County of Solano
Contract Review Worksheet
DocuSign only

Contract Number:
(Dept., Division, FY, #)
Authority:
- ☐ Dept Head Execute
- ☐ CAO Execute
- ☒ BOS Approval Required

NOTE: Please review all instructions on the back of this worksheet before you begin processing.

1. Department/Division: SHERIFF'S OFFICE
2. Date: 10/9/25
3. Contract Administrator: Erika Manuel
4. Phone Ext: 7064

5. Contract Attributes:

☒ Expenditure ☐ Revenue

☐ Intergovernmental
☒ Personal/Professional Svcs
☐ Purchase of Goods
☐ Lease
☐ Construction
☐ Other

☒ Original Bid/RFP Required? ☐ YES ☐ NO

Sole Source Contract? ☐ YES ☒ NO
Bid/RFP No:
Date
Please attach copy of Bid/RFP or justification.

☐ Amendment/Change Order
Amendment/Change Order Number
Contract No:
Date:
Please attach copies of original/amendments

6. Description of Contract:
Jail Management System (Cloud Solution) SOW

7. Name of Contractor:
Atims

8. EIN SSN

9. Is Contractor a California Public Pension Plan Retiree? ☐ YES ☒ NO
If yes: Name of Public Pension Plan: Date of Retirement:

10. Does Contractor have a personal relationship in a direct line of supervision in your Department? ☐ YES ☒ NO
If yes, please describe relationship:
Does Contractor have a personal relationship with someone in another Department? ☐ YES ☒ NO
If yes, please provide Department and describe relationship:

11. Has County contracted with Contractor previously during this fiscal year? ☐ YES ☒ NO

12. Effective Date: Original Contract: 10/28/25 This amendment:

13. Termination Date: By this amendment:

14. Contract Budget:
Original Contract Amount: $ 392,606
Total of Previous Amendments: $
Current Amendment: $
Total Amount of Contract $ 392,606

15. Payment Terms:
☐ Prepaid ☒ Arrears
☐ Fixed ☒ Actual ☐ Estimate
☐ Monthly ☐ Quarterly ☐ Progress ☒ Other

16. Source of Funds:
☐ Fed/State Grant
☐ Fed/State Funding
☒ County
Specify:
_ Fed Catalog No:
State Legislation: ☐ AB ☐ SB

17. Fund: 900 Budget Unit: 6564 Sub-object: 0004520

18. Current Appropriation Sufficient? ☒ YES ☐ NO

19. Proposed Board of Supervisors Agenda Date, if required. Please attach agenda summary and ATR request.

20. Remarks Going to BOS on 10/28/25

21. Signature Route:

Erika Manuel — Email esmanuel@solanocounty.gov
Department Contract Administrator: Erika Manuel

Contractor Signatory Name (Informational only)
Email

JL — Jeff Liddicoat (Oct 10, 2025 08:43:05 PDT) — Email jliddicoat@solanocounty.gov
Department Head or Designee: Jeff Liddicoat

Michael McDonald — Email memcdonald@solanocounty.gov
County Counsel Reviewer: Michael McDonald

Email
HR Analyst (for Contract Employees) **or** Risk Management (for insurance changes)

Tami Lukens — Email tdlukens@solanocounty.gov
CAO Analyst: Tami Lukens

Ian Goldberg — Email imgoldberg@solanocounty.gov
Authorizing Signature (CAO/DH): Ian Goldberg

CONTRACT NUMBER:
(Dept., Division, FY, #)

BUDGET ACCOUNT:
6564
SUBOBJECT ACCOUNT:
4520

County of Solano
IT Professional Services Agreement

This Agreement is made on October 28, 2025, between the County of Solano ("County"), a political subdivision of the State of California, on behalf of its Sheriff's Office (Sheriff's Office) and ATIMS, a division of ActOne Group, a corporation based in the State of California, referred to individually as a "Party" or collectively as the "Parties."

I. Recitals

WHEREAS, ATIMS now offers a hosted cloud-based solution for its Jail Management System ("JMS") and also has developed and rolled out version 2 of JMS; and

WHEREAS, the County desires to move to a hosted cloud-based platform and upgrade to version 2 of JMS.

NOW, **THEREFORE**, ATIMS and the County agree to enter into an Information Technology professional services agreement ("Agreement").

The Parties agree to the following terms and conditions:

II. Agreement

A. Scope of Services

1. Statement of Work. The attached Statement Of Work ("SOW") describes all services to be provided, deliverables, acceptance criteria, and schedules.

2. Change Order. Any changes, additions or deletions to the SOW will require an executed written change order on a form agreeable to both Parties. In the case where a Party determines a change to the project is required or desirable, the requesting Party shall complete a change request form. Upon execution by each Party, the change request shall become an authorized Change Order and shall be automatically made a part of this Agreement.

3. Project Status. ATIMS shall provide the Sheriff's Office with monthly project status reports.

B. Payment Provisions

1. Compensation. The project cost is fixed at $392,606.00. Payments shall be made pursuant to the Milestone Project Schedule below.

Number	Milestone	Percentage	Amount
1	Contract Initiation	10%	$ 39,260.60
2	Project Initiation		$ 0.00
3	JMS Analysis, Development & Testing	10%	$ 39,260.60
4	Base Product Implementation Test Environment	20%	$ 78,521.20
5	JMS Interface Development		$ 0.00
5	JMS Data Conversion		$ 0.00
7	Reporting	20%	$ 78,521.20
8	User Acceptance Testing	20%	$ 78,521.20
9	JMS Production Environment	20%	$ 78,521.20
Total Product and Professional Services		**100%**	**$ 392,606.00**

ATIMS shall not be entitled to, nor receive from the County, any additional consideration, compensation, wages, or other remuneration for services rendered under this Agreement.

2. Method of Payment. Upon submission of an invoice by Contractor, and upon review and

approval of County's representative, County will pay ATIMS in arrears upon demonstrated completion of deliverables associated with each milestone at the applicable percentage enumerated above. Invoice shall include company name, address and logo, invoice date, invoice number, the milestone completed, date completed, applicable percentage, and the charge.

C. Terms and Conditions

1. Time of Performance. Work will not begin on this project until this Agreement has been fully executed.

2. Termination. This Agreement may be terminated by County or ATIMS, at any time, with or without cause, upon 30 days' written notice from one to the other. Following termination, County will reimburse ATIMS for all expenditures made in good faith that are unpaid at the time of termination not to exceed the maximum amount payable under this Agreement unless ATIMS is in default of this Agrement.

3. Default. If ATIMS defaults in ATIMS' performance, County shall promptly notify ATIMS in writing. If ATIMS fails to cure a default within 30 days after notification, or if the default requires more than 30 days to cure and ATIMS fails to commence to cure the default within 30 days after notification, then ATIMS' failure shall constitute cause for termination of this Agreement.

4. Dispute Resolution. In the event of any dispute, claim, question, or disagreement arising from or relating to this Agreement or the breach thereof, including any conflict in the Agreement documents, the Parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement. To this effect, they shall consult and negotiate with each other in good faith and recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both Parties. If the Parties fail to resolve this matter, each Party may pursue litigation or other means of dispute resolution available under the laws of the State of California such as arbitration, or Parties may terminate this Agreement.

