

AGREEMENT FOR SERVICES OF INDEPENDENT CONTRACTOR

THIS AGREEMENT (hereafter Agreement) is made by and between the County of Santa Barbara, a political subdivision of the State of California (hereafter COUNTY) and End2End Public Safety, Inc. (dba -ATIMS) with an address at 260 N. Joachim Mobile, AL 36603 (hereafter CONTRACTOR) wherein CONTRACTOR agrees to provide and COUNTY agrees to accept the services specified herein.

WHEREAS, CONTRACTOR represents that it is specially trained, skilled, experienced, and competent to perform the special services required by COUNTY and COUNTY desires to retain the services of CONTRACTOR pursuant to the terms, covenants, and conditions herein set forth;

NOW, THEREFORE, in consideration of the mutual covenants and conditions contained herein, the parties agree as follows:

1. DESIGNATED REPRESENTATIVE

Matthew Sheffield, Custody Lieutenant at phone number (805) 681-4356 is the representative of COUNTY and will administer this Agreement for and on behalf of COUNTY. Felix Rabinovich, President, at phone number (800) 776-6783 is the authorized representative for CONTRACTOR. Changes in designated representatives shall be made only after advance written notice to the other party.

2. NOTICES

Any notice or consent required or permitted to be given under this Agreement shall be given to the respective parties in writing, by personal delivery or facsimile, or with postage prepaid by first class mail, registered or certified mail, or express courier service, as follows:

To COUNTY: Matthew Sheffield, Custody Lieutenant
Santa Barbara County Sheriff's Office
4436 Calle Real
Santa Barbara, CA 93110, Fax (805) 681-4216

To CONTRACTOR: Felix Rabinovich, President End2End Public
Safety, Inc. dba ATIMS
260 N. Joachim
Mobile, AL 36603

or at such other address or to such other person that the parties may from time to time designate in accordance with this Notices section. If sent by first class mail, notices and consents under this section shall be deemed to be received five (5) days following their deposit in the U.S. mail. This Notices section shall not be construed as meaning that either party agrees to service of process except as required by applicable law.

3. SCOPE OF SERVICES

CONTRACTOR agrees to provide services to COUNTY in accordance with EXHIBIT A, Statement of Work attached hereto and incorporated herein by reference.

4. TERM

CONTRACTOR shall commence performance on July 1, 2026, and end performance on June 30, 2031, unless otherwise directed by COUNTY or unless earlier terminated.

5. COMPENSATION OF CONTRACTOR

In full consideration for CONTRACTOR's services, CONTRACTOR shall be paid for performance under this Agreement in accordance with the terms of EXHIBIT B, Payment Terms attached hereto and incorporated herein by reference. Billing shall be made by invoice, which shall include the contract number assigned by COUNTY and which is delivered to the address given in Section 2 NOTICES above following completion of the increments identified on EXHIBIT B. Unless otherwise specified on EXHIBIT B, payment shall be net thirty (30) days from presentation of invoice.

6. INDEPENDENT CONTRACTOR

It is mutually understood and agreed that CONTRACTOR (including any and all of its officers, agents, and employees), shall perform all of its services under this Agreement as an independent contractor as to COUNTY and not as an officer, agent, servant, employee, joint venturer, partner, or associate of COUNTY. Furthermore, COUNTY shall have no right to control, supervise, or direct the manner or method by which CONTRACTOR shall perform its work and function. However, COUNTY shall retain the right to administer this Agreement so as to verify that CONTRACTOR is performing its obligations in accordance with the terms and conditions hereof. CONTRACTOR understands and acknowledges that it shall not be entitled to any of the benefits of a COUNTY employee, including but not limited to vacation, sick leave, administrative leave, health insurance, disability insurance, retirement, unemployment insurance, workers' compensation and protection of tenure. CONTRACTOR shall be solely liable and responsible for providing to, or on behalf of, its employees all legally-required employee benefits. In addition, CONTRACTOR shall be solely responsible and save COUNTY harmless from all matters relating to payment of CONTRACTOR's employees, including compliance with Social Security withholding and all other regulations governing such matters. It is acknowledged that during the term of this Agreement, CONTRACTOR may be providing services to others unrelated to the COUNTY or to this Agreement.

7. STANDARD OF PERFORMANCE

CONTRACTOR represents that it has the skills, expertise, and licenses/permits necessary to perform the services required under this Agreement. Accordingly, CONTRACTOR shall perform all such services in the manner and according to the standards observed by a competent practitioner of the same profession in which CONTRACTOR is engaged. All products of whatsoever nature, which CONTRACTOR delivers to COUNTY pursuant to this Agreement, shall be prepared in a first class and workmanlike manner and shall conform to the standards of quality normally observed by a person practicing in CONTRACTOR's profession. CONTRACTOR shall correct or revise any errors or omissions, at COUNTY'S request without additional compensation. Permits and/or licenses shall be obtained and maintained by CONTRACTOR without additional compensation.

8. DEBARMENT AND SUSPENSION

CONTRACTOR certifies to COUNTY that it and its employees and principals are not debarred, suspended, or otherwise excluded from or ineligible for, participation in federal, state, or county government contracts. CONTRACTOR certifies that it shall not contract with a subcontractor that is so debarred or suspended.

9. TAXES

CONTRACTOR shall pay all taxes, levies, duties, and assessments of every nature due in connection with any work under this Agreement and shall make any and all payroll deductions required by law. COUNTY shall not be responsible for paying any taxes on CONTRACTOR's behalf, and should COUNTY be required to do so by state, federal, or local taxing agencies, CONTRACTOR agrees to promptly reimburse COUNTY for the full value of such paid taxes plus

interest and penalty, if any. These taxes shall include, but not be limited to, the following: FICA (Social Security), unemployment insurance contributions, income tax, disability insurance, and workers' compensation insurance.

10. CONFLICT OF INTEREST

CONTRACTOR covenants that CONTRACTOR presently has no employment or interest and shall not acquire any employment or interest, direct or indirect, including any interest in any business, property, or source of income, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement. CONTRACTOR further covenants that in the performance of this Agreement, no person having any such interest shall be employed by CONTRACTOR. CONTRACTOR must promptly disclose to COUNTY, in writing, any potential conflict of interest. COUNTY retains the right to waive a conflict of interest disclosed by CONTRACTOR if COUNTY determines it to be immaterial, and such waiver is only effective if provided by COUNTY to CONTRACTOR in writing.

11. OWNERSHIP OF DOCUMENTS AND INTELLECTUAL PROPERTY

COUNTY shall be the owner of the following items incidental to this Agreement upon production, whether or not completed: all data collected, all documents of any type whatsoever, all photos, designs, sound or audiovisual recordings, software code, inventions, technologies, and other materials, and any material necessary for the practical use of such items, from the time of collection and/or production whether or not performance under this Agreement is completed or terminated prior to completion. CONTRACTOR shall not release any of such items to other parties except after prior written approval of COUNTY.

Unless otherwise specified in Exhibit A Statement of Work, CONTRACTOR hereby assigns to COUNTY all copyright, patent, and other intellectual property and proprietary rights to all data, documents, reports, photos, designs, sound or audiovisual recordings, software code, inventions, technologies, and other materials prepared or provided by CONTRACTOR pursuant to this Agreement (collectively referred to as "Copyrightable Works and Inventions"). COUNTY shall have the unrestricted authority to copy, adapt, perform, display, publish, disclose, distribute, create derivative works from, and otherwise use in whole or in part, any Copyrightable Works and Inventions. CONTRACTOR agrees to take such actions and execute and deliver such documents as may be needed to validate, protect and confirm the rights and assignments provided hereunder. CONTRACTOR warrants that any Copyrightable Works and Inventions and other items provided under this Agreement will not infringe upon any intellectual property or proprietary rights of any third party. CONTRACTOR at its own expense shall defend, indemnify, and hold harmless COUNTY against any claim that any Copyrightable Works or Inventions or other items provided by CONTRACTOR hereunder infringe upon intellectual or other proprietary rights of a third party, and CONTRACTOR shall pay any damages, costs, settlement amounts, and fees (including attorneys' fees) that may be incurred by COUNTY in connection with any such claims. This Ownership of Documents and Intellectual Property provision shall survive expiration or termination of this Agreement.

12. NO PUBLICITY OR ENDORSEMENT

CONTRACTOR shall not use COUNTY's name or logo or any variation of such name or logo in any publicity, advertising or promotional materials. CONTRACTOR shall not use COUNTY's name or logo in any manner that would give the appearance that the COUNTY is endorsing CONTRACTOR. CONTRACTOR shall not in any way contract on behalf of or in the name of COUNTY. CONTRACTOR shall not release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the COUNTY or its projects, without obtaining the prior written approval of COUNTY.

