

FDLE ITN 1531
LiveScan Equipment and Software
Initial Negotiation Topics / Issues
Biometrics4All
Friday, September 25, 2015
1:00 – 4:00 p.m. ET

1. FDLE understands there are business relationships between Contractors who sell just the Livescan software and purchase the hardware elsewhere and conversely. If you have any business arrangements such as these and will be relying on other than your company when selling to the State of Florida, FDLE requests copies of these contracts so they can be reviewed to ensure the State will receive both products and the vendors have a solid working relationship with one another.

[RESPONSE] Biometrics4ALL sells turnkey solutions to customers. While we purchase hardware such as computers, scanners, cameras, printers, etc. from hardware manufacturers, Biometrics4ALL is solely responsible for the entire system's installation, support, and maintenance. Customers only rely on Biometrics4ALL for all questions, issues, and software upgrades. Biometrics4ALL sells our solutions directly to FL agencies and companies. We also have a strong distribution channel through Mosa (an authorized distributor for the past few years). Any systems sold by Mosa are treated no different than a direct sale by Biometrics4ALL after the sales transaction is completed by Mosa. Biometrics4ALL would be happy to furnish to FDLE our executed Distribution Channel Agreement with Mosa on a confidential basis.

2. Explain to FDLE, if your company sells the software and hardware separately, how the maintenance agreement on the equipment and software configuration function and will there be one or two separate agreements covering both?

[RESPONSE] Biometrics4ALL can sell hardware and software separately, but we do not sell hardware to those customers that do not have our software. Biometrics4ALL has two maintenance fee models. Software Only Maintenance would cover all software upgrades and helpdesk support. Standard Maintenance would cover all software upgrades, helpdesk support, and hardware repair/replacement. A single Maintenance Agreement covers both.

3. In the contract requirements of the ITN (Section 4, Number 4), FDLE included Standard Support Levels. This needs to be discussed further.

- a. Standard warranty and maintenance. What is your company's definition of a standard warranty and maintenance?

[RESPONSE] Biometrics4ALL offers several levels of Standard Maintenance Plans. However, FDLE ITN specifically required 24/7 coverage. Therefore, all proposed

pricing includes 24/7 on-site coverage. Lower cost alternative support coverage with shorter hours can also be offered if desired.

b. Is customer support included in your maintenance?

[RESPONSE] Absolutely. Helpdesk support is always part of maintenance. Also, any and all software upgrades offered by us are included with the Maintenance regardless of version numbering (e.g. going from 4.xxx to 5.xxx)

c. If 24x7 is included, what is the call back time after hours?

[RESPONSE] ITN specifically requested 24/7 support, therefore, we priced the support with 24/7 response. All calls are responded within 4 hours, most are responded within an hour.

d. If the 24x7 is not included, what is the standard support time offered, and what will be done if site doesn't allow remote access?

e. How soon would a service representative respond/be on-site to resolve issues?

[RESPONSE] On-site engineer are dispatched within 8 hours from receiving the replacement equipment.

FDLE is requesting copies of your company's support services (software issues) and maintenance agreement (equipment) so we can provide the best value to the customers of the State of Florida.

[RESPONSE] Biometrics4ALL will submit our Support and Maintenance Agreement.

4. In the contracts requirements of the ITN (Section 4, Number 3) FDLE stated the following:

"The Contractor agrees to maintain at least one factory-authorized service station and/or servicing dealer within the State of Florida to perform warranty repairs and adjustments throughout the Contract term. The Contractor must provide ordering instructions. The Contractor shall promptly notify the FDLE of any changes thereto, however the parties expressly agree that changes to the service representative list are not Contract amendments and do not require a formal written agreement. This arrangement shall not relieve the Contractor of its duty to maintain at least one authorized service location within the State of Florida."

[RESPONSE] Biometrics4ALL's distributor representative from Mosa who resides in FL will be able to provide repair quotes for any service repairs. Biometrics4ALL also intend

to add a support representative in Florida upon our initial law enforcement deployment. Additionally, Biometrics4ALL generally recommend and sell Crossmatch scanners to law enforcement agencies, therefore, all repairs can be drop shipped directly to Crossmatch's factory in Palm Beach Gardens.