5. Indemnification. ATIMS agrees to indemnify and hold harmless County, its employees, agents and elective and appointed boards from and against any damages including costs and attorney's fees arising out of negligent or intentional acts or omissions of ATIMS, its employees or agents to the extent that any such are damages is attributable to bodily injury, including death, or damage to or destruction of tangible, real or personal property.

   If as a result of ATIMS's gross negligence the confidentiality of County's client personal/financial data is breached, ATIMS shall defend County against any claim against it attributable to ATIMS' acts and will pay damages and attorneys' fees attributable to ATIMS' breach whether determined by final court award or settlement.

6. Insurance. Without limiting ATIMS's obligation to indemnify County, ATIMS must procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work under this Agreement and the results of that work by ATIMS, ATIMS' agents, representatives, employees or subcontractors.

   A. Minimum Scope of Insurance
   Coverage must be at least as broad as:

      (1) Insurance Services Office Commercial General Liability coverage (occurrence Form CG 00 01).

      (2) Insurance Services Office Form Number CA 00 01 covering Automobile Liability, Code 1 (any auto).

      (3) Workers' Compensation insurance as required by the State of California and

Employer's Liability Insurance.

B. Minimum Limits of Insurance
ATIMS must maintain limits no less than:

(1) General Liability: (Including operations, products and completed operations.)	**$2,000,000**	per occurrence for bodily injury, personal injury and property damage, or the full per occurrence limits of the policy, whichever is greater. If Commercial General Liability insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
(2) Automobile Liability:	**$1,000,000**	per accident for bodily injury and property damage.
(3) Workers' Compensation:	As required by the State of California.	
(4) Employer's Liability:	**$1,000,000**	per accident for bodily injury or disease.

C. Additional Insurance Coverage
To the extent coverage is applicable to ATIMS' services under this Contract, ATIMS must maintain the following insurance coverage:

(1) Cyber Liability:	**$1,000,000**	per incident with the aggregate limit twice the required limit to cover the full replacement value of damage to, alteration of, loss of, or destruction of electronic data and/or information property of the County that will be in the care, custody or control of ATIMS under this Contract.
(2) Professional Liability:	**$2,000,000**	combined single limit per claim and in the aggregate. The policy shall remain in full force and effect for no less than 5 years following the completion of work under this Contract.

D. If ATIMS maintains higher limits than the minimums shown above, County is entitled to coverage for the higher limits maintained by ATIMS. Any insurance proceeds in excess of the specified limits and coverage required, which are applicable to a given loss, shall be available to the County. No representation is made that the minimums shown above are sufficient to cover the indemnity or other obligations of ATIMS under this Contract.

E. Deductibles and Self-Insured Retentions
Any deductibles or self-insured retentions must be declared to and approved by County. At the option of County, either:

(1) The insurer will reduce or eliminate such deductibles or self-insured retentions with respect to County, its officers, officials, agents, employees and volunteers; or

(2) ATIMS must provide a financial guarantee satisfactory to County guaranteeing payment of losses and related investigations, claim administration, and defense expenses.

F. Other Insurance Provisions

(1) The general liability and automobile liability policies must contain, or be endorsed to contain, the following provisions:

(a) The County of Solano, its officers, officials, agents, employees, and volunteers must be included as additional insureds with respect to liability arising out of automobiles owned, leased, hired or borrowed by or on behalf of ATIMS; and with respect to liability arising out of work or operations performed by or on behalf of ATIMS including materials, parts or equipment furnished in connection with such work or operations. General Liability coverage shall be provided in the form of an Additional Insured endorsement (CG 20 10 11 85 or both CG 20 10 and CG 20 37 if later ISO revisions are used or the equivalent) to ATIMS' insurance policy, or as a separate owner's policy. The insurance afforded to the additional insureds shall be at least as broad as that afforded to the first named insured.

(b) For any claims related to work performed under this Contract, ATIMS' insurance coverage must be primary insurance with respect to the County of Solano, its officers, officials, agents, employees, and volunteers. Any insurance maintained by County, its officers, officials, agents, employees, or volunteers is excess of ATIMS' insurance a ATIMS shall not contribute to it.

(2) Professional liability coverage shall include, but not be limited to claims involving infringement of intellectual property, copyright, trademark, invasion of privacy violations, information theft, release of private information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to such obligations. The policy shall also include, or be endorsed to include, property damage liability coverage for damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the County in the care, custody, or control of ATIMS. If not covered under ATIMS' Professional Liability policy, such "property" coverage of the County may be endorsed onto ATIMS' Cyber Liability Policy.

(3) Should any of the above described policies be cancelled prior to the policies' expiration date, ATIMS agrees that notice of cancellation will be delivered in accordance with the policy provisions.

G. Waiver of Subrogation

(1) ATIMS agrees to waive subrogation which any insurer of ATIMS may acquire from ATIMS by virtue of the payment of any loss. ATIMS agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation.

(2) The Workers' Compensation policy must be endorsed with a waiver of subrogation in favor of County for all work performed by ATIMS, its employees, agents and subcontractors.

H. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII unless otherwise acceptable to County.

I. Verification of Coverage

(1) ATIMS must furnish County with original certificates and endorsements effecting

coverage required by this Contract.

(2) The endorsements should be on forms provided by County or, if on other than County's forms, must conform to County's requirements and be acceptable to County.

(3) County must receive and approve all certificates and endorsements before work commences.

(4) However, failure to provide the required certificates and endorsements shall not operate as a waiver of these insurance requirements.

(5) County reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage described above at any time.

7. Limited Liability. ATIMS' cumulative liability to any Party for any loss or damage resulting from any claim, demand, or action arising out of or relating to ATIMS will not exceed $2,000,000.

8. Independent Contractor. The Parties mutually understand that this Agreement is by and between two independent entitles and is not intended to and shall not be construed to create the relationship of agent, servant, employee, partnership, joint venture or association.

9. Assignment. ATIMS shall not subcontract any work under this Agreement nor assign this Agreement or monies due to a third party. Notwithstanding the preceding sentence, in the event of a sale, acquisition, merger, or other corporate restructuring involving ATIMS, ATIMS may assign this Agreement, including all of its rights, interests, duties, and obligations hereunder, to the acquiring or successor entity ("Assignee"), provided that Assignee shall assume all of ATIMS' obligations under this Agreement in writing and shall agree to be bound by the terms and conditions herein as if it were the original party.

10. Confidentiality. ATIMS will utilize all reasonable means and due diligence to protect the confidentiality of County's client data. ATIMS shall not use client specific information for any purpose other than carrying out ATIMS' obligations under this Agreement and shall prevent unauthorized disclosure of names and other identifying information, except for statistical information not identifying a particular County client. The obligations regarding confidentiality exist beyond the terms of the Agreement.

    Should County's client data be compromised, ATIMS shall notify County immediately but in any event, no later than close of the next business day after determination or discovery of occurrence.

11. Compliance. ATIMS shall comply with all federal, state and local laws and regulations applicable to ATIMS' performance, including, but not limited to, licensing, employment and purchasing practices, wages, hours and conditions of employment.

12. Non-Discrimination. Both Parties shall comply with all applicable federal, state and local laws, rules and regulations and shall not discriminate based on age, ancestry, color, gender, marital status, medical condition, national origin, physical or mental disability, race, religion, sexual orientation, or other protected status.