13. COUNTY PROPERTY AND INFORMATION

All of COUNTY's property, documents, and information provided for CONTRACTOR's use in connection with the services shall remain COUNTY's property, and CONTRACTOR shall return any such items whenever requested by COUNTY and whenever required according to the Termination section of this Agreement. CONTRACTOR may use such

items only in connection with providing the services. CONTRACTOR shall not disseminate any COUNTY property, documents, or information without COUNTY's prior written consent.

14. RECORDS, AUDIT, AND REVIEW

CONTRACTOR shall keep such business records pursuant to this Agreement as would be kept by a reasonably prudent practitioner of CONTRACTOR's profession and shall maintain such records for at least four (4) years following the termination of this Agreement. All accounting records shall be kept in accordance with generally accepted accounting principles. COUNTY shall have the right to audit and review all such documents and records at any time during CONTRACTOR's regular business hours or upon reasonable notice. In addition, if this Agreement exceeds ten thousand dollars (\$10,000.00), CONTRACTOR shall be subject to the examination and audit of the California State Auditor, at the request of the COUNTY or as part of any audit of the COUNTY, for a period of three (3) years after final payment under the Agreement (Cal. Govt. Code Section 8546.7). CONTRACTOR shall participate in any audits and reviews, whether by COUNTY or the State, at no charge to COUNTY.

If federal, state or COUNTY audit exceptions are made relating to this Agreement, CONTRACTOR shall reimburse all costs incurred by federal, state, and/or COUNTY governments associated with defending against the audit exceptions or performing any audits or follow-up audits, including but not limited to: audit fees, court costs, attorneys' fees based upon a reasonable hourly amount for attorneys in the community, travel costs, penalty assessments and all other costs of whatever nature. Immediately upon notification from COUNTY, CONTRACTOR shall reimburse the amount of the audit exceptions and any other related costs directly to COUNTY as specified by COUNTY in the notification.

15. INDEMNIFICATION AND INSURANCE

CONTRACTOR agrees to the indemnification and insurance provisions as set forth in EXHIBIT C attached hereto and incorporated herein by reference.

16. NONDISCRIMINATION

COUNTY hereby notifies CONTRACTOR that COUNTY's Unlawful Discrimination Ordinance (Article XIII of Chapter 2 of the Santa Barbara County Code) applies to this Agreement and is incorporated herein by this reference with the same force and effect as if the ordinance were specifically set out herein and CONTRACTOR agrees to comply with said ordinance.

17. NONEXCLUSIVE AGREEMENT

CONTRACTOR understands that this is not an exclusive Agreement and that COUNTY shall have the right to negotiate with and enter into contracts with others providing the same or similar services as those provided by CONTRACTOR as the COUNTY desires.

18. NON-ASSIGNMENT

CONTRACTOR shall not assign, transfer or subcontract this Agreement or any of its rights or obligations under this Agreement without the prior written consent of COUNTY and any attempt to so assign, subcontract or transfer without such consent shall be void and without legal effect and shall constitute grounds for termination.

19. TERMINATION

- A. By COUNTY. COUNTY may, by written notice to CONTRACTOR, terminate this Agreement in whole or in part at any time, whether for COUNTY's convenience, for nonappropriation of funds, or because of the failure of CONTRACTOR to fulfill the obligations herein.

1. **For Convenience.** COUNTY may terminate this Agreement in whole or in part upon thirty (30) days written notice. During the thirty (30) day period, CONTRACTOR shall, as directed by COUNTY, wind down and cease its services as quickly and efficiently as reasonably possible, without performing unnecessary services or activities and by minimizing negative effects on COUNTY from such winding down and cessation of services.
 2. **For Nonappropriation of Funds.** Notwithstanding any other provision of this Agreement, in the event that no funds or insufficient funds are appropriated or budgeted by federal, state or COUNTY governments, or funds are not otherwise available for payments in the fiscal year(s) covered by the term of this Agreement, then COUNTY will notify CONTRACTOR of such occurrence and COUNTY may terminate or suspend this Agreement in whole or in part, with or without a prior notice period. Subsequent to termination of this Agreement under this provision, COUNTY shall have no obligation to make payments with regard to the remainder of the term.
 3. **For Cause.** Should CONTRACTOR default in the performance of this Agreement or materially breach any of its provisions, COUNTY may, at COUNTY's sole option, terminate or suspend this Agreement in whole or in part by written notice. Upon receipt of notice, CONTRACTOR shall immediately discontinue all services affected (unless the notice directs otherwise) and notify COUNTY as to the status of its performance. The date of termination shall be the date the notice is received by CONTRACTOR, unless the notice directs otherwise.
- B. By CONTRACTOR. Should COUNTY fail to pay CONTRACTOR all or any part of the payment set forth in EXHIBIT B, CONTRACTOR may, at CONTRACTOR's option terminate this Agreement if such failure is not remedied by COUNTY within thirty (30) days of written notice to COUNTY of such late payment.
- C. Upon termination, CONTRACTOR shall deliver to COUNTY all data, estimates, graphs, summaries, reports, and all other property, records, documents or papers as may have been accumulated or produced by CONTRACTOR in performing this Agreement, whether completed or in process, except such items as COUNTY may, by written permission, permit CONTRACTOR to retain. Notwithstanding any other payment provision of this Agreement, COUNTY shall pay CONTRACTOR for satisfactory services performed to the date of termination to include a prorated amount of compensation due hereunder less payments, if any, previously made. In no event shall CONTRACTOR be paid an amount in excess of the full price under this Agreement nor for profit on unperformed portions of service. CONTRACTOR shall furnish to COUNTY such financial information as in the judgment of COUNTY is necessary to determine the reasonable value of the services rendered by CONTRACTOR. In the event of a dispute as to the reasonable value of the services rendered by CONTRACTOR, the decision of COUNTY shall be final. The foregoing is cumulative and shall not affect any right or remedy which COUNTY may have in law or equity.

20. **SECTION HEADINGS**

The headings of the several sections, and any Table of Contents appended hereto, shall be solely for convenience of reference and shall not affect the meaning, construction or effect hereof.

21. **SEVERABILITY**

If any one or more of the provisions contained herein shall for any reason be held to be invalid, illegal or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality or unenforceability shall not affect any other provision hereof, and this Agreement shall be construed as if such invalid, illegal or unenforceable provision had never been contained herein.

22. REMEDIES NOT EXCLUSIVE

No remedy herein conferred upon or reserved to COUNTY is intended to be exclusive of any other remedy or remedies, and each and every such remedy, to the extent permitted by law, shall be cumulative and in addition to any other remedy given hereunder or now or hereafter existing at law or in equity or otherwise.

23. TIME IS OF THE ESSENCE

Time is of the essence in this Agreement and each covenant and term is a condition herein.

24. NO WAIVER OF DEFAULT

No delay or omission of COUNTY to exercise any right or power arising upon the occurrence of any event of default shall impair any such right or power or shall be construed to be a waiver of any such default or an acquiescence therein; and every power and remedy given by this Agreement to COUNTY shall be exercised from time to time and as often as may be deemed expedient in the sole discretion of COUNTY.

25. ENTIRE AGREEMENT AND AMENDMENT

In conjunction with the matters considered herein, this Agreement contains the entire understanding and agreement of the parties and there have been no promises, representations, agreements, warranties or undertakings by any of the parties, either oral or written, of any character or nature hereafter binding except as set forth herein. This Agreement may be altered, amended or modified only by an instrument in writing, executed by the parties to this Agreement and by no other means. Each party waives their future right to claim, contest or assert that this Agreement was modified, canceled, superseded, or changed by any oral agreements, course of conduct, waiver or estoppel.

26. SUCCESSORS AND ASSIGNS

All representations, covenants and warranties set forth in this Agreement, by or on behalf of, or for the benefit of any or all of the parties hereto, shall be binding upon and inure to the benefit of such party, its successors and assigns.

27. COMPLIANCE WITH LAW

CONTRACTOR shall, at its sole cost and expense, comply with all County, State and Federal ordinances and statutes now in force or which may hereafter be in force with regard to this Agreement. The judgment of any court of competent jurisdiction, or the admission of CONTRACTOR in any action or proceeding against CONTRACTOR, whether COUNTY is a party thereto or not, that CONTRACTOR has violated any such ordinance or statute, shall be conclusive of that fact as between CONTRACTOR and COUNTY.

28. CALIFORNIA LAW AND JURISDICTION

This Agreement shall be governed by the laws of the State of California. Any litigation regarding this Agreement or its contents shall be filed in the County of Santa Barbara, if in state court, or in the federal district court nearest to Santa Barbara County, if in federal court.

29. EXECUTION OF COUNTERPARTS

This Agreement may be executed in any number of counterparts and each of such counterparts shall for all purposes be deemed to be an original; and all such counterparts, or as many of them as the parties shall preserve undestroyed, shall together constitute one and the same instrument.

