may be partially or completely performed at DISI headquarters. A DISI technician(s) will perform the final installation, configuration, verification, and training services on-site at the time of installation.

Under the terms of this contract DISI will provide the following Deliverables:

1. **Delivery of the digital camera hardware components required to support the PictureLink Image Capture workstation.**

   A. Description

   To provide the following hardware components to support the PictureLink Image Capture workstation:

   Components include:
   - (1) Digital Camera with lens, AC adapter, high speed memory card and USB cable
   - (1) Digital Lighting Kit
   - (1) Digital Mount Kit
   - (1) Pan & Tilt Model 340 with 20' Cable (Used for Scars, Marks and Tattoos)
   - (1) PictureLink Setup Kit
   - (1) Uniform Background

   B. Completion Criteria

   This task is considered complete when the hardware components listed to support the PictureLink Image Capture workstation have been delivered to Humboldt County Sheriff's Office.

DYNAMIC IMAGING

2. **Delivery of the camera hardware components required to support the Property Capture workstation.**

   A. Description

   To provide the following hardware components to support the PictureLink Property Capture workstation:

   Components include:
   - (1) Digital Camera with lens, AC adapter, high speed memory card and USB cable
   - (1) Digital Mount Kit

   B. Completion Criteria

   This task is considered complete when the hardware components listed to support the Property Capture workstations have been delivered to Humboldt County Sheriff's Office.

3. **Deliver (1) PictureLink Digital Capture license**

   A. Description

   Deliver the PictureLink Digital Capture license necessary to perform image capture.

   B. Completion Criteria

   This task is considered complete when the PictureLink Digital Capture license is delivered to Humboldt County Sheriff's Office.

4. **Deliver (1) PictureLink Property Capture license.**

   A. Description

   Deliver the PictureLink Property Capture license necessary to perform Property image capture.

   B. Completion Criteria

   This task is considered complete when the PictureLink Property Capture license is delivered to Humboldt County Sheriff's Office.

5. **Deliver PictureLink Application Server Software.**

   A. Description

   Deliver PictureLink Application Server Software that is necessary to support the PictureLink application.

   B. Completion Criteria

   This task is considered complete when PictureLink Application Server Software has been delivered to Humboldt County Sheriff's Office.

DYNAMIC IMAGING

6.   **Deliver PictureLink Desktop Administrative Single User Concurrent License.**

A. Description

Deliver PictureLink Desktop Administrative Single User Concurrent License.

B. Completion Criteria

This task is considered complete when the PictureLink Desktop Administrative Single User Concurrent License has been delivered to Humboldt County Sheriff's Office.

7.   **Deliver PictureLink Web Edition (2) User Concurrent license.**

A. Description

Deliver PictureLink Web Edition (2) User Concurrent license.

B. Completion Criteria

This task is considered complete when the PictureLink Web Edition (2) User Concurrent license is delivered to Humboldt County Sheriff's Office.

8.   **To provide, install, and configure the Administrative and DataLink databases to support the PictureLink application.**

A. Description

Provide, install and configure the PictureLink Administrative and DataLink databases on a customer provided database server that are necessary to support the PictureLink application.

Note: Humboldt County Sheriff's Office is responsible for performing backups of server configuration and databases. Any additional work that is required due to improper backup procedures will result in additional project costs.

B. Completion Criteria

This task is considered complete once Dynamic Imaging has provided, installed, and configured the PictureLink Administrative and DataLink databases to support the PictureLink application.

9. **Provide custom DataLink screen and database for the PictureLink Solution as defined in Appendix (C).**

   A. Description

   To provide custom DataLink host screen and database for use with the PictureLink Image Capture and Investigative application. The screen is based on the applicable booking data available within the OMS and required form data elements as defined in Appendix (C).

   Databases:
   - Booking (Arrest)

   B. Completion Criteria

   This task is considered complete when the DataLink screen and database has been successfully created, delivered and verified by the Dynamic Imaging Systems technician.