13. Governing Law. The Parties have executed and delivered this Agreement in the County of Solano, State of California. The laws of the State of California shall govern the validity, enforceability, or interpretation of this Agreement. Solano County shall be the venue for any action or proceeding between the Parties, in law or equity that may be brought in connection with this Agreement. Furthermore, Solano County shall be the venue for all other claims, actions or proceedings that may be brought against one or both Parties by a third party.

14. Unforeseen Circumstances. ATIMS is not responsible for any delay caused by natural disaster,

war, civil disturbance, labor dispute or other cause beyond ATIMS' reasonable control, provided ATIMS gives written notice to County of the cause of the delay within 10 days of the start of the delay.

15. Severability. In the event any provisions of this Agreement shall be determined to be unenforceable or otherwise invalid for any reason, such provisions shall be enforced and valid to the extent permitted by law. All provisions of this Agreement are severable, and the unenforceability or invalidity of a single provision herein shall not affect the remaining provisions which shall remain in full force and effect.

16. Waiver. Any failure of a Party to assert any right under this Agreement shall not constitute a waiver or a termination of that right, under this Agreement or any of its provisions.

17. Survival. All provisions of this Agreement relating to indemnification obligations and payment obligations survive the termination or expiration of this Agreement.

18. Notices. Any notice necessary to the performance of this Agreement shall be given in writing by personal delivery or by prepaid first-class mail addressed as stated below. If notice is given by personal delivery, notice is effective as of the date of personal delivery. If notice is given by mail, notice is effective as of the day following the date of mailing or the date of delivery reflected upon a return receipt, whichever occurs first.

To SOLANO COUNTY:	To ATIMS:
Bradley W. Dewall, Sheriff 530 Union Avenue, Suite 100 Fairfield, CA 94533	Felix Rabinovich, Vice-President 1999 W 190th Street Torrence, CA 90504-6202

19. Signing Authority. The Parties executing this Agreement certify that they have the proper authority to bind their respective entities to all terms and conditions set forth in this Agreement

20. Execution in Counterparts. This Agreement may be executed in two or more counterparts, each of which together shall be deemed an original, but all of which together shall constitute one and the same instrument, it being understood that all Parties need not sign the same counterpart. In the event that any signature is delivered by facsimile or electronic transmission (e.g., by e-mail delivery of a ".pdf" format data file), such signature shall create a valid and binding obligation of the party executing (or on whose behalf such signature is executed) with the same force and effect as if such facsimile or electronic signature page were an original signature.

21. Entire Agreement. This Agreement, including any exhibits referenced, constitutes the entire agreement between the Parties and there are no terms, conditions or obligations made or entered into by the Parties other than those contained in this Agreement.

Solano County:

Ian Goldberg

Signature

Ian Goldberg, County Administrator

Printed Name and Title

Approved as to content:

Timothy Flanagan (Oct 10, 2025 14:32:35 PDT)

Chief Information Officer

Bradley W. Dewall (Oct 10, 2025 08:44:57 PDT)

Sheriff

Approved as to form:

Michael McDonald

County Counsel

ATIMS:

Felix Rabinovich

Signature

Felix Rabinovich, Vice President

Printed Name and Title

ATTACHMENT

Statement of Work:

ATIMS Online to ATIMS InCustody JMS Upgrade

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1. Statement of Work Overview

This SOW describes the principal activities and responsibilities of ATIMS and the Solano County Sheriff's Office to upgrade ATIMS Jail Management System ("JMS" or "Software") in the Solano County Sheriff's Office's detention facilities from ATIMS Online V1 to ATIMS In Custody V2 JMS.

Solano County Sheriff's Office has decided on a hosted solution and this SOW contains details of how the upgrade will be executed and describes the work activities and deliverables. A high-level milestone timeline is included in Appendix A; however, the final timeline will be updated and mutually agreed upon during the Inception Phase to reflect actual start dates, resource availability, and dependencies.

This SOW may be updated as required throughout the life of the JMS upgrade. The parties will mutually agree upon dates that correspond with changes to this SOW, including those for additional scope or services.

1.1 Objectives

Solano County Sheriff's Office expects the upgraded JMS will deliver new and best-in-class industry standards based on operational capabilities, drive operational productivity, improve the safety of its personnel and inmates and provide a high-performing platform for the next generation of JMS users.

At a high level, the following are the Solano County Sheriff's Office's objectives for the JMS project:

1. Remove Solano County Sheriff's Office's dependence on outdated technology. ATIMS latest InCustody JMS software is state-of-the-art Single Page Application (SPA) running in the browser of your choice or as a native mobile application. It is designed and developed using Angular front end and ASP.NET Core APIs with Microsoft SQL Server database. The system is hosted and maintained by ATIMS to ensure load balancing and high availability, supporting the 24x7 uptime requirements of a mission-critical public safety system. It can be extended through custom forms and reports using industry-standard HTML, CSS and TypeScript technologies. User authentication is performed through OAuth / OpenID Connect standards that allows easy integration with Active Directory (including ADFS and Azure AD and Entra ID) as well as emerging identity providers, like Auth0, Okta, etc.

2. Support improved decision-making and risk assessments through increased data availability, quality and accuracy. ATIMS InCustody Jail Management Software will provide Solano County Sheriff's Office personnel with a complete set of tools for accessing, tracking, and monitoring inmates and has been developed during all stages with input from law enforcement agencies to insure ease of use. It is built on a web-based architecture and the strength of the system is especially obvious in its data mining and reporting capabilities which further help in maintaining an efficient jail.

3. Enable Solano County Sheriff's Office to optimize personnel productivity and operational effectiveness. ATIMS' Pre-Book is one example of increased productivity. Pre-Book allows arresting officers to enter pre-book information from remote terminals, including their patrol cars. This data can be entered into an Agency specific Pre-book form, providing ease of use for arresting officers before arriving at the facility. This will not only speed up the intake process but removes any duplicate data entry that may be happening today.

4. Support improved information sharing and collaboration with Public Safety and Justice partners in the Solano County Sheriff's Office. In addition to business suite of applications, the system includes a separate interface engine that allows the agencies to configure integration with third-party applications without the need to modify or even recompile the base system. New in V2 is support of RESTful APIs and other modern interface methods increasingly required by internal and external partners, along with expanded configuration options for file naming, automated scheduling, and enhanced security/ authentication standards.

5. Improve services delivery and safety of Solano County Sheriff's Office personnel and its inmates. One example of this is the JMS Inmate header. Displayed throughout the system, the header provides a synopsis of the inmate, ensuring the Officer knows pertinent information. The Header gives vitals about an inmate, i.e., Name, DOB, Age, Physical Description, Inmate Number, and Photo. For safety, all active inmate alerts (violent, medical, food allergies) are listed and saved, so jail staff are kept aware. Conflict checks are run on all inmate movement with alerts notifying the officers.

6. Modernize Solano County Sheriff's Office's technology platform, delivering a hybrid or best of breed corrections solution to support future Operational Growth and Maturity. ATIMS JMS is built using Angular that produces browser, and native mobile applications out of the same code base. It can be easily deployed to either Windows, Android or iOS environments. As a browser-based system, it operates on the client's web browser with the software running on a Windows IIS server. Our solution allows for future growth and provides open systems flexibility for third party application integration.