30. AUTHORITY

All signatories and parties to this Agreement warrant and represent that they have the power and authority to enter into this Agreement in the names, titles and capacities herein stated and on behalf of any entities, persons, or firms represented or purported to be represented by such entity(ies), person(s), or firm(s) and that all formal requirements necessary or required by any state and/or federal law in order to enter into this Agreement have been fully complied with. Furthermore, by entering into this Agreement, CONTRACTOR hereby warrants that it shall not have breached the terms or conditions of any other contract or agreement to which CONTRACTOR is obligated, which breach would have a material effect hereon.

31. SURVIVAL

All provisions of this Agreement which by their nature are intended to survive the termination or expiration of this Agreement shall survive such termination or expiration.

32. EXHIBIT LIST

The following Exhibits are incorporated herein by reference:

- | | |
|-----------|------------------------------------|
| Exhibit A | Statement of Work |
| Exhibit B | Payment Arrangements |
| Exhibit C | Indemnity |
| Exhibit D | HIPAA Business Associate Agreement |
| Exhibit E | Project Schedule |
| Exhibit F | Application Gateway |
| Exhibit G | Support and Maintenance |
| Exhibit H | Cost Proposal |

33. BUSINESS ASSOCIATE

The parties agree to the terms and conditions set forth in Exhibit D - HIPAA Business Associate Agreement (BAA), attached hereto and incorporated herein by reference.

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Agreement for Services of Independent Contractor between the **County of Santa Barbara** and End2End Public Safety, Inc. (dba Advanced Technology Information Management Systems-ATIMS).

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective on the date executed by COUNTY.

ATTEST:

Mona Miyasato
County Executive Officer
Clerk of the Board

COUNTY OF SANTA BARBARA:

Bob Nelson, Chair
Board of Supervisors

By: _____
Deputy Clerk

By: _____
Chair, Board of Supervisors

Date: _____

RECOMMENDED FOR APPROVAL:

SHERIFF'S OFFICE

CONTRACTOR:

End2End Public Safety, Inc. (dba Advanced Technology Information Management Systems-ATIMS)

By: Bill Brown
Department Head
Bill Brown
Sheriff-Coroner

By: Felix Rabinovich
Authorized Representative
Name: Felix Rabinovich
Title: Executive Vice President

APPROVED AS TO FORM:

Rachel Van Mullem
County Counsel

APPROVED AS TO ACCOUNTING FORM:

Betsy M. Schaffer, CPA
Auditor-Controller

By: Paul Lee
Deputy County Counsel

By: C. Schaffer
Deputy

APPROVED AS TO FORM:

Risk Management

By: Marisa Kahn
Risk Management

Exhibit A - Statement of Work

Santa Barbara County Sheriff's Office



Statement of Work:

ATIMS Online to ATIMS InCustody JMS Upgrade

Latest Revision Date: March, 2026

Document Overview

Category	Detail
Brief Description	SOW: V1 to V2 Jail Management System Upgrade
Client Requestor/Sponsor	Santa Barbara County Sheriff's Office
ATIMS Sponsor	Felix Rabinovich, Vice President
ATIMS Project Manager	TBD
File Name	ATIMS - SBCSO V1 to V2 SOW.docx

Document Revision History

Name	Date	Reason for Changes	Version
ATIMS		Initial Submission	1.0

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Statement of Work Overview

This Statement of Work (SOW) is by and between ATIMS and the Santa Barbara County Sheriff’s Office. It describes the principal activities and responsibilities of ATIMS and the Santa Barbara County Sheriff’s Office to upgrade ATIMS Jail Management System (“JMS” or “Software”) in the Santa Barbara County Sheriff’s Office’s detention facilities from ATIMS Online V1 to ATIMS InCustody V2 JMS.

This SOW contains details of how the upgrade will be executed and describes the work activities, deliverables, and timeline for the execution of this project as defined within.

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.

Santa Barbara 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 Santa Barbara County Sheriff’s Office’s objectives for the JMS project:

1. *Remove Santa Barbara County Sheriff’s Office’s dependence on obsolete technology.*
ATIMS latest 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 allows for variety of deployment choices with load balancing and high availability of individual components. 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 allow easy integration with Active Directory (including ADFS and Azure AD) as well as emerging identity providers, like Auth0, Okta, etc.

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2. *Support improved decision-making and risk assessments through increased data availability, quality and accuracy.* ATIMS Jail Management Software will provide Santa Barbara 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 ensure ease of use. It is built on 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 Santa Barbara 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 Santa Barbara 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.
 5. *Improve services delivery and safety of Santa Barbara County Sheriff's Office personnel and its inmates.* One example of how ATIMS accomplishes this is with the ATIMS JMS Inmate header. Available throughout the system, the header provides a quick synopsis of the inmate and ensures the Officer knows who they are working with. The Header gives all vital information about an inmate, i.e., Name, Date of Birth, Age, Physical Description, Inmate Number, and two Photo's. For safety, all active alerts (violent, medical, food allergies) for the inmate are listed and saved, so jail staff are aware of who they are dealing with. Conflict checks are run on all inmate movement with alerts notifying the officers.
 6. *Modernize Santa Barbara 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.

Deliverables:

- Project Status Reports

- Project Schedule

The Project Management plan lists the activities to be carried out during the upgrade, the assignment of resources, the 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 Santa Barbara Project Manager, the ATIMS Project Manager shall set up roles, responsibilities, record-keeping systems, lines of communication, and procedures for managing the project, assuring quality, managing technical configuration, and controlling project changes.

The ATIMS Project Manager shall provide on-going project support including project plan updates, weekly meetings and status reports. The ATIMS PM shall prepare a risk management plan and update the plan regularly over the course of the project.

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	<ul style="list-style-type: none"> • Approved SOW • Approved Baseline Project Schedule • Approved Project Management Plan • Approved System Test Plan • Approved Interface Management Plan • Approved Requirements Traceability Matrix (RTM)
Elaboration	<ul style="list-style-type: none"> • Base Product Installation – Test Environment • Approved Data Migration Plan • Completed Requirements Review (Analysis)
Construction	<ul style="list-style-type: none"> • Interface Modification and Testing • V2 Enhancement Development and Testing • Data Migration <ul style="list-style-type: none"> ○ Initial Data Migration Delivery ○ Date Migration Validation Complete ○ Approved Data Migration Validation • Forms Modification and Testing • Custom Report / Queue Modifications
Transition	<ul style="list-style-type: none"> • Testing <ul style="list-style-type: none"> ○ System Integration Testing Complete ○ Agency Acceptance of System Integration Testing ○ User Acceptance Testing (UAT) Complete ○ Agency Acceptance of UAT Testing • System Training Documentation <ul style="list-style-type: none"> ○ Training Plan Complete ○ Training Curriculum Complete ○ User Documentation Complete ○ Technical Documentation Complete ○ Approved System Training Documentation

Phase	Milestone/Deliverable
	<ul style="list-style-type: none"> • Training <ul style="list-style-type: none"> ○ 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

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.
- A. Any changes, additions or deletions to the work effort hereunder, including to the scope of work, will be handled as follows:
- I. In the case where Santa Barbara County Sheriff’s Office or ATIMS determine a change is required or desirable to the project, the requesting party will complete a change request form (Change Request or CR) and advance the CR for sign off by the other party;
 - II. Upon execution by each party, a CR will become a Change Order and form part of this SOW; and
 - III. If the Parties do not execute and deliver to one another a Change Order, the prior obligations of each party under this SOW will remain unchanged.
- B. The Project Sponsors and Project Managers (Santa Barbara County Sheriff’s Office and ATIMS) must approve all changes to this SOW, pursuant to a Change Order.
- C. 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.
- D. If and when required, the Santa Barbara 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.

A sample Change Request is attached in Appendix B of this document.

Scope of Work

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

At a high level, the Santa Barbara 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.
- ATIMS V2 out-of-the-box Jail Management System functionality is baseline for the JMS implementation.
- All V1 forms currently in use will be converted to V2. 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.
- Functional Requirements Review and pre-upgrade analysis, comprised of an in-depth assessment of all items listed in the RTM.
- Migration of data from ATIMS Online V1.
- Configuration Support – ATIMS will guide the Santa Barbara County Sheriff's Office in configuration activities.
- 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 and release notes.
- Interfaces - ATIMS will perform any necessary modifications to existing V1 interfaces, utilizing the latest ATIMS interface engine.
- A one (1) month User Acceptance Testing (UAT) period.
- Onsite go-live support.
- Transition – ATIMS will ensure that Santa Barbara County Sheriff's Office team is prepared to manage the production environment after going live.
- Support & Maintenance – ATIMS will support and maintain the ATIMS JMS production implementation as per the contract.

The final project schedule will be approved by the JMS Steering Committee (if required), in collaboration with the Santa Barbara 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.