10. **Installation and configuration of the PictureLink Application Server components on a customer provided server.**

    A. Description

    To install and configure the PictureLink application server components on a customer provided server.

    Note: See Server and PC Requirements Appendix (B).

    B. Completion Criteria

    This task is considered complete when the delivery, installation and configuration of the PictureLink application server components have been verified operational by the Dynamic Imaging Systems installation technician.

11. **Conversion services for the existing mugshot images and data for enrollment in the PictureLink application as defined in Appendix (E).**

    A. Description

    To provide conversion services of the existing mugshot images into the PictureLink application as defined in the Appendix (E).

    Note: Although Dynamic Imaging Systems will attempt to enroll all legacy images, there is no guarantee that every single image will successfully enroll into the PictureLink system. Photos will be linked using the <BookingNumber> as the cross reference that links the existing photos to the appropriate data records in OMS.

    B. Completion Criteria

    This task is considered complete, once the bulk conversion process has been executed and all images deemed acceptable for PictureLink enrollment have been enrolled. A conversion summary report will also be provided to Humboldt County Sheriff's Office.

12. **Installation and configuration of the PictureLink Image capture components on (1) customer provided PC to be utilized as the PictureLink Image Capture workstation.**

A. Description

To install and configure (including licensing) the components necessary to perform image capture on (1) Dynamic Imaging provided PC to be utilized as the PictureLink Image Capture workstation.

Components include:
- PictureLink Image Acquisition
- PictureLink Common Components
- Digital Capture License

B. Completion Criteria

This task is considered complete once the client side components have been installed, configured, and licensed on each PictureLink Image Capture workstation within the PictureLink Solution.

13. **Installation and configuration of the PictureLink Image capture components on (1) customer provided PC to be utilized as the PictureLink Property Capture workstation.**

A. Description

To install and configure (including licensing) the components necessary to perform image capture on (1) Dynamic Imaging provided PC to be utilized as the PictureLink Image Capture workstation.

Components include:
- PictureLink Image Acquisition
- PictureLink Common Components
- Property Capture License

B. Completion Criteria

This task is considered complete once the client side components have been installed, configured, and licensed on each PictureLink Property Capture workstation within the PictureLink Solution.

Statement of Work

14. **Installation, configuration, and verification services for an interface from PictureLink to the Humboldt County Sheriff's Office GTL Offender Management System (OMSe) as defined in Appendix (D).**

    ### A. Description

    To provide installation, configuration, and verification services for the proposed data/image interface with the GTL Offender Management System (OMSe) as defined in Appendix (D).

    ### B. Completion Criteria

    This task is considered complete when the data/image transmission interface to the GTL Offender Management System (OMS) is installed, configured, and deemed operational by both the Dynamic Imaging Systems, Inc. installation technician and the Humboldt County Sheriff's Office project contact. Verification will consist of a successful (error free) import of data from the OMS and a successful (error free) transfer of the PictureLink mugshot photo to the OMS.

15. **To provide custom PictureLink forms for use within the PictureLink Solution as defined in Appendix (F).**

    ### A. Description

    To provide custom PictureLink forms for use within the PictureLink Solution as defined in Appendix (F).

    ### B. Completion Criteria

    This task is considered complete when the custom PictureLink forms have been approved by a representative of Humboldt County Sheriff's Office and installed and verified operational by a Dynamic Imaging System technician.

16. **Installation and configuration of the PictureLink Web Edition Server components on a customer provided application server.**

    ### A. Description

    To install and configure (including licensing) the application server components for PictureLink Web Edition on a customer provided application server.

    Components Include:
    - PictureLink Web Edition
    - PictureLink Web Edition Lineup & Witness configuration files
    - PictureLink Common Components

    PictureLink Web Edition Specifications:
    - PictureLink Web Edition supports the following browsers: Chrome, Firefox 3.5+, Internet Explorer 9 or 10. If the agency is using Internet Explorer, Compatibility Mode must be turned off for intranet sites.