7. Retain all functionality from V1. Upgrade must include all base system features, enhancements, configurations, audit logs, forms, reports, and interfaces—particularly those tied to requirements under the original contract and developed over the service lifecycle to ensure a seamless transition and maintain operational continuity. Notwithstanding the preceding sentence, the Sheriff's Office understands that scanning documents directly into the application due to dependency on end-of-life (EOL) software components (Silverlight)will not be available in V2.

1.2 Project Management

Deliverables:

- ✓ Project Management Plan
- ✓ Project Status Reports
- ✓ Project Schedule

A detailed Project Management plan will be developed during the Inception phase of the project to define the activities to be carried out during the upgrade, the assignment of resources, dependencies among those activities, and their timing. ATIMS uses a combination of MS Project and JIRA, to provide routine and realistic assessments of the upgrade progress through the completion of the project against approved milestones and detailed plans. Working with the Solano County Project Manager, the ATIMS Project Manager shall set up roles, responsibilities, record-keeping systems, lines of communication, task assignments, success criteria, definition of done and procedures for managing the project, assuring quality, managing technical configuration, and controlling project changes.

Project Implementation will be based on the phases and milestones listed in the following table. (*Note: Actual project milestones may differ; these are meant as examples only.)*

Phase	Milestone/Deliverable
Inception (Planning)	• Approved SOW • Approved Baseline Project Schedule • Approved Project Management Plan • Approved System Test Plan • Approved Interface Management Plan • UAT Timeline • Completed Requirements Review (Analysis) • Approved RACI matrix assigning responsibilities for every project phase across ATIMS, Solano County IT, the Sheriff's Office, and third-party interface vendors
Elaboration (Design)	• Base Product Installation – Test Environment • Approved Data Migration Plan • Approved RTM

Construction (Build)	• Solano-specific configurations completed—including wizard setup, security roles, permission settings, etc.—to align with existing settings and configurations in V1.
	• Interface Modification and Testing
	• V2 Enhancement Development and Testing
	• Data Migration
	  ○ Initial Data Migration Delivery
	  ○ Date Migration Validation Complete
	  ○ Approved Data Migration Validation
	• Forms Modification and Testing
	• Custom Report / Queue Modifications
	• Security Configuration with SSO
	• Audit Logging Configuration parity with V1

Transition (Deliver)	• Testing
	  ○ System Integration Testing Complete
	  ○ Agency Acceptance of System Integration Testing
	  ○ User Acceptance Testing (UAT) Complete
	  ○ Agency Acceptance of UAT Testing
	  ○ Validate Approved RTM
	  ○ Performance and Load Testing Complete
	• System Training Documentation
	  ○ Training Plan Complete
	  ○ Training Curriculum Complete
	  ○ User Documentation Complete
	  ○ Technical Documentation Complete
	  ○ Approved System Training Documentation
	• Training
	  ○ Train-the-Trainer (T3) Training Complete
	  ○ End User / Functional Training Complete
	  ○ Agency Acceptance of Testing Completion
	• Approved Go-Live / Cutover Release Plan
	• Go Live
	• Agency System Acceptance Sign Off

1.3 Change Control

The change control process is required to:

- assess and document the impact of scope changes on project schedules, resources, prices, payment schedule, deliverables, acceptance criteria, and other provisions of this SOW impacted by the proposed change;
- provide a formal vehicle for approval to proceed with any changes to this SOW and;
- provide a project audit record of all material changes to the original SOW.

1.3.1 The Project Sponsors and Project Managers (Solano County Sheriff's Office and ATIMS) must approve all changes to this SOW, pursuant to a Change Order. These stakeholders will be identified in stakeholder register established in Inception phase.

1.3.2 In a situation where a proposed change will impact the project significantly, whether it be time, money or scope, a Change Order may need to operate as a separate and unique work assignment independent of the project schedule, resources, price, payment schedule, deliverables, milestones, acceptance criteria or other provisions of this SOW. For example, ATIMS was asked to develop a Who's-in-Custody website during a previous implementation. This change was handled as a separate work order, thereby taking it out of the critical path of the project. Unless otherwise agreed in the written Change Order, all other terms and conditions of this SOW and the Service & Support Contract shall remain in full force and effect and shall govern the Change Order.

1.3.3 If and when required, the Solano County Sheriff's Office will ensure each and every Change Order is accompanied by the appropriate pre-approved payment vehicle (purchase order, contract amendment or otherwise) to facilitate billing by ATIMS.

2. Scope of Work

The work/deliverables to be performed/provided by the ATIMS team, in alignment and compliance with Solano County Sheriff's Office Upgrade Requirements, are documented below.

2.1 Deliverables

At a high level, the Solano County Sheriff's Office JMS project scope includes:

- ✓ Project Management
- ✓ Status meetings to be held weekly; the parties will agree upon location during the initiation phase of the project.
- ✓ A multi-day Kickoff event, attended by the ATIMS Project Team.
- ✓ Development and Review and pre-upgrade analysis of the RTM.
- ✓ Acceptance Criteria / Definition of Done – A documented checklist that specifies measurable quality, functionality, and approval requirements for the deliverable; responsibility for validation and sign-off is defined in the project RACI.
- ✓ ATIMS V2 out-of-the-box Jail Management System functionality is baseline for the JMS implementation.
- ✓ Retain All V1 Functionality – Ensure that every base feature, existing enhancement, configuration, form, report, and interface present in V1 is carried forward to V2, unless explicitly documented as an approved exception.

- ✓ All V1 forms currently in use will be converted to V2. ATIMS will extract an authoritative list of forms from the production database for Solano verification prior to migration. Additional forms may be created, at cost.
- ✓ ATIMS canned out-of-the-box reports plus any previously created V1 custom reports, this includes custom queues currently in use in V1. Additional reports / queues may be created, at cost.
- ✓ Migration of data from ATIMS Online V1.
- ✓ Configuration Support – ATIMS will guide the Solano County Sheriff's Office in configuration activities.
- ✓ Inmate Kiosk Mobile App – Delivery of a mobile-based kiosk feature that provides self-service functions for inmates on facility tablets/kiosks.
- ✓ Public-Facing InCustody Website (ATIMS-Hosted) – Replacement of the current County-managed inmate-lookup site with an ATIMS-hosted website, including design, deployment, and ongoing hosting.
- ✓ Power BI Data Access Enablement – ATIMS will furnish secure, read-only data access suitable for Solano County's existing Power BI environment (County supplies and manages all Power BI licensing).
- ✓ Training - ATIMS will prepare and execute a detailed training plan to identify the approach, methods and activities associated with this upgrade.
- ✓ Documentation – ATIMS will provide product documentation at deployment and release notes with each build. ATIMS will update Interface Control Documents (ICD) to reflect new configuration before V2 go-live.
- ✓ Interfaces - ATIMS will perform any necessary modifications to existing production V1 interfaces, utilizing the latest ATIMS interface engine.
- ✓ User Acceptance Testing (UAT) Period – A minimum one-month UAT window is required; the exact duration and schedule will be confirmed and documented by ATIMS, the County Project Sponsor and Project Manager during the Inception phase and must be approved before the project can advance to the next phase. Onsite go-live support.
- ✓ Transition – ATIMS will ensure that Solano County Sheriff's Office team is prepared to effectively manage the software in the role of application administrator after going live. This ensures the Sheriff's Office team can effectively oversee day-to-day operations from within the front end; maintaining the underlying cloud infrastructure administration and operations is explicitly out of scope for County staff.
- ✓ Support & Maintenance – ATIMS will support and maintain the ATIMS JMS production implementation as per the contract.