A draft project schedule has been provided by ATIMS and submitted for approval / review by Santa Barbara County Sheriff's Office. 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 Santa Barbara County Sheriff's Office PM to maintain an updated project schedule. Santa Barbara County Sheriff's Office deliverables that impact ATIMS timelines will be represented in the project schedule as milestones. The Santa Barbara 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 stage of the project the Santa Barbara County Sheriff's Office PM and ATIMS PM will ensure that any dependencies between Santa Barbara 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 Santa Barbara 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 overallocated.

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 tasks 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 is completed and tested, ATIMS will be delivering this to the Santa Barbara 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 Santa Barbara 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.

The project communication between the Santa Barbara 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 Santa Barbara 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 Santa Barbara County Sheriff's Office.

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.

Deliverables:

- Requirements Traceability Matrix - Created collaboratively with SBCSO

Evaluation of system requirements will be conducted throughout the upgrade process. A mutually agreed upon RTM will be used for this upgrade.

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 spreadsheet identified as this upgrades RTM.
- Review and analyze Santa Barbara County Sheriff's Office business processes. As part of the implementation analysis activities, ATIMS shall work with the Santa Barbara County Sheriff's Office SMEs to determine optimal use of the latest JMS to achieve Santa Barbara County Sheriff's Office business processes.

For any material software enhancements or customizations required during the course of this upgrade, ATIMS will provide the Santa Barbara County Sheriff's Office with a requirement and design document. The Santa Barbara 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 Santa Barbara County Sheriff's Office current practice in which case, as appropriate and agreeable to the Santa Barbara County Sheriff's Office, the Santa Barbara County Sheriff's Office will adopt this process as a best practice or ensure that the requirements provide all of the required detail to meet their current practice. Any interpretations, details, assumptions or clarifications made to produce the software will be determined by ATIMS in order to ensure an operable solution. Conceptual design specifications may be provided to the Santa Barbara 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.

Application Configuration

Deliverables:

- Application Configuration Rprt

ATIMS InCustody JMS is a modern, highly configurable jail management system. ATIMS strives to meet the needs of its clients, but it 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 Santa Barbara County Sheriff's Office can decide, via Site Options, whether to use them or not. Santa Barbara County Sheriff's Office does not need to use them, and they will not impact Santa Barbara County Sheriff's Office processes.

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.

System Interfaces

Deliverables:

<ul style="list-style-type: none"> • Interface Control Document
<ul style="list-style-type: none"> • 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 Santa Barbara 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, Santa Barbara 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 currently active in Santa Barbara's V1 Production environment and listed in Appendix D of this document.

For the identified JMS interfaces in Appendix D of this document, ATIMS shall work directly with the interfacing application to modify and test direct point-to-point interfaces.

ATIMS will provide an Interface Control Document detailing the resultant modified interface. The Santa Barbara 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 Santa Barbara County Sheriff's Office shall use these APIs or other methods to include data from JMS Interfaces in other data exchanges as required. The Santa Barbara County Sheriff's Office shall design and implement data transformations and data transport mechanisms for such exchanges. The Santa Barbara 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 Santa Barbara County Sheriff's Office.

Technical Architecture

Deliverables:

- | |
|---|
| <ul style="list-style-type: none"> • Technical Architecture Plan |
|---|

ATIMS shall confirm and update technical environment specifications required to host the JMS. The Santa Barbara 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.

Testing

Deliverables:

- | |
|---|
| <ul style="list-style-type: none"> • Test Plan |
| <ul style="list-style-type: none"> • Systems Integration Testing Results |
| <ul style="list-style-type: none"> • User Acceptance Testing Results |

ATIMS shall prepare test plans 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 Santa Barbara 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.

Training

Deliverables:

<ul style="list-style-type: none"> • Training Plan
<ul style="list-style-type: none"> • Module Guides

The Santa Barbara 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).

Santa Barbara 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 Santa Barbara County Sheriff’s Office employees under the Train-the-Trainer approach.

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

- A. System Administrator
- B. Super User – “Train the Trainer”
- C. JMS End User (by functional group), if required

Acceptance Criteria

Following delivery of each project deliverable (non-software deliverables such as project schedule, conceptual design document, etc.) the Santa Barbara County Sheriff’s Office will have a period of ten (10) working days (Acceptance Review Period) to verify that each project deliverable meets expectations.

If, during the Acceptance Review Period, the Santa Barbara 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 Santa Barbara County Sheriff’s Office shall have ten working (10) 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.

Following deployment of the software deliverable, the Santa Barbara 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 Santa Barbara County Sheriff's Office (the Acceptance Period).

If, during UAT, the Santa Barbara County Sheriff's Office determines that the deliverable does not meet their needs, or identifies an obvious defect, the Santa Barbara 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 10.4. ATIMS acknowledges and agrees to use its best efforts to install all patches (in sequential order). Once patches are installed, Santa Barbara County Sheriff's Office will confirm it/they resolve the reported defect(s) within five (5) days of delivery; after which period the repair is deemed accepted unless testing determines that the implemented fix does not resolve the problem in which case the ATIMS PM will work to immediately resolve the issue.

If a mutually agreed Severity Level 1, Level 2 or Level 3 defect ([Sec. 10.4](#)) 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:

- (a) assess the magnitude of the reported defect and the timeline required to provide resolution;
- (b) determine the appropriate period of time needed to re-test, including regression testing and;
- (c) 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. Acceptance of a software deliverable cascades acceptance to all supporting project deliverables.

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

- a) The defect is actually a change to the intended design. A minor change is called a "Design Improvement" where the Santa Barbara County Sheriff's Office needs a small adjustment in order to make the system work for their purposes.
- b) The Defect is not a software defect but is a training, configuration, setup or other non-software requirement and is the responsibility of the Santa Barbara County Sheriff's Office to resolve.

- c) 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 Santa Barbara County Sheriff's Office has not tied the Defect back to a clearly defined Requirement.
- d) 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		Santa Barbara County Sheriff's Office
Level 3	Felix Rabinovich, Vice-President	Santa Barbara County Sheriff's Office Executive Sponsor
Level 2	Flo Ferrara, PMO Director	Santa Barbara County Sheriff's Office PMO
Level 1	ATIMS Project Manager	Santa Barbara 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.

Severity Level	Definition
1 - Urgent	<p>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.</p> <p>Examples:</p> <ul style="list-style-type: none"> a) Major system failure; no users can login or use the application at all. b) The system crashes or freezes completely when a particular action is executed.
2 – Very High	<p>Defect in which a requirement or functionality is not met and there is no acceptable workaround.</p> <p>Examples:</p> <ul style="list-style-type: none"> a) 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. b) 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	<p>Defect in which a requirement or functionality is not met but an acceptable workaround is available.</p> <p>Examples:</p> <ul style="list-style-type: none"> a) A date field does not default the current date as detailed in the design, but the user can manually go and select a date. b) Scheduled report does not email automatically as configured; however, report can be manually run by user and sent via email as attachment.
4 – Medium	<p>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.</p> <p>Examples:</p> <ul style="list-style-type: none"> a) On completion of a wizard step, the next button has to be clicked 2 times by the user before they can continue. b) The sort order of a row of records is incorrect.
5 – Low	<p>Defect of minor significance where formatting, spelling or cosmetics are incorrect.</p> <p>Examples:</p> <ul style="list-style-type: none"> a) Spelling mistake on a field label. b) Spacing between columns is irregular. c) Wrong date format.

11 System Documentation

Deliverables:

<ul style="list-style-type: none"> • Data Dictionary
<ul style="list-style-type: none"> • Product Release Notes
<ul style="list-style-type: none"> • 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 Santa Barbara County Sheriff's Office IT or Santa Barbara 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 Santa Barbara County Sheriff's Office's JMS implementation.

Release Implementation

Deliverables:

<ul style="list-style-type: none"> • Release Implementation (or 'Cutover') Plan
--

ATIMS shall assess the readiness of Santa Barbara County Sheriff's Office IT or Santa Barbara County Sheriff's Office provided technical infrastructure. ATIMS shall provide notice to the Santa Barbara 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 Santa Barbara County Sheriff's Office for any cutover activities restricted to Santa Barbara County Sheriff's Office staff. ATIMS shall test the production system prior to system go-live.

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.

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, additional services are included as part of the annual fee negotiated with the Santa Barbara County Sheriff's Office. These services can include Annual Training, and/or Form, Report and Interface Development Services. The value of a service category description

(training, form, report, etc.) can be used towards another category in that year's allotment, as long as the total cost does not exceed the allowable amount.

ATIMS maintenance and support of the production JMS shall include (at a minimum):

- A. Provision of core JMS upgrades, including enhancements and new features
- B. Level 2 help desk support
- C. Defect correction
- D. Modifications to ATIMS provided components and configurations to support upcoming patches and upgrades
- E. Periodic health checks of the production system
- F. Ongoing tuning and other required system level administration
- G. Application modifications required to support scheduled infrastructure upgrades

ATIMS shall bill the Santa Barbara County Sheriff's Office for maintenance and support services provided after the acceptance of the final Cutover Completion Report.