    ### B. Completion Criteria

    This task is considered complete when the application server components have been installed, configured, licensed and verified operational by the Dynamic Imaging Systems installation technician.

17. **Installation, configuration, and verification services for a Property Image interface from PictureLink to the Humboldt County Sheriff's Office GTL Offender Management System (OMSe) as defined in Appendix (G).**

A. Description

To provide installation, configuration, and verification services for the proposed Property image interface with the GTL Offender Management System (OMSe) as defined in Appendix (G).

Note: Humboldt County Sheriff's Office is responsible for ensuring the installation of any GTL software/configurations are made to support the Property Image interface prior to the installation by the Dynamic Imaging Systems' technician.

B. Completion Criteria

This task is considered complete when the Property image transmission interface to the GTL Offender Management System is installed, configured and deemed operational by both the Dynamic Imaging Systems, Inc. installation technician and the Humboldt County Sheriff's Office project contact. Verification will consist of a successful (error free) capture of Property and transfer of the image to OMSe.

18. **Installation and configuration of (1) PictureLink Administrative workstation and Administrative license on (1) agency designated PC.**

A. Description

Installation and configuration of (1) PictureLink Administrative workstation with Administrative license to provide the agency the ability to perform the following functions: form design, expunge, seal. See Appendix (B), Administrative Workstation for PC requirements.

Components Include
- PictureLink
- PictureLink Common Components
- Single User Concurrent Display license

B. Completion Criteria

This task is considered complete when the installation and configuration of the PictureLink Administrative workstation and Administrative license have been verified operational by the Dynamic Imaging Systems installation technician.

19. **Provide (2) days of On-Site installation and training services.**

A. Description

A Dynamic Imaging Systems technician(s) will provide (2) days of on-site services for the PictureLink applications for Humboldt County Sheriff's Office

Note: All connections to and from external systems (OMSe) should be functioning and operational prior to on-site services. All applications will be installed and verified while the Technician is on-site.

DYNAMIC IMAGING

Training to consist of:
- IT Administrative Training for managing, backing up, troubleshooting, and upgrading server components, workstation components, and server-to-server connectivity.
- Train the trainer based information to be used for installing, implementing, rolling out, and training end users on the application functionality, usage, and best practices.

Training sessions will address both end-user application functionality as well as system administration functionality. Humboldt County Sheriff's Office may choose to coordinate "group" training sessions at a single location. The Dynamic Imaging Systems, Inc. project manager (or technician) will work with Humboldt County Sheriff's Office to customize a training schedule and curriculum that meets their specific needs.

B. Completion Criteria

This task is considered complete when the Dynamic Imaging Systems technician(s) has provided (2) days of on-site services on the PictureLink system.

Statement of Work Reviewed by Customer:

_____   _____
Print Name   Date

_____
Title

Statement of Work Accepted by GTL:

_____   _____
Signature   Date

_____   _____
Print Name   Title

Statement of Work

Appendix (A): Deliverables

Equipment:

(2) Canon Rebel T3i Digital Camera (includes lens, adapter, cable and high speed memory card)
(2) Digital Mount Kit
(1) Pan & Tilt Model 340 (includes 20' cable)
(1) Digital Lighting Components
(1) Backdrop
(1) PictureLink Setup Kit

DISI Software:

Selected Server Software
PictureLink Application Server
Booking (Arrest) Database
2-User Concurrent PictureLink Web Edition License

Selected Client Software
(1) Video Capture Machine License
(1) Property Capture Machine License
Single User Concurrent Administrative License

Third Party Software:

(1) Photo Plus

.Services:

Workstation Configuration, Certification and Testing
Conversion Services
GTL Host Interface (Arrest)
GTL Host Interface (Property)
Project Management
On-Site Installation and Training (includes travel and expenses)

Statement of Work

Appendix (B): Server and PC Requirements

Server Requirements:

Application Server Recommended Configuration (Virtual Servers Supported)
- Windows Server 2012 (2008-R2 minimum) 64 bit Edition
- Modern Intel/AMD Quad Core Processor
- 4GB – 8GB Ram
- 50GB – 100GB Free Disk Space
- 100mb Network Connection
- Server roles: Application Server & Web Server IIS 8 with Management Tools
- Server features: .NET Framework 3.5 installed
- .NET Framework 4.5

NOTE: Dynamic Imaging recommends that virtual application servers be configured with a minimum of two (2) virtual CPU's.