2.2 Period of Performance

The final project schedule will be defined and approved by the JMS Steering Committee (if required), in collaboration with the Solano County Sheriff's Office Project Manager during the initiation stage of this project. The change control process outlined in this SOW shall govern changes to the approved Project Schedule.

2.3 Project Schedule

A draft project schedule has been developed by ATIMS and submitted for approval/review by Solano County Sheriff's Office. A sample project schedule is provided in **Appendix A**. The schedule will

be finalized and approved as the **Baseline Project Schedule at the close of the Inception (Planning) phase**, not at SOW signature. Once baselined, it will remain a **living document**—updated as project conditions evolve. Upon approval, the draft schedule will be considered the Baseline Project Schedule and will be used for planning and tracking purposes. The ATIMS Project Management Team will work with the Solano County Sheriff's Office PM to maintain an updated project schedule. Solano County Sheriff's Office deliverables that impact ATIMS timelines will be represented in the project schedule as milestones. The Solano County Sheriff's Office can drive schedule changes using the Change Control Process.

The project schedule consists of 4 stages: Inception, Elaboration, Construction, and Transition.

The Inception Phase is dedicated to the project initiation and planning of the project and typically begins with the kickoff meeting. In the graph above we have not identified every project planning document, but it is during this stage that these documents are completed, reviewed and approved.

During the Inception Phase of the project the Solano County Sheriff's Office PM and ATIMS PM will ensure that any dependencies between Solano County Sheriff's Office activities (such as deliverable reviews / approvals or Organizational Change Management activities) are integrated into ATIMS' master project schedule at the relevant points (i.e., major tasks and/or milestones).

The Elaboration Phase is the time period in which ATIMS typically delivers the base installation of the product application. Requirement validation, requirement analysis and design work are also completed during this stage of the project. During this phase ATIMS will be working closely with Solano County Sheriff's Office to also define the configuration for the application. As seen by the graph above the Inception Phase and the Elaboration Phase have many overlapping tasks that can be completed in a concurrent manner. With the level of concurrent activities during these first two stages, careful consideration and planning is required to ensure resources are not over allocated.

The Construction Phase as the name implies is the phase of the project in which most of the development work is completed. The four main task in this phase will be the development of data migration, interfaces, enhancements, and forms. The testing team will test the construction of these tasks as they are made available. As the construction of these tasks are completed and tested, ATIMS will be delivering this to the Solano County Sheriff's Office environment to demonstrate its adherence and validation of the requirements. For the sake of better quality and engaged stakeholders, this is done in an iterative and incremental manner. The Construction Phase is typically the longest phase of the project.

The Transition Phase is the deployment and training stage, in preparation of a go-live date. The Solano County Sheriff's Office user acceptance testing will take place during this stage as well. From a planning perspective, it is usually during this phase that a solid Go-Live date is defined. It is also during this stage that the client will enter into the Post Go-Live (Maintenance) in which ATIMS Support will take over the project from the Implementation Team. A formal Transition Phase Acceptance Sign-Off, executed by the Solano County Project Sponsor and Project Manager as well as the ATIMS Project Manager, is required before hand-off to ATIMS Support and entry into the Post Go-Live Maintenance period.

2.4 Project Management Communication

The project communication between the Solano County Sheriff's Office and the ATIMS PM Team will consist of regular weekly status meetings to ensure all aspects of the project are discussed and remain on track. Scheduling of the status meetings, agendas, minutes and escalation will be defined and agreed to between the Solano County Sheriff's Office and ATIMS project management teams during the initial preparation stage of the project. Schedules and appropriate escalation trees will be communicated to

all responsible stakeholders including the JMS Steering Committee. The primary points of contact will be the project managers for ATIMS and the Solano County Sheriff's Office.

2.5 Issue Resolution

ATIMS will maintain a project issues/risk log for all issues raised during the life cycle of the project. This issue log will be reviewed, actioned during status meetings, and reported upon on a regular basis as defined by the project management team. Additionally, ATIMS utilizes issues management software (JIRA) to track client reported issues. During testing, each tester will have their own account to log and track reported issues.

2.6 System Requirements and Design

Deliverables:

- ✓ Requirements Traceability Matrix – to be developed collaboratively

Evaluation of system requirements will be conducted throughout the upgrade process. The approved RTM, which will include all Solano County V1 enhancements and current interfaces will be used for this upgrade.

2.6.1 Implementation Project Activities

During the course of the upgrade project, as part of requirements analysis and design, ATIMS shall:

- ➢ Ensure that all functional and technical requirements are provided by the upgraded JMS; validation of these will be documented in the RTM.
- ➢ Review and analyze Solano County Sheriff's Office business processes. As part of the implementation analysis activities, ATIMS shall work with the Solano County Sheriff's Office SMEs to determine optimal use of the latest JMS to achieve Solano County Sheriff's Office business processes.

For any material software enhancements or customizations required during the course of this upgrade, ATIMS will provide the Solano County Sheriff's Office with a requirements and design document. The Solano County Sheriff's Office is responsible for ensuring the applicable business requirements and any related functional attributes are clearly identified in such document; prior to sign off. In many cases, ATIMS' product and custom solutions may meet the requirements in a manner different from the Solano County Sheriff's Office current practice in which case, as appropriate and agreeable to the Solano County Sheriff's Office, the Solano County Sheriff's Office may adopt this process as a best practice or ensure that the requirements provide all of the required detail to meet their current practice. At a minimum, V2 must match or exceed the response times experienced with V1 on the facility network. Additional quantitative targets—such as page-load latency, report-generation time, and concurrent-user throughput—will be defined jointly during the Inception phase, documented in the RTM, and verified during Performance Testing. Any interpretations, details, assumptions or clarifications made to produce the software will be mutually agreed upon with consideration provided by ATIMS in order to ensure an operable solution. Conceptual design specifications may be provided to the Solano County Sheriff's Office for further review, with any feedback reviewed by ATIMS and incorporated so as to maintain the integrity of the conceptual design.

3. Application Configuration

Deliverables:

- ✓ Application Configuration Rprt

3.1 Configuration

ATIMS InCustody JMS is a modern, highly configurable jail management system. ATIMS strives to meet the needs of its clients but is cognizant that you have to think ahead before you make customizations for a client. ATIMS needs to ensure that when new functionality is added, we do not change the way our current clients are doing business. ATIMS will take great pains to design the system to be configurable with database settings and not to split code for individual clients. All clients receive the same code base; configurations, forms and reports are unique to each client and are not shared. To accomplish this, ATIMS has the ability to add site options that clients can turn on to access particular features of the software. ATIMS continually upgrades the software to meet new client needs and improve upon current functionalities. Upgrades are provided to current ATIMS maintenance clients as they are developed and tested, and become available for distribution. This is important and cost-effective information to all ATIMS clients, as the client gets the benefit of customizations/enhancements made for other clients on ATIMS's new versions/releases that are provided as part of the ATIMS InCustody JMS Annual Maintenance & Support Agreement. The Solano County Sheriff's Office can decide, via Site Options, whether to use them or not. Solano County Sheriff's Office does not need to use them and they will not impact Solano County Sheriff's Office processes.