ATIMS shall be subject to the following response requirements for production issues reported by the Santa Barbara County Sheriff's Office:

Level	Level Definition	Response Requirement
Level 1	An error, malfunction or other deficiency that meets both of the following criteria: (i) The deficiency significantly impairs the Santa Barbara County Sheriff’s Office normal business operations; diminishes employee safety or well-being; exposes the Santa Barbara County Sheriff’s Office to significant liability or risk; significantly increases the cost, decreases the value, or impedes the efficiency of the Santa Barbara County Sheriff’s Office resources or operations; or significantly inconveniences the Santa Barbara County Sheriff’s Office’s customers. (ii) No workaround is currently developed, implemented, and accepted to alleviate the deficiency’s impact.	ATIMS shall begin taking action toward a resolution within a time period of one (1) hour. Contractor shall use continuous best effort until the problem is resolved.
Level 2	An error, malfunction or other deficiency that meets both of the following criteria: (i) The deficiency causes substantial inconsistencies, irregularities, inefficiencies, or potential for mistakes, but does not meet the criteria for a Level I Priority. (ii) No workaround is currently developed, implemented and accepted to alleviate the deficiency’s impact.	ATIMS shall begin taking action toward a resolution within a time period of two (2) hours. Contractor shall provide ongoing and diligent action to correct the deficiency.
Level 3	An error, malfunction or other deficiency that does not meet the criteria for Level I or Level II Priority but causes system response time to fall below fifty percent (50%) of system response time requirements for more than four (4) hours per month.	ATIMS shall successfully implement a resolution within a time period of thirty (30) days.
Level 4	An error, malfunction or other deficiency that has little or no immediate impact on the Santa Barbara County Sheriff’s Office / Santa Barbara County Sheriff’s Office’s business operations, costs, risks, employees, or customers, but is desirable for the long-term viability and utility of the system.	ATIMS shall successfully implement a resolution within a time period of ninety (90) days.

ATIMS shall provide additional support services at the direction of the Santa Barbara County Sheriff’s Office and at additional cost. The following table is taken from the ATIMS Support and Maintenance Guide; it indicates which services are included.

Description	Software Support and Maintenance	Professional Services
Upgrades and updates		
Supply new software version	✓	
Install new software version	✓	
System reinstall — application malfunction	✓	
System reinstall — hardware/network problem		✓
Support/bugs/errors		
Business hours Tier 1 support	✓	
24/7 critical after-hour support	✓	
Problem with application/malfunction	✓	
Code testing and replication of errors	✓	
Simulation of client environment	✓	
Data discovery due to malfunction	✓	
Problem with internal hardware/network		✓
Environment		
Database optimization – indexing	✓	
Creation of additional databases	✓	
Replication of database environment	✓	
Installation of additional environments		✓
Reinstallation of new server or configuration		✓
Database maintenance – backups		✓
Data mining/data discovery request		✓
Customization / Enhancements		
Consultation for customization or enhancement — up to one (1) hour	✓	
Software configuration using database settings	✓	
Creation of additional custom forms		✓
Creation of additional custom reports		✓
Client-initiated customization/enhancement		✓
Interfaces		
Consultation for third-party software interface — up to one (1) hour	✓	
Consultation for third-party software interface — beyond one (1) hour		✓
Development of third-party interfaces		✓
Training		
User manuals	✓	
User group online webinars	✓	
Additional client-requested training		✓
Training on new software functionality		✓

Appendix A: Sample Change Request Form

ATIMS Project Change Request Form <i>The following form must be completed with all project change requests. All *applicable* fields must be completed in order to be considered for implementation.</i>		
Project Title:		Date Prepared:
Person Requesting Change:		Change Number:
Category of Change:		
<input type="checkbox"/> Scope	<input type="checkbox"/> Quality	<input type="checkbox"/> Requirements
<input type="checkbox"/> Cost	<input type="checkbox"/> Schedule	<input type="checkbox"/> Documents
Detailed Description of Proposed Change:		
Justification for Proposed Change:		

Impacts of Change

Scope	<input type="checkbox"/> Increase	<input type="checkbox"/> Decrease	<input type="checkbox"/> Modify
Description:			
Requirements	<input type="checkbox"/> Increase	<input type="checkbox"/> Decrease	<input type="checkbox"/> Modify

Description:			
Cost	<input type="checkbox"/> Increase	<input type="checkbox"/> Decrease	<input type="checkbox"/> Modify
Description:			
Schedule	<input type="checkbox"/> Increase	<input type="checkbox"/> Decrease	<input type="checkbox"/> Modify
Description:			
Stakeholder Impact	<input type="checkbox"/> High Risk	<input type="checkbox"/> Medium Risk	<input type="checkbox"/> Low Risk
Description:			

Comments

Disposition	<input type="checkbox"/> Approve	<input type="checkbox"/> Defer	<input type="checkbox"/> Reject

Justification

--

Change Control Board Signatures, if required

Name	Role	Signature

Date:

Appendix B: Deliverable Acceptance



Deliverable Acceptance Sign-Off Certificate

INFORMATION (To be completed by the Contractor)	
CONTRACTOR:	ATIMS
PROJECT NAME:	Santa Barbara County Sheriff's Office JMS Project
PHASE TITLE:	Inception
DATE OF ACCEPTANCE:	
DELIVERABLE NAME:	
DELIVERABLE VERSION:	

The Santa Barbara County Sheriff's Office confirms the deliverable described above for the Santa Barbara County Sheriff's Office JMS project has been completed satisfactorily against the Santa Barbara County Sheriff's Office expectations and acceptance criteria and certifies its acceptance.

Milestone:

APPROVED BY:	SIGNATURE	DATE
Santa Barbara County Sheriff's Office		
	Name -Title	
ATIMS Approval		
	Name - Title	

Appendix C: Form Requirements – Example

Sheriff Department Detention Center

Intake Form


Officer Information

Search Officer:
Agency Officer Name Badge Number

Inmate Information

Name:
Last Name First Name Middle Name

AKAs:

SSN: DOB: 

Questions Refuse All

	YES	NO	Refused
1. Do you have any medical or psychiatric problems that need to be addressed immediately?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Are you afraid you may hurt yourself?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Do you have any injuries?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Do you have a disability that requires accommodations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Are you pregnant?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Are you breastfeeding?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Form Collapsed

Form Expanded

**Sheriff Department
Detention Center**

Intake Form

Officer Information

Search Officer:
Agency Officer Name Badge Number

Inmate Information

Name:
Last Name First Name Middle Name

AKAs:

SSN: DOB: 

Questions

Refuse All

- | | YES | NO | Refused |
|---|-----------------------|-----------------------|-----------------------|
| 1. Do you have any medical or psychiatric problems that need to be addressed immediately? * | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Details: * | <input type="text"/> | | |
| 2. Are you afraid you may hurt yourself? * | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. Do you have any injuries? * | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Details: * | <input type="text"/> | | |
| Cleared: <input checked="" type="checkbox"/> Cleared By: _____ | | | |
| 4. Do you have a disability that requires accommodations? * | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Details: * | <input type="text"/> | | |
| 5. Are you pregnant? * | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. Are you breastfeeding? * | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you need a breast pump? * | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Form Logic**Form Logic****General**

- No question has a default answer. All radio buttons should default to Not Selected.
- All required fields must be completed to save the form.
- Name, AKAs, SSN, DOB to be system populated where possible

Details**Question 1:**

- Question is required.
- If Yes, display the Details field.
- If Yes, Details field is required.

Question 2:

- Question is required.
- If Yes, weight the person so they are placed at the top of the Medical queue. They should be placed at the top of the queue, but below anyone else who was flagged by this question at an earlier time and has not been seen by medical. Color-code light red in the queue.

Question 3:

- Question is required.
- If Yes, display the "Details", "Cleared" and "Cleared By" fields. By process, person will be medically rejected, and after being checked by a paramedic, would/could be cleared for acceptance by Intake. (Could also be sent to hospital and remain in Rejected queue longer.)
- If Yes, Details field is required.

Question 4:

- Question is required.
- If Yes, display the "Details" field
- If Yes, Details field is required.

Question 5:

- Question is required.

Question 6:

- Question is required.
- If Yes, display the "Do you need a breast pump?" question."
- If Yes, answer to "Do you need a breast pump" is required.

Refuse All Checkbox

- When selected, automatically select Refusal radio button for each numbered question.