If Contractor does not have at least one factory-authorized service station, please explain how your company will handle performing warranty repairs and software glitches within the support levels?

[RESPONSE] Biometrics4ALL has extensive experience in supporting our LiveScan solutions remotely. We currently support close to 2,000 LiveScans worldwide in various capacities. Several methods and technology are employed to achieve excellent support levels:

- 1. Hardware is never repaired onsite as they did many years ago. Modern technologies are generally replaced with spares by overnight shipment to the customer site. All peripherals and scanners are connected via simple USB connectors. Therefore, Biometrics4ALL can easily dispatch computer technicians to the site to perform replacement when necessary.*
 - 2. Biometrics4ALL has developed our own proprietary hardware diagnostic utilities that can detect intermittent hardware failures prior to full failure event.*
 - 3. If the agency allows remote connection to our secured server, then our LiveScans can receive software upgrades or patches remotely. If the agency does not allow remote connections to our secured server, then software patches can easily be applied with a secured zip file that can run directly on the LiveScan.*
5. In the contracts requirements of the ITN (Section 4, Number 8) FDLE stated the following related to Instruction Manuals: *"At the time of the delivery of products or services under any Contract resulting from this solicitation, the Contractor(s) must furnish the FDLE or OEUs one instruction and maintenance manual for each unit ordered. Bulletins, revisions, and corrections must be supplied to the FDLE and OEUs as they are issued by the manufacturer. Each instruction and maintenance manual must contain definitions of terms; definition of equipment; equipment capabilities; technical descriptions of equipment operations; description of malfunction identifications; troubleshooting procedures; and detailed schematic and use instructions."*

What other means does the contractor have in addition to training manuals for each unit orders, including updates to any unit ordered?

[RESPONSE] Biometrics4ALL has several method of delivering instructions and maintenance procedures. LiveScan is equipped with contact sensitive training videos which are updated periodically based on feature changes and modifications. A PDF instruction and maintenance document is available on the LiveScan machine. A welcome/intro video shown when a substantial change is to the software is applied to

the LiveScan. If connected to our server, Bulletins are pushed out to the LiveScan on significant event or communication.

6. In the contracts requirements of the ITN (Section 4, Number 9, Letter B) FDLE stated the followed related to Training and Documentation: *“Contractor must provide at least one training session upon delivery and installation of the unit for up to ten students, at no charge. Additional training shall be provided for a charge per session.”*

If additional training is required, what will Contractor charge per session?

[RESPONSE] If additional training is requested during the same trip, each additional session is \$600. All consecutive days are considered as same trip. If training is for a different trip, then the training charge is \$1,200 per session.

7. Upon request of the FDLE or OEUs, the Contractor will make available (hardcopy or electronically) additional or replacement instructions and maintenance manuals for all equipment.

[RESPONSE] Understood.

8. FDLE expects any charges to update current booking devices fall under standard update/maintenance. If this is not possible, please provide a detailed explanation.

[RESPONSE] Yes, all table and software updates are included with all maintenance plans.

9. Provide detail explanation of modifications and associated costs. Modifications to FDLE’s core software incorporate enhancements/changes to meet a changing requirement should also be included as part of pricing. If this is not possible, please provide a detailed explanation.

[RESPONSE] All state mandated software changes are included with all maintenance plans.

10. Confirm what templates (or Type of Transactions [TOTs]) will be installed on fixed, portable, or mobile? Currently, there are limitations on the data that cancel be received by FDLE. FDLE’s current system does not accept Type-14 (segmented slaps). Until that is implemented on the backend, what product templates (or TOTs) will Contractor sell to agencies?

[RESPONSE] Biometrics4ALL’s pricing included all FDLE templates for criminal and civil processing. It is up to the purchasing to decide what they want on the purchased system. Biometrics4ALL will also include the new Type-14 template when FDLE starts to accept such submission at no extra charge to the agencies.

11. Scanner technology is constantly evolving. As older less efficient scanner technology equipment reaches the end of its life, what is the contractor's replacement options/cost to agency?

[RESPONSE] Since Biometrics4ALL's maintenance plans include all software upgrades regardless of software versions. Agencies will never have to repurchase the LiveScan software again. As hardware reaches end of life, Biometrics4ALL only charges the discounted market rate for the hardware that require replacement.