3.2 Customization

The system has been designed so that most desired functionalities and activities can be accommodated through configuration. Additionally, every customer is given control of their administration module and their environment. ATIMS is always available to assist customers in configuring and reconfiguring their system; however, ATIMS offers our customers the ability to make changes to the system themselves - when and where they are needed. This requirement and subsequent deliverables are standard activities for the JMS Project Management and Implementation Plans.

During implementation ATIMS shall configure the JMS and provide any specified customizations to meet the requirements included in the RTM. ATIMS shall document all configuration updates and / or system changes in the Configuration Management Report.

4. System Interfaces

Deliverables:

- ✓ Interface Control Document
- ✓ Interface Complete Acceptance Form

ATIMS InCustody JMS has updated our built-in interface engine that is configurable and managed by your Agency Administrator. This provides Solano County Sheriff's Office with real time ability to change a current interface or add an additional interface to ATIMS JMS without the need for costly vendor professional services fees. While vendors always have staff ready and available to provide support with these needs, Solano County Sheriff's Office is able to do so without the added cost associated with customized interface development by a costly developer through the vendor. ATIMS one-stop solution integrates all types of interface work through this engine, including outbound file and real-time, and

inbound folder watch and real-time. Settings and mappings are managed and maintained through the UI. This is a unique feature to ATIMS.

For purposes of this Systems Interfaces section of the Statement of Work, the term 'JMS Interfaces' shall be defined to be the set of all interfaces identified in the RTM (V1 Contract Interfaces are listed in Appendix B – this list will be reviewed as part of upgrade due diligence) and all other interfaces that are currently in place. Prior to drafting this SOW, ATIMS was provided with a scrambled copy of the production database and given the opportunity to review every existing interface; this information was available at the time project costs were quoted.

For the included identified JMS interfaces, ATIMS shall work directly with the interfacing application to modify and test direct point-to-point interfaces. As part of the upgrade process, ATIMS will provide an Interface Design document for each interface, allowing sign off from Solano County Sheriff's Office to occur before development. And at the end of interface modifications and testing, ATIMS will provide an Interface Control Document detailing the resultant interface. The Solano County Sheriff's Office shall provision services from third party providers of the interfacing systems if support activities or third-party system modifications are required.

For JMS Interfaces, ATIMS shall also provide API(s) or other method(s) for the JMS to provide data to or receive data from the Integrated Sharing Environment (i.e., expose the JMS interface to the ISE). ATIMS shall repurpose JMS APIs utilized in point-to-point interfaces for use in ISE data exchanges where practical. The Solano County Sheriff's Office shall use these APIs or other methods to include data from JMS Interfaces in other data exchanges as required. The Solano County Sheriff's Office shall design and implement data transformations and data transport mechanisms for such exchanges. The Solano County Sheriff's Office shall provide modifications to external systems as required to support such exchanges. ATIMS shall support integration and testing of such data exchanges by the Solano County Sheriff's Office.

5. Technical Architecture

Deliverables:

✓ Technical Architecture Plan

ATIMS shall confirm and update technical environment specifications required to host the JMS. The Solano County Sheriff's Office shall provide and install specified infrastructure, as appropriate. ATIMS shall install, configure and test the installation of all JMS components. ATIMS shall specify, install, configure and test three (3) environments (e.g., test, training, and production) as appropriate.

6. Data Migration

Deliverables:

✓ Data Migration Plan

ATIMS Online V1 to ATIMS InCustody V2 requires the V1 database be run through a number of migrations to make the necessary adjustments to the tables and database properties. The Solano County Sheriff's Office will provide a *.bak file of the ATIMS V1 production database. ATIMS will pick-up the data from the staging environment and proceed from there.

ATIMS shall provide exception reporting (Excel/SQL Table) for all data which fails the conversion process due to source data issues.

ATIMS shall perform at a minimum three (3) full test data conversions. After each test data conversion, ATIMS shall provide data exception reports with remediation recommendations, including adjustments to the data conversion scripts or source system data corrections. ATIMS shall modify and adjust conversion scripts as required before performing the next test data conversion.

ATIMS shall perform and confirm the final data migration as part of User Acceptance Test and at System Cutover.

7. Testing

Deliverables:

- ✓ Test Plan

ATIMS shall prepare a test plan approved by the Sheriff's Office, and conduct testing needed to ensure that all system components are complete, integrated, and error free, and meet system requirements and specifications. Progressive test cycles shall be repeated until all bugs and anomalies are resolved and the system components are demonstrated to meet all applicable criteria, specifications, and system requirements.

ATIMS shall conduct unit / module and systems integration testing as specified in the Test Plan.

ATIMS shall develop test plans and perform tests to ensure that the production system will meet all response-time requirements when deployed to all users and used during peak workloads. ATIMS shall tune and otherwise update the production system to resolve noted issues. ATIMS shall repeat stress-test cycles until all issues are resolved. ATIMS shall conduct failover and recovery testing to ensure that the high availability and business continuity goals are met by the implementation.

The Solano County Sheriff's Office shall conduct User Acceptance Testing (UAT) as specified in the Test Plan. ATIMS shall support UAT with timely response and assistance to ensure reasonable adherence to the previously agreed upon schedule. Critical and High priority issues (that could delay UAT completion) will be responded to within 1 hour during designated UAT test windows. Critical issues will be resolved as soon as possible, with a 2-hour status update.

ATIMS shall prepare system environments, including configuration and loading of test data, required to support all testing as specified in the Test Plan.

ATIMS shall record all tests conducted, defects discovered, defects resolved and retests. ATIMS shall provide regular status reporting of all testing.

8. Training

Deliverables:

- ✓ Training Plan
- ✓ Course Curriculum
- ✓ Module Guides

8.1 Training Roles

ATIMS shall provide training for the following roles. Training shall be specific to each listed role:

- System Administrator
- Super User – "Train the Trainer"
- JMS End User (by functional group), if required

8.2 Training Method

The Solano County Sheriff's Office shall employ a "Train-the-Trainer" (T3) approach following the initial T3 training and in-between the interim refresher training schedules. ATIMS shall train a percentage of Jail staff members who are qualified as "super users" (these users usually become trainers and have a greater knowledge of the entire system.

Solano County Sheriff's Office shall designate a percentage of Jail staff for such training. After training, such super users will be knowledgeable of all modules of the JMS and be able to resolve issues or identify problems regardless of their current position assignment. Super users will train other Solano County Sheriff's Office employees under the Train-the-Trainer approach.

9. Acceptance Criteria

9.1 Project Deliverable Acceptance Criteria

Following delivery of each project deliverable (non-software deliverables such as project schedule, conceptual design document, etc.) the Solano County Sheriff's Office will have **a minimum** of ten (10) working days (Acceptance Review Period) to verify that each project deliverable meets expectations. The exact number of review days for each deliverable—and the individual(s) responsible for testing and formal acceptance—will be defined in the Inception phase and recorded in the RACI/Acceptance Matrix.