Minimum Database Server
- SQL 2008 R2
- Oracle 10g

Recommended Database Server Configuration
- SQL 2012
- Oracle 11g

NOTE: The PictureLink databases can be installed on an existing database server. A dedicated database server for the PictureLink application is not required.

File Server
- Approximately 20GB of disk space for existing images and 5 years of annualized average mugshot and fingerprint file growth. Please consult with Dynamic Imaging Systems for estimates on file storage requirements.

NOTE: A dedicated service account with a non-expiring password is required to ensure that the application server can authenticate with the file server.

NOTE: Dynamic Imaging Systems strongly recommends that the agency supplies access to an existing file server, with sufficient storage capacity available for the converted and ongoing mug shot images, which are stored as JPEGs. Should the agency desire to use the PictureLink application server for storage, Dynamic Imaging Systems will need to perform an analysis of existing mug shot images as well as estimates for calculated growth to determine the additional system capacity (RAM/Hard Drive) needed for the PictureLink solution. The added capacity will be in addition to the minimum system requirements specified for the PictureLink system

Statement of Work

DYNAMIC IMAGING

Workstation Requirements:

Dynamic Imaging Systems, Inc. recommends that the PictureLink Capture Station PC be an industry-standard, name-brand model (i.e. Dell, HP, Lenovo) and must support the following minimum specifications.

PictureLink Capture Workstation

Operating System & Software

- Windows 7 Professional SP 1 (32-bit or 64-bit)
- Microsoft.NET Framework 4.5 Full
- Adobe Reader

Desktop PC Hardware

- Intel Core i5 2.3GHz+ Processor (Quad Core, 6MB Cache)
- 4GB+ Memory
- Integrated Graphics VGA video supporting 1024 x 768 or greater
- 80GB+ hard drive (SATA 3.0 Gb/s+, 8MB Cache)
- Integrated 10/100/1000 Ethernet NIC
- At least two available USB 2.0 ports
- 19-inch LCD monitor at 1280x1024 or greater resolution

PictureLink Client Software

- 200MB of available disk space
- 512MB of available memory

PictureLink Administrator Workstation

Operating System & Software

- Windows 7 Professional SP 1 (32-bit only)
- Microsoft.NET Framework 4.5 Full
- Adobe Reader

Desktop PC Hardware

- *Same as PictureLink Capture Workstation

PictureLink Client Software

- *Same as PictureLink Capture Workstation

Appendix (C): DataLink Booking Host Screen & Database

Overview
One (1) custom screen design layout and database will be created based on the available data from the OMSe system. The following database will be re-created in the PictureLink Solution: Adult Booking

Further DataLink host screens and database Clarification, Assumptions and Exceptions:
1. Humboldt County is responsible for providing the list of required data elements to Dynamic Imaging Systems for the purpose of designing and developing the custom screen design layout and database.

Booking Data Elements
Sample booking data elements to be customized based on available data from the OMSe database as well as forms requirements.