Appendix D: Required Interfaces / Exchanges

FROM (current)

ID #	Interface Name	Vendor Name	Type	Description
1	Export Test		Export - Network Drive - Delimited	Test; Active
2	WANDA WARRANT SYSTEM		Export - Web Service	Wanda Warrant System
3	ICS SYSTEMS		Export - FTP FTP - Delimited Format	Inactive
4	CoreEMR - Active Roster	WellPath	Export - FTP FTP - Delimited Format	Inactive
5	SSA Report	Social Security Administration (SSA)	Export - Network Drive - Fixed Format	Manually ran monthly
6	SCAAP Report		Export - Network Drive - Fixed Format	State Criminal Alien Assistance Program (SCAAP)
7	GTL Active Roster	ViaPath	Export - Scheduled - FTP - Delimited Format	Every 15 mins
8	WellPath CorEMR - Active Roster	CorEMR	Export - Scheduled - FTP - Delimited Format	Every 15 mins
9	ARAMARK ROSTER	ARAMARK	Export - Scheduled - FTP - Delimited Format	Every 5 min
	DataWorks Import	DataWorks	FolderWatch - Network Drive - Photo	Every 1 min; archive after processing SP: SBSO_FW_DataWorksImport
	Keefe Balance Import	Keefe	FolderWatch - Network Drive - Text	Every 15 mins; delete after processing SP: SBSO_Interface_Keefe_InmateBalance

TO (new)

ID#	Interface Name	Vendor Name	Type	Description
1	Export Test		Export - Network Drive - Delimited	Test; Active
2	Application Gateway	Bruce Thomas	Bi-directional - Web Service	Warrants, GUS, SAM
3	Body Scanner	OD Security	Export	
4	CoreBanking & Commissary	Aramark	Bi-directional	
5	CorEMR	WellPath	Bi-directional	
6	Court Scheduling	Court Call	Bi-directional	
7	Courts	Tyler Odyssey	Bi-directional	
8	Inmate Communications	ViaPath	Bi-directional	include grievances
9	Inmate Tracking	Guardian RFID	Bi-directional	
10	LiveScan	DataWorks Plus	Export	
11	Mugshot	DataWorks Plus	Export	
12	PINS	Saadian	Bi-directional	Public Intelligence Notification System

Felix Rabinovich shall be the individual(s) personally responsible for providing all services hereunder. CONTRACTOR may not substitute other persons without the prior written approval of COUNTY's designated representative.

Statement of Work: **Error! Unknown document property name.**

{OPTIONAL}

{Suspension for Convenience. COUNTY 's designated representative may, without cause, order CONTRACTOR in writing to suspend, delay, or interrupt the services under this Agreement in whole or in part for up to __ days. COUNTY shall incur no liability for suspension under this provision and suspension shall not constitute a breach of this Agreement.}

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EXHIBIT B

PAYMENT ARRANGEMENTS
Periodic Compensation at Selected Milestones

- A. For CONTRACTOR services to be rendered under this Agreement, CONTRACTOR shall be paid a total contract amount, including cost reimbursements, not to exceed \$ 934,931.79
- B. Payment for services and /or reimbursement of costs shall be made upon CONTRACTOR’s satisfactory performance, based upon the scope and methodology contained in **EXHIBIT A** as determined by COUNTY.
- C. Upon completion of the work for each milestone and/or delivery to COUNTY of item(s) specified below, CONTRACTOR shall submit to the COUNTY DESIGNATED REPRESENTATIVE an invoice or certified claim on the County Treasury for the service performed in accomplishing each milestone. These invoices or certified claims must cite the assigned Board Contract Number. COUNTY DESIGNATED REPRESENTATIVE shall evaluate the quality of the service performed and/or item(s) delivered and if found to be satisfactory shall initiate payment processing. COUNTY shall pay invoices or claims for satisfactory work within 30 days of receipt of correct and complete invoices or claims from CONTRACTOR.

Percentage of Total Contract Amount	Milestone Description	Maximum Amount Chargeable
5%	1. Contract Initiation	\$24,774
10%	2. Project Initiation	\$49,548
10%	3. Jail Management System: Analysis, Development, & Testing	\$49,548
5%	4. Base Product Implementation: Test Environment	\$24,774
20%	5. Jail Management System: Interfaces	\$99,097
20%	6. Jail Management System: Data Migration	\$99,097
10%	7. User Acceptance Testing	\$49,548
10%	8. Reporting	\$49,548
10%	9. Production Environment Go Live	\$49,548
	10. Annual Maintenance yr-1	\$82,772

The final milestone payment above shall not be made until all services have been completed and item(s) as specified in **EXHIBIT A** have been delivered and found to be satisfactory.

- D. COUNTY’s failure to discover or object to any unsatisfactory work or billings prior to payment will not constitute a waiver of COUNTY’s right to require CONTRACTOR to correct such work or billings or seek any other legal remedy.

EXHIBIT C

Indemnification and Insurance Requirements (For Professional Contracts)

INDEMNIFICATION

CONTRACTOR agrees to indemnify, defend (with counsel reasonably approved by COUNTY) and hold harmless COUNTY and its officers, officials, employees, agents and volunteers from and against any and all claims, actions, losses, damages, judgments and/or liabilities arising out of this Agreement from any cause whatsoever, including the acts, errors or omissions of any person or entity and for any costs or expenses (including but not limited to attorneys' fees) incurred by COUNTY on account of any claim except where such indemnification is prohibited by law. CONTRACTOR'S indemnification obligation applies to COUNTY'S active as well as passive negligence but does not apply to COUNTY'S sole negligence or willful misconduct.

NOTIFICATION OF ACCIDENTS AND SURVIVAL OF INDEMNIFICATION PROVISIONS

CONTRACTOR shall notify COUNTY immediately in the event of any accident or injury arising out of or in connection with this Agreement. The indemnification provisions in this Agreement shall survive any expiration or termination of this Agreement.

INSURANCE

CONTRACTOR shall procure and maintain for the duration of this 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 hereunder and the results of that work by the CONTRACTOR, its agents, representatives, employees or subcontractors.

A. Minimum Scope of Insurance

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office (ISO) Form CG 00 01 covering CGL on an "occurrence" basis, including products-completed operations, personal & advertising injury, with limits no less than \$1,000,000 per occurrence and \$2,000,000 in the aggregate.
2. **Automobile Liability:** Insurance Services Office Form Number CA 0001 covering, Code 1 (any auto), or if CONTRACTOR has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than \$1,000,000 per accident for bodily injury and property damage.
3. **Workers' Compensation:** Insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than \$1,000,000 per accident for bodily injury or disease. ***(Not required if CONTRACTOR provides written verification that it has no employees)***
4. **Professional Liability:** (Errors and Omissions) Insurance appropriate to the CONTRACTOR'S profession, with limit no less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate.

If the CONTRACTOR maintains broader coverage and/or higher limits than the minimums shown above, the COUNTY requires and shall be entitled to the broader coverage and/or the higher limits maintained by the CONTRACTOR. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the COUNTY.

B. Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

1. **Additional Insured** – COUNTY, its officers, officials, employees, agents and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the CONTRACTOR including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the CONTRACTOR'S insurance at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 forms if later revisions used).
2. **Primary Coverage** – For any claims related to this contract, the CONTRACTOR'S insurance coverage shall be primary insurance primary coverage at least as broad as ISO CG 20 01 04 13 as respects the COUNTY, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the COUNTY, its officers, officials, employees, or volunteers shall be excess of the CONTRACTOR'S insurance and shall not contribute with it.
3. **Notice of Cancellation** – Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the COUNTY.
4. **Waiver of Subrogation Rights** – CONTRACTOR hereby grants to COUNTY a waiver of any right to subrogation which any insurer of said CONTRACTOR may acquire against the COUNTY by virtue of the payment of any loss under such insurance. CONTRACTOR agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation, but this provision applies regardless of whether or not the COUNTY has received a waiver of subrogation endorsement from the insurer.
5. **Deductibles and Self-Insured Retention** – Any deductibles or self-insured retentions must be declared to and approved by the COUNTY. The COUNTY may require the CONTRACTOR to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.
6. **Acceptability of Insurers** – Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum A.M. Best's Insurance Guide rating of "A- VII".
7. **Verification of Coverage** – CONTRACTOR shall furnish the COUNTY with proof of insurance, original certificates and amendatory endorsements as required by this Agreement. The proof of insurance, certificates and endorsements are to be received and approved by the COUNTY before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the CONTRACTOR'S obligation to provide them. The CONTRACTOR shall furnish evidence of renewal of coverage throughout the term of the Agreement. The COUNTY reserves the right to require complete, certified copies of all required

insurance policies, including endorsements required by these specifications, at any time.