If, during the Acceptance Review Period, the Solano County Sheriff's Office determines that the deliverable is deficient then ATIMS shall provide a timeline to modify or correct the deliverable. Following delivery of each modification the Solano County Sheriff's Office shall have a review period to be defined during the Inception phase (minimum ten (10) working days) to verify the modification after which period it is deemed accepted. If no issues are raised within the Acceptance Review Period, or the deliverable or any portion of the deliverable is used or relied upon in the subsequent project activities, then the deliverable is deemed accepted.

9.2 Software Deliverable Acceptance Criteria

Following deployment of the software deliverable, the Solano County Sheriff's Office shall have a period of at least one (1) month to conduct UAT to verify the software deliverable substantially performs in the manner of which it was originally intended by the Solano County Sheriff's Office (the Acceptance Period).

If, during UAT, the Solano County Sheriff's Office determines that the deliverable does not meet their needs, or identifies an obvious defect, the Solano County Sheriff's Office shall notify the ATIMS Project Manager in writing, and the ATIMS PM shall provide a timeline for addressing the need through the change control process or resolution of the defect. All reported, bona fide defects will be triaged and categorized in accordance with the defect severity and definition table in section 9.4. ATIMS acknowledges

and agrees to use its best efforts to install all patches (in sequential order). Once patches are installed, Solano County Sheriff's Office will have a verification window (to be defined in day duration during the Inception phase and documented in the Acceptance Matrix -- at a minimum 5 working days) to confirm that the reported defect(s) are resolved. If testing determines that the implemented fix does not resolve the problem ATIMS PM will work to immediately resolve the issue.

If a mutually agreed Severity Level 1, Level 2 or Level 3 defect (Sec. 9.4) is identified, and such defect has a material impact on continued UAT progress so as to stop or substantially slow down the UAT process, until a resolution is provided ATIMS will extend the UAT period for that defect only, or any additional mutually agreed Severity Level 1, 2 or 3 defect, which would not have been identified through testing as a result of the initial defect blocking UAT progress.

In each case, the parties will:

- assess the magnitude of the reported defect and the timeline required to provide resolution;
- determine the appropriate period of time needed to re-test, including regression testing and;
- determine a mutually agreeable revised project schedule that may incorporate an extension to the UAT period and, if appropriate, an extension to the project period of performance.

If no defects are reported within, the Acceptance Period, or the deliverable or any portion of the deliverable is used in production then the deliverable is deemed accepted. Any issues found after the Acceptance Period will be addressed under the annual support and maintenance services contract.

Defects are to be considered unique entities and cannot be attached to one another except for reporting purposes. Resolution to one defect may introduce new defects. Those new defects are considered unique and will be managed according to their unique presentation.

9.3 Project Issue Resolution

From time to time, a Solano County Sheriff's Office-reported defect may be rejected by ATIMS for a number of reasons including but not limited to:

- The defect is actually a change to the intended design. A minor change is called a "Design Improvement" where the Solano County Sheriff's Office needs a small adjustment in order to make the system work for their purposes.
- The Defect is not a software defect but is a training, configuration, setup or other non-software requirement and is the responsibility of the Solano County Sheriff's Office to resolve.
- The Defect is not clearly defined, the steps to reproduce are not defined, and ATIMS cannot reproduce the Defect on our test systems, or the Solano County Sheriff's Office has not tied the Defect back to a clearly defined Requirement.
- The Defect solution requires or will drive new client requirements.

The ATIMS PM will track these issues; however, the item will be reviewed and negotiated at the business level within ATIMS, according to the escalation path set out below:

	ATIMS	Solano County Sheriff's Office
Level 3	Felix Rabinovich, Vice-President	Solano County Sheriff's Office Executive Sponsor
Level 2	Ankit Vankamamidi, PMO Director	Solano County Sheriff's Office PMO
Level 1	ATIMS Project Manager	Solano County Sheriff's Office PM

If agreement cannot be reached through this process either party can adopt the dispute resolution process set forth in the underlying procurement contract to resolve the Project Issue. All other work and processes will proceed in isolation of the Project Issue until the Project Issue is resolved and re-instated into the Project Schedule.

9.4 Defect Severity and Definition

The defect severity levels (1 through 5) and their associated response / resolution targets shall mirror those defined in the Cloud Solution SLA. For consistency, any defect classified as Severity 5 will be handled using the Severity 4 response and resolution targets. This ensures a single, consistent set of timelines is applied during UAT, post-release stabilization, and ongoing support. The system shall not proceed to Go-Live until all identified defects are resolved unless an explicit written waiver is granted by the Solano County Sheriff's Office Project Sponsor.

Severity Level	Definition
1 - Urgent	Critical defect resulting in total failure of software, loss of data, hardware failure, safety issue or in which a requirement is not met and there is no feasible workaround and testing cannot continue on other test cases due to the defect. Examples: ▪ Major system failure; no users can login or use the application at all. ▪ The system crashes or freezes completely when a particular action is executed.
2 – Very High	Defect in which a requirement or functionality is not met and there is no acceptable workaround. Examples: ▪ The intake screen errors when trying to enter an inmate resulting in the user being unable to create an intake record. There is no possible work around to create the intake record another way. ▪ A mandatory field in a record will not allow entry of data into it and therefore the record as a whole cannot be saved. There is no work around.
3 – High	Defect in which a requirement or functionality is not met but an acceptable workaround is available. Examples: ▪ A date field does not default the current date as detailed in the design, but the user can manually go and select a date. ▪ Scheduled report does not email automatically as configured; however, report can be manually run by user and sent via email as attachment.
4 – Medium	Defect in which the fault or limitation does not materially affect the operation of the system or the business process in which it is identified. Examples: ▪ On completion of a wizard step, the next button has to be clicked 2 times by the user before they can continue. ▪ The sort order of a row of records is incorrect.
5 – Low	Defect of minor significance where formatting, spelling or cosmetics are incorrect. Examples: ▪ Spelling mistake on a field label. ▪ Spacing between columns is irregular. ▪ Wrong date format.

10. System Documentation

Deliverables:

- ✓ Data Dictionary
- ✓ Online Product Manual / Help File

ATIMS shall provide user manuals of sufficient depth and clarity to enable users to utilize all relevant system features in the course of their work duties.

ATIMS shall provide technical documentation of sufficient depth and clarity to enable Solano County Sheriff's Office IT or Solano County Sheriff's Office technical personnel to understand the underlying structure and function of system components, to troubleshoot the application software and interfaces, to support users, to perform all system administration and operation duties, and to plan for potential future integration with other applications.

ATIMS shall populate on-line help content consistent with documentation provided under this task.

ATIMS shall provide documentation specific to the Solano County Sheriff's Office's JMS implementation.

11. Release Implementation

Deliverables:

- ✓ Release Implementation (or 'Cutover') Plan

ATIMS shall assess the readiness of Solano County Sheriff's Office IT or Solano County Sheriff's Office provided technical infrastructure. ATIMS shall provide notice to the Solano County Sheriff's Office of any technical infrastructure deficiencies.

ATIMS shall plan and conduct activities required to begin production use of the JMS. ATIMS shall install all application components, establish the initial system configuration, load initial data per the Data Migration Plan and perform any other activities required for production usage of the JMS. ATIMS shall support the Solano County Sheriff's Office for any cutover activities restricted to Solano County Sheriff's Office staff. ATIMS shall test the production system prior to system go-live.