- SYSID
- Inmate Number
- Booking Number
- FBI ID
- SID
- Last Name
- First Name
- Middle Name
- Suffix
- Street
- Street 2
- City
- State
- Zip
- Sex
- Race
- Height
- Weight
- Eye Color
- Hair Color

- Complexion
- Build Glasses
- Facial Hair
- Age at Booking
- Date of Birth
- Place of Birth
- Arrest Date
- Arrest Agency
- Social Security Number
- Country of Citizenship
- Offense Code
- Offense Description
- Date of Offense
- Alias Last Name
- Alias First Name
- Alias Middle Name
- SMT Type
- SMT Descriptor
- Cell Phone
- Home Phone

Statement of Work

DYNAMIC IMAGING

Screenshot

Sample screenshot of PictureLink Booking screen:

Statement of Work

Appendix (D): Host Interface (GTL Offender Management System Booking Queue)

The following is a description of the booking queue interface between PictureLink and the GTL Offender Management System (OMSe).

Booking Queue Overview:

The interface is initiated by logging into the PictureLink Web Edition application and clicking on the "Booking Queue" button. This will open a list of bookings from the OMS for the past 48 hours who have not had their photo taken yet. The officer is also able to enter a booking number manually to recall the record if it is not displayed in the list. After the end user selects a booking, the data for the selected record is imported from the OMS into the PictureLink Web Edition booking screen. If the officers are required to enter any additional fields for PictureLink purposes they may do so at this time, otherwise they can begin to take mugshot photos of the subject. After each photo is taken, officers will be required to classify photos as front, side, tattoo. When the booking is completed in the PictureLink system, mugshot photos are sent to the OMS for display within that application. See Image Transfer Plugin for more information on sending photos to OMS.

Assumptions & Responsibilities:

1. The booking queue interface between the PictureLink and GTL OMS is a one way interface. Updating, modifying or deleting data or images from the GTL OMS after the data export has occurred, will not update records in the PictureLink System. The PictureLink System records will only reflect data that was available at the time of the export from the GTL OMS.

2. The booking queue data interface requires network connectivity to the GTL OMS database view. If the data interface is unable to access the GTL OMS database view due to OMS maintenance or downtime, data will not be imported to the PictureLink System.

3. Agency personnel are responsible for selecting the correct booking from the "Booking Queue" application. If the booking number already exists in the PictureLink System, the existing record will be re-opened and allow officers to capture a new set of photos or append to the existing set. Any new data entered in the OMS since the original import will not be updated in PictureLink.

Booking Queue Fields:

The following is a list of the sample data fields to be transferred from the GTL OMS to the Dynamic Imaging PictureLink System when using the Booking Queue.

- Inmate Number (PIN)
- SYSID
- Booking Number
- Last Name
- First Name
- Middle Name
- Street
- Street 2
- City
- State
- Zip
- Date of Birth
- Sex
- Race
- Height
- Weight
- Eye Color
- Hair Color

- Glasses
- Facial Hair
- Complexion
- Build
- Home Phone
- Cell Phone
- Arrest Date
- Arrest Agency
- Social Security Number
- Offense Date
- Offense Code (Statute)
- Offense Description (Statute Literal)
- Alias Last Name
- Alias First Name
- Alias Middle Name
- FBI ID
- SID
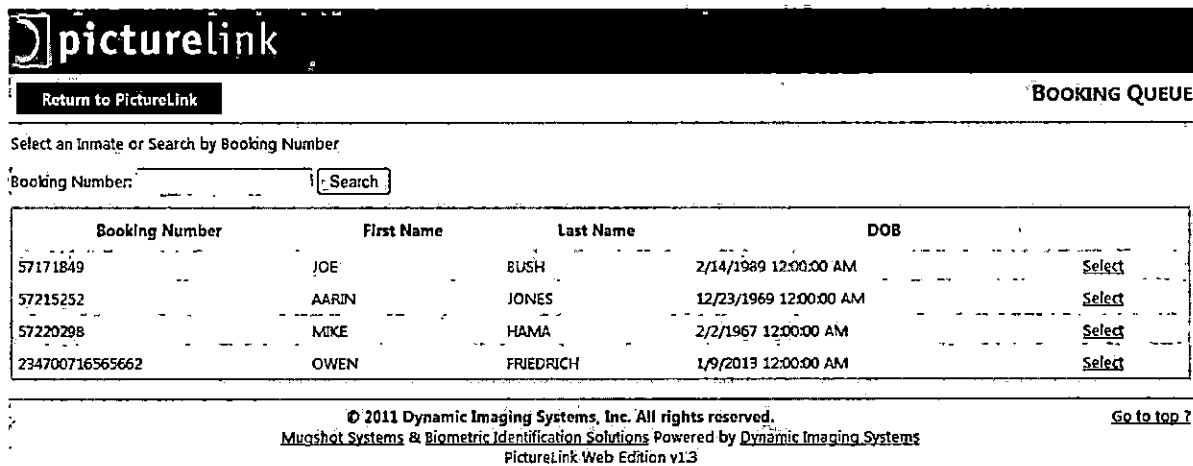- Commitment Date