8. **Failure to Procure Coverage** – In the event that any policy of insurance required under this Agreement does not comply with the requirements, is not procured, or is canceled and not replaced, COUNTY has the right but not the obligation or duty to terminate the Agreement. Maintenance of required insurance coverage is a material element of the Agreement and failure to maintain or renew such coverage or to provide evidence of renewal may be treated by COUNTY as a material breach of contract.
9. **Subcontractors** – CONTRACTOR shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and CONTRACTOR shall ensure that COUNTY is an additional insured on insurance required from subcontractors.
10. **Claims Made Policies** – If any of the required policies provide coverage on a claims-made basis:
 - i. The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.
 - ii. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of contract work.
 - iii. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the CONTRACTOR must purchase “extended reporting” coverage for a minimum of five (5) years after completion of contract work.
11. **Special Risks or Circumstances** – COUNTY reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this Agreement. CONTRACTOR agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of COUNTY to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of COUNTY.

EXHIBIT D

HIPAA BUSINESS ASSOCIATE AGREEMENT (BAA)

This Business Associate Agreement (“BAA”) supplements and is made a part of the Agreement between COUNTY (referred to herein as “Covered Entity”) and CONTRACTOR (referred to herein as “Business Associate”).

RECITALS

Covered Entity wishes to disclose certain information to Business Associate pursuant to the terms of the Agreement, some of which may constitute Protected Health Information (“PHI”) (defined below).

Covered Entity and Business Associate intend to protect the privacy and provide for the security of PHI disclosed to Business Associate pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (“HITECH Act”), and 45 CFR Parts 160 and 164, Subpart C (the “Security Rule”), Subpart D (the “Data Breach Notification Rule”) and Subpart E (the “Privacy Rule”) (collectively, the “HIPAA Regulations”).

As part of the HIPAA Regulations, the Privacy Rule and the Security Rule (defined below) require Covered Entity to enter into a contract containing specific requirements with Business Associate prior to the disclosure of PHI, as set forth in, but not limited to, Title 45, Sections 164.314(a), 164.502(e) and 164.504(e) of the Code of Federal Regulations (C.F.R.) and contained in this BAA.

In consideration of the mutual promises below and the exchange of information pursuant to this BAA, the parties agree as follows:

A. Definitions

1. **Breach** shall have the meaning given to such term under the HITECH Act [42 U.S.C. Section 17921].
2. **Business Associate** shall have the meaning given to such term under the Privacy Rule, the Security Rule, and the HITECH Act, including but not limited to, 42 U.S.C. Section 17938 and 45 C.F.R. Section 160.103.
3. **Covered Entity** shall have the meaning given to such term under the Privacy Rule and the Security Rule, including, but not limited to, 45 C.F.R. Section 160.103.
4. **Data Aggregation** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
5. **Designated Record Set** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
6. **Electronic Protected Health Information** means Protected Health Information that is maintained in or transmitted by electronic media.
7. **Electronic Health Record** shall have the meaning given to such term in the HITECH Act, including, but not limited to, 42 U.S.C. Section 17921.
8. **Health Care Operations** shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501.
9. **Privacy Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and E.

10. **Protected Health Information or PHI** means any information, whether oral or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; the provision of health care to an individual; or the past, present or future payment for the provision of health care to an individual; and (ii) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual, and shall have the meaning given to such term under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.501. Protected Health Information includes Electronic Protected Health Information [45 C.F.R. Sections 160.103, 164.501].
11. **Protected Information** shall mean PHI provided by Covered Entity to Business Associate or created or received by Business Associate on Covered Entity's behalf.
12. **Security Rule** shall mean the HIPAA Regulation that is codified at 45 C.F.R. Parts 160 and 164, Subparts A and C.
13. **Unsecured PHI** shall have the meaning given to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to, 42 U.S.C. Section 17932(h).

B. Obligations of Business Associate

1. **Permitted Uses.** Business Associate shall not use Protected Information except for the purpose of performing Business Associate's obligations under the Agreement and as permitted under the Agreement and this BAA. Further, Business Associate shall not use Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so used by Covered Entity. However, Business Associate may use Protected Information (i) for the proper management and administration of Business Associate, (ii) to carry out the legal responsibilities of Business Associate, or (iii) for Data Aggregation purposes for the Health Care Operations of Covered Entity [45 C.F.R. Sections 164.504(e)(2)(ii)(A) and 164.504(e)(4)(i)].
2. **Permitted Disclosures.** Business Associate shall not disclose Protected Information except for the purpose of performing Business Associate's obligations under the Agreement and as permitted under the Agreement and this BAA. Business Associate shall not disclose Protected Information in any manner that would constitute a violation of the Privacy Rule or the HITECH Act if so disclosed by Covered Entity. However, Business Associate may disclose Protected Information (i) for the proper management and administration of Business Associate; (ii) to carry out the legal responsibilities of Business Associate; (iii) as required by law; or (iv) for Data Aggregation purposes for the Health Care Operations of Covered Entity. If Business Associate discloses Protected Information to a third party, Business Associate must obtain, prior to making any such disclosure, (i) reasonable written assurances from such third party that such Protected Information will be held confidential as provided pursuant to this BAA and only disclosed as required by law or for the purposes for which it was disclosed to such third party, and (ii) a written agreement from such third party to immediately notify Business Associate of any breaches of confidentiality of the Protected Information, to the extent the third party has obtained knowledge of such breach [42 U.S.C. Section 17932; 45 C.F.R. Sections 164.504(e)(2)(i), 164.504(e)(2)(i)(B), 164.504(e)(2)(ii)(A) and 164.504(e)(4)(ii)].
3. **Prohibited Uses and Disclosures.** Business Associate shall not use or disclose Protected Information for fundraising or marketing purposes. Business Associate shall not disclose Protected Information to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates [42 U.S.C. Section 17935(a)]. Business Associate shall not directly or indirectly receive remuneration in exchange for Protected Information, except with the prior written consent of Covered Entity and as permitted by the HITECH Act, 42 U.S.C. section 17935(d)(2); however, this prohibition shall not affect

payment by Covered Entity to Business Associate for services provided pursuant to the Agreement. Business Associate shall mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of this Agreement, the BAA, or the HIPAA Regulations.

4. **Appropriate Safeguards.** Business Associate shall implement appropriate safeguards as are necessary to prevent the use or disclosure of Protected Information otherwise than as permitted by the Agreement or this BAA, including, but not limited to, administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the Protected Information, in accordance with 45 C.F.R. Sections 164.308, 164.310, and 164.312. [45 C.F.R. Section 164.504(e)(2)(ii)(B); 45 C.F.R. Section 164.308(b)]. Business Associate shall comply with the policies and procedures and documentation requirements of the HIPAA Security Rule, including, but not limited to, 45 C.F.R. Section 164.316 [42 U.S.C. Section 17931].
5. **Reporting of Improper Access, Use or Disclosure.** Business Associate shall report to Covered Entity in writing of any access, use or disclosure of Protected Information not permitted by the Agreement and this BAA, and any Breach of Unsecured PHI, as required by the Data Breach Notification Rule, of which it becomes aware without unreasonable delay and in no case later than 60 calendar days after discovery [42 U.S.C. Section 17921; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)].
6. **Business Associate's Subcontractors and Agents.** Business Associate shall ensure that any agents and subcontractors to whom it provides Protected Information, agree in writing to the same restrictions and conditions that apply to Business Associate with respect to such PHI and implement the safeguards required by paragraph (c) above with respect to Electronic PHI [45 C.F.R. Section 164.504(e)(2)(ii)(D); 45 C.F.R. Section 164.308(b)]. Business Associate shall implement and maintain sanctions against agents and subcontractors that violate such restrictions and conditions and shall mitigate the effects of any such violation (see 45 C.F.R. Sections 164.530(f) and 164.530(e)(1)).
7. **Access to Protected Information.** To the extent that the Covered Entity keeps a designated record set then Business Associate shall make Protected Information maintained by Business Associate or its agents or subcontractors in Designated Record Sets available to Covered Entity for inspection and copying within five (5) days of a request by Covered Entity to enable Covered Entity to fulfill its obligations under state law [Health and Safety Code Section 123110] and the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.524 [45 C.F.R. Section 164.504(e)(2)(ii)(E)]. If Business Associate maintains an Electronic Health Record, Business Associate shall provide such information in electronic format to enable Covered Entity to fulfill its obligations under the HITECH Act, including, but not limited to, 42 U.S.C. Section 17935(e).
8. **Amendment of PHI for Business Associate who is Required to Maintain a Record Set.** If Business Associate is required to maintain a designated record set on behalf of the Covered Entity the Business Associate shall within ten (10) days of receipt of a request from Covered Entity for an amendment of Protected Information or a record about an individual contained in a Designated Record Set, Business Associate or its agents or subcontractors shall make such Protected Information available to Covered Entity for amendment and incorporate any such amendment to enable Covered Entity to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.526. If any individual requests an amendment of Protected Information directly from Business Associate or its agents or subcontractors, Business Associate must notify Covered Entity in writing within five (5) days of the request. Any approval or denial of amendment of Protected Information maintained by Business Associate or its agents or subcontractors shall be the responsibility of Covered Entity [45 C.F.R. Section 164.504(e)(2)(ii)(F)].