Prior to go-live, ATIMS shall verify that the production environment complies with all Solano County security requirements—including CJIS requirements—and shall provide written evidence of successful vulnerability scans or other security reviews requested by the County (e.g., SOC 2 Type II). Any deficiencies must be remediated before go-live approval.ATIMS shall provide on-site Release Implementation Support for 3 calendar days after the cutover. ATIMS shall provide on-site support at all custody locations during this period.

ATIMS shall conduct one (at a minimum) Table Top Rehearsal cutover to confirm the process and to establish the cutover timeline.

ATIMS shall update the Configuration Management Plan with the go-live production configuration.

12. Post Release Implementation Support

ATIMS Software Support and Maintenance Agreement provides customers with fixes, upgrades and updates to licensed Software released during the Maintenance period. As part of keeping your ATIMS InCustody JMS Annual Maintenance & Support Agreement current, a new maintenance and support agreement shall be required to reflect new and/or additional services.

After the acceptance of the final Cutover Completion Report, ATIMS shall bill the Solano County Sheriff's Office, on a prorated basis through June 30, 2026, for maintenance and support services resulting from this SOW Agreement, less any service credits and/or license changes from the current ATIMS Software Support and Maintenance Agreement.

APPENDIX A: Milestone Project Schedule

Number	Milestone	Deliverables	Completion Date
	Phase: Inception (Planning)		
1	Contract Initiation	Approved SOW Approved and signed contract	
2	Project Initiation	Approved Project Management Plan/Schedule Approved Baseline Project Schedule Approved Requirements Management Plan Approved System Testing Plan Approved Interface Management Plan Communications Plan Approved Requirements Tracking Matrix (RTM) Approved Training Plan Kick-Off meeting	
3	Jail Management System: Analysis, Development, & Testing	Pre-Implementation Analysis Requirements Validation Conceptual Design Document	
	Phase: Elaboration (Design)		
4	Base Product Implementation: Test Environment	Base Product Installation including online software package, Entity Relationship Diagram, and Data Dictionary Completed Requirements Review Completed Enhancement Identification Configurations	
	Phase: Construction (Build)		
5	Jail Management System: Interfaces Development	Interfaces developed for each application listed in Scope of Work Interface Control Documents for each interface	
6	Jail Management System: Data Conversion	Approved Data Conversion Plan Initial Data Conversion Delivery Approved Data Conversion Validation	
7	Reporting	Core reports created Core reports UAT completed	
	Phase: Transition (Deliver)		
8	User Acceptance Testing	Solano County enhancement complete including completion of custom requirement Builds and Form creation System functionality validated through the use of requirements defined within the Traceability Matrix End to End UAT Complete	
9	Jail Management System: Production Environment	Completed Training Test and Production Environments Approved Go-Live Plan Go Live	
10	Post Go Live	Move to ongoing support Sunsetting of original ATIMS system Final solution acceptance by Agency	

1. *AFIS Live Scan Fingerprint and Mug Shot System* (Currently Idemia) – ATIMS will work with the Solano County's Livescan vendor to establish an export interface to prevent dual entry. As part of the workflow engine within ATIMS, a wizard step will be configured to export an xml or NIST file to the vendor with their specific format. The mug shot photo will be captured by the AFIS system and will be accepted by ATIMS. The interface work by ATIMS will be included as part of this Contract. Solano County will be responsible for any costs required by the Livescan vendor.

2. *Cal DOJ* – ATIMS will provide functionality for user-initiated import of CA DOJ charge code tables and allow for the review of charge additions/deletions the ability to edit and add data prior to saving in JMS.

3. *Electronic Medical Health Records* (Currently Well Path CoreEMR)- ATIMS will duplicate the interface as implemented within the current jail system. The current jail system maintains an interface table of inmate updates (ADD, MOV, REL) that is polled by the medical system. When a new update record is detected, the medical system queries the jail system for details and updates the medical system. When complete, the medical system flags the records as processed. The Jail system has a database job that deletes processed records from the interface table. The interface will be included as part of this Contract. Solano County will be responsible for any costs required by the vendor.

4. *Financial Services System* (Currently Aramark CORE) – ATIMS will duplicate the interface as implemented within the current jail system. The current jail system maintains an interface table of inmate updates (ADD, MOV, REL) that is polled by the financial system. When a new update record is detected, the financial system queries the jail system for details and updates the financial system. When complete, the financial system flags the records as processed. The Jail system has a database job that deletes processed records from the interface table. The interface will be included as part of this Contract. Solano County will be responsible for any costs required by the vendor.

5. *PRA (United Reporting)* - ATIMS will work with the Solano County's vendor to establish an export to provide an active roster. The export will be on a time interval and include a formatted text file export to an FTP or UNC path location. Solano County must provide network access to any external FTP location. The interface will be included as part of this Contract. Solano County will be responsible for any costs required by the vendor.

6. *Social Security Administration* – ATIMS has a built-in export function to provide the required monthly-required SSA in a format acceptable to the SSA.

7. *Security Electronics System* (Currently Status Automation) – ATIMS will work with the vendor to provide an export of defined inmate information at system start up and to reship individual records transactionally when a trigger is tripped. ATIMS will work with Solano County Sheriff's Office (SCSO) and the vendor to determine a list of agreed upon triggers. The interface work by ATIMS will be included as part of this Contract. Solano County will be responsible for any costs required by the vendor.

8. *Video Visitation* (iWeb) – JMS information to include, but may not be limited to: classification level, floor status, gangs, housing location, inmate name, keepaways, no admit list, privilege restrictions and scheduled event/appointment. SCSO also intends to have scheduled / cancelled visit information from the video visiting software available in the JMS. The interface work by ATIMS will be included as part of this Contract. Solano County will be responsible for any costs required by the vendor.

9. *VINE (APRISS)* - ATIMS will work with Solano County's VINE vendor to establish an ODBC connection. ATIMS will provide a table or view as required by the vendor for release information. The

vendor will be responsible to extract data directly from the database. The interface work by ATIMS will be included as part of Contract. Solano County will be responsible for any costs required by the VINE vendor.

10. *Electronic Monitoring System* (Currently Behavior Interventions Inc.) - ATIMS will work with Solano County's vendor to establish an export to provide an active roster. The export will be on a timed interval and include a formatted text file export to an FTP, UNC path location, or vendor web service. Solano County must provide network access to any external FTP location. The interface will be included as part of this Contract. Solano County will be responsible for any costs required by the vendor.

11. *Inmate Commissary System* (Currently Aramark) - ATIMS will work with the Solano County's vendor to establish export to provide the ability to order commissary from within the JMS. The interface will be included as part of this Contract. Solano County will be responsible for any costs required by the vendor.

12. *Probation* (Currently eProbation) ATIMS with Solano County's vendor to provide a one-way pull from the probation software system. The interface will query the probation system and make data available within JMS. The interface will be included as part of this Contract. Solano County will be responsible for any costs required by the vendor.

13. *GTL Roster Initial Pins for inmate phone system*.

14. SCAAP report export

15. CAL AIM Path 2

16. Automon CeSync

Note: The preceding list may not be exhaustive. It will be reviewed and validated during the Inception phase—cross-checked against the current production-database backup and interface inventory—to ensure all active exchanges are captured.