Statement of Work

DYNAMIC IMAGING

Screenshots

Booking Queue Menu Item
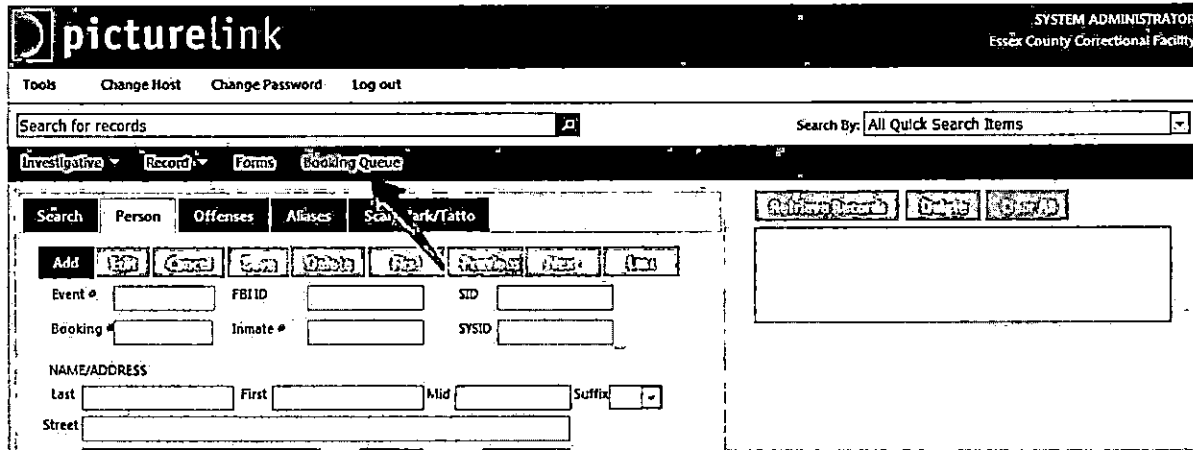
Booking Queue List Screen (Sample)

Image Interface Specifications:

The following is a description of the image interface between PictureLink and the GTL Offender Management System (OMSe).

Image Transfer Plugin Overview:

After photos have been captured in the PictureLink System, images are automatically transferred to the GTL OMS using the Image Transfer Plugin. The Image Transfer Plugin inserts photos and relevant classification data into an imaging interface table where appropriate services in the GTL OMS acquire the photos and make them available in their application. All Image Transfer transactions utilize the Work Action Process framework and can be monitored using the Deployment Manager administrative application (shown below).

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DYNAMIC IMAGING

Assumptions & Responsibilities:

1. The Image Transfer Plugin requires network connectivity to the GTL OMS imaging interface table. If the interface is unable to access the GTL OMS imaging interface table due to GTL OMS maintenance or downtime, photos will not display in the GTL OMS. (Note: GTL OMS image import services are provided and installed by GTL).

2. Agency personnel are responsible for properly classifying photos according to the following specifications: Front, Side, Tattoo. If a photo is improperly classified or not classified, it will not be transferred to the GTL OMS.

3. GTL to provide OMS Booking Number to be used as the cross-reference fields that links images to the data records in OMS.

Screenshot

Statement of Work

Appendix (E): Image & Data Conversion

Overview

The image and data conversion effort encompasses the Booking database from the existing OMSe system. The conversion will export existing photos and associated booking data from the database into the PictureLink Solution.

Conversion Stages

1. Dynamic Imaging Systems will perform a pre-install conversion prior to on-site installation to allow the agency time to validate the converted data and images (referred to as First Cut).

2. During the final conversion, the remainder of the data and images up to the end of the existing system use will be converted into the PictureLink Solution. (referred to as Final Cut).

Further Image & Data Conversion Clarification, Assumptions, and Exceptions

1. Humboldt County is responsible for providing Dynamic Imaging Systems access to the existing OMSe system for the purpose of data and image conversion. This includes but is not limited to user names and passwords for related databases and administrative tools.

2. Humboldt County personnel are responsible for properly classifying photos according to the following specifications: Front, Side, Tattoo. If a photo is improperly classified or not classified, it will not be converted to the PictureLink Solution.

3. Photos will be linked to the booking number from the OMSe system as the cross reference that links the existing photos to the appropriate data records in GTL Offender Management System (OMSe). Converted image files will be available for display within the PictureLink Solution provided that the existing image contains a cross-reference (field) that "links" the images to the data record in the OMSe System.

Note: Images will be linked using the Booking Number as the cross reference that links the existing photos to the appropriate data records in the GTL Offender Management System (OMSe). Orphaned images without the appropriate cross reference link may not convert into the PictureLink Solution. Converted image files will be available for display within the PictureLink system provided that the existing image contains a cross-reference (field) that "links" the images to the data record in the GTL Offender Management System (OMSe).

Statement of Work

Appendix (F): Custom PictureLink Forms

The following is a description of the Custom PictureLink forms to be delivered in this project. Below is a list of Humboldt County existing forms that will be re-created in the PictureLink Solution. Humboldt County is responsible for providing screenshots of all applicable forms to Dynamic Imaging Systems.

Forms:
1. Wristband
2. TBD

Further Forms Clarification, Assumptions and Exceptions:
1. PictureLink Forms are generated in the .PDF file format and therefore require a PDF viewer application to be installed on the PC to view/open (e.g. Adobe Reader). Humboldt County is responsible for installation and configuration of PDF viewer applications on client machines utilizing PictureLink forms.

2. Humboldt County is responsible for providing samples of all applicable forms to Dynamic Imaging Systems.

Sample Forms

Sample forms were not available during the creation of this Statement of Work. Forms will be created using samples provided by the agency and duplicated to the closest possible match relating to text size, content, color, data values, and layout.

Statement of Work

Appendix (G): Property Capture Interface (GTL – Offender Management System)

The following is a description of the Property Image capture interface between PictureLink and the GTL Offender Management System (OMSe).

Overview:

The interface is initiated from the Property screen within the GTL Offender Management System (OMSe) by clicking on a button to the launch the PictureLink Image Capture application. (Note: Capture button is provided and installed by GTL). This will open the PictureLink Imaging application and allow users to capture a photo of the Property. Users are able to "Crop" captured property photos by lassoing the area of interest with the mouse or by re-sizing the crop box. When the capture and cropping process is complete the user can select the "Accept Photo" button to save the image to the Offender Management System (OMSe).

Assumptions & Responsibilities:

1. The Property interface requires a valid PictureLink Property Capture license be installed on the workstation PC.

2. Humboldt County is responsible for ensuring the installation of any GTL software/configurations are made to support the Property Image interface prior to the on-site installation by the Dynamic Imaging Systems' technician.

3. The PictureLink Property Capture Interface will provide the following functionality for GTL to integrate into OMSe.

    a. The ability to capture one or more property photos using the provided capture hardware

    b. The ability to save captured images to OMSe

    Note: GTL is responsible for providing a user interface (UI) method for launching the Property Capture application and storing the captured image within the OMSe application.