9. **Accounting Rights.** Within ten (10) days of notice by Covered Entity of a request for an accounting of disclosures of Protected Information, Business Associate and its agents or subcontractors shall make available to Covered Entity the information required to provide an accounting of disclosures to enable Covered Entity to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 C.F.R. Section 164.528, and the HITECH Act, including but not limited to 42 U.S.C. Section 17935(c), as determined by Covered Entity. Business Associate agrees to implement a process that allows for an accounting to be collected and maintained by Business Associate and its agents or subcontractors for at least six (6) years prior to the request. However, accounting of disclosures from an Electronic Health Record for treatment, payment or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that Business Associate maintains an electronic health record and is subject to this requirement. At a minimum, the information collected and maintained shall include: (i) the date of disclosure; (ii) the name of the entity or person who received Protected Information and, if known, the address of the entity or person; (iii) a brief description of Protected Information disclosed and (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure. In the event that the request for an accounting is delivered directly to Business Associate or its agents or subcontractors, Business Associate shall within five (5) days of a request forward it to Covered Entity in writing. It shall be Covered Entity's responsibility to prepare and deliver any such accounting requested. Business Associate shall not disclose any Protected Information except as set forth in Sections B.2 of this BAA [45 C.F.R. Sections 164.504(e)(2)(ii)(G) and 165.528]. The provisions of this subparagraph shall survive the termination of this Agreement.
10. **Governmental Access to Records.** Business Associate shall make its internal practices, books and records relating to the use and disclosure of Protected Information available to Covered Entity and to the Secretary of the U.S. Department of Health and Human Services (Secretary) for purposes of determining Business Associate's compliance with the Privacy Rule [45 C.F.R. Section 164.504(e)(2)(ii)(H)]. Business Associate shall provide to Covered Entity a copy of any Protected Information that Business Associate provides to the Secretary concurrently with providing such Protected Information to the Secretary.
11. **Minimum Necessary.** Business Associate (and its agents or subcontractors) shall request, use and disclose only the minimum amount of Protected Information necessary to accomplish the purpose of the request, use, or disclosure [42 U.S.C. Section 17935(b); 45 C.F.R. Section 164.514(d)(3)]. Business Associate understands and agrees that the definition of "minimum necessary" is in flux and shall keep itself informed of guidance issued by the Secretary with respect to what constitutes "minimum necessary."
12. **Data Ownership.** Business Associate acknowledges that Business Associate has no ownership rights with respect to the Protected Information.
13. **Business Associate's Insurance.** Business Associate represents and warrants that it purchases commercial insurance to cover its exposure for any claims, damages or losses arising as a result of a breach of the terms of this BAA.
14. **Notification of Possible Breach.** During the term of the Agreement, Business Associate shall notify Covered Entity within twenty-four (24) hours of any suspected or actual breach of security, or any access, use or disclosure of Protected Information not permitted by the Agreement or this BAA or unauthorized use or disclosure of PHI of which Business Associate becomes aware and/or any actual or suspected use or disclosure of data in violation of any applicable federal or state laws or regulations. Business Associate shall take (i) prompt corrective action to cure any such deficiencies and (ii) any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations. [42 U.S.C. Section 17921; 45 C.F.R. Section 164.504(e)(2)(ii)(C); 45 C.F.R. Section 164.308(b)]
15. **Breach Pattern or Practice by Covered Entity.** Pursuant to 42 U.S.C. Section 17934(b), if the Business Associate knows of a pattern of activity or practice of the Covered Entity that constitutes a material breach

or violation of the Covered Entity's obligations under the Agreement or this BAA or other arrangement, the Business Associate must take reasonable steps to cure the breach or end the violation. If the steps are unsuccessful, the Business Associate must terminate the Agreement or other arrangement if feasible, or if termination is not feasible, report the problem to the Secretary. Business Associate shall provide written notice to Covered Entity of any pattern of activity or practice of the Covered Entity that Business Associate believes constitutes a material breach or violation of the Covered Entity's obligations under the Agreement or this BAA or other arrangement within five (5) days of discovery and shall meet with Covered Entity to discuss and attempt to resolve the problem as one of the reasonable steps to cure the breach or end the violation.

16. **Audits, Inspection and Enforcement.** Within ten (10) days of a written request by Covered Entity, Business Associate and its agents or subcontractors shall allow Covered Entity to conduct a reasonable inspection of the facilities, systems, books, records, agreements, policies and procedures relating to the use or disclosure of Protected Information pursuant to this BAA for the purpose of determining whether Business Associate has complied with this BAA; provided, however, that (i) Business Associate and Covered Entity shall mutually agree in advance upon the scope, timing and location of such an inspection, (ii) Covered Entity shall protect the confidentiality of all confidential and proprietary information of Business Associate to which Covered Entity has access during the course of such inspection; and (iii) Covered Entity shall execute a nondisclosure agreement, upon terms mutually agreed upon by the parties, if requested by Business Associate. The fact that Covered Entity inspects, or fails to inspect, or has the right to inspect, Business Associate's facilities, systems, books, records, agreements, policies and procedures does not relieve Business Associate of its responsibility to comply with this BAA, nor does Covered Entity's (i) failure to detect or (ii) detection, but failure to notify Business Associate or require Business Associate's remediation of any unsatisfactory practices, constitute acceptance of such practice or a waiver of Covered Entity's enforcement rights under the Agreement or this BAA, Business Associate shall notify Covered Entity within ten (10) days of learning that Business Associate has become the subject of an audit, compliance review, or complaint investigation by the Office for Civil Rights.

C. Termination

1. **Material Breach.** A breach by Business Associate of any provision of this BAA, as determined by Covered Entity, shall constitute a material breach of the Agreement and shall provide grounds for immediate termination of the Agreement, any provision in the Agreement to the contrary notwithstanding [45 C.F.R. Section 164.504(e)(2)(iii)].
2. **Judicial or Administrative Proceedings.** Covered Entity may terminate the Agreement, effective immediately, if (i) Business Associate is named as a defendant in a criminal proceeding for a violation of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws or (ii) a finding or stipulation that the Business Associate has violated any standard or requirement of HIPAA, the HITECH Act, the HIPAA Regulations or other security or privacy laws is made in any administrative or civil proceeding in which the party has been joined.
3. **Effect of Termination.** Upon termination of the Agreement for any reason, Business Associate shall, at the option of Covered Entity, return or destroy all Protected Information that Business Associate or its agents or subcontractors still maintain in any form, and shall retain no copies of such Protected Information. If return or destruction is not feasible, as determined by Covered Entity, Business Associate shall continue to extend the protections of Section B of this BAA to such information, and limit further use of such PHI to those purposes that make the return or destruction of such PHI infeasible. [45 C.F.R. Section 164.504(e)(ii)(2)(I)]. If Covered Entity elects destruction of the PHI, Business Associate shall certify in writing to Covered Entity that such PHI has been destroyed.

D. Indemnification

If Business Associate fails to adhere to any of the privacy, confidentiality, and/or data security provisions set forth in this BAA or if there is a Breach of PHI in Business Associate's possession and, as a result, PHI or any other confidential information is unlawfully accessed, used or disclosed, Business Associate agrees to reimburse Covered Entity for any and all costs, direct or indirect, incurred by Covered Entity associated with any Breach notification obligations. Business Associate also agrees to pay for any and all fines and/or administrative penalties imposed for such unauthorized access, use or disclosure of confidential information or for delayed reporting if it fails to notify the Covered Entity of the Breach as required by this BAA.

E. Disclaimer

Covered Entity makes no warranty or representation that compliance by Business Associate with this BAA, HIPAA, the HITECH Act, or the HIPAA Regulations will be adequate or satisfactory for Business Associate's own purposes. Business Associate is solely responsible for all decisions made by Business Associate regarding the safeguarding of PHI.

F. Certification

To the extent that Covered Entity determines that such examination is necessary to comply with Covered Entity's legal obligations pursuant to HIPAA relating to certification of its security practices, Covered Entity or its authorized agents or contractors, may, at Covered Entity's expense, examine Business Associate's facilities, systems, procedures and records as may be necessary for such agents or contractors to certify to Covered Entity the extent to which Business Associate's security safeguards comply with HIPAA, the HITECH Act, the HIPAA Regulations or this BAA.

G. Amendment to Comply with Law

The parties acknowledge that state and federal laws relating to data security and privacy are rapidly evolving and that amendment of the Agreement or this BAA may be required to provide for procedures to ensure compliance with such developments. The parties specifically agree to take such action as is necessary to implement the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule and other applicable laws relating to the security or confidentiality of PHI. The parties understand and agree that Covered Entity must receive satisfactory written assurance from Business Associate that Business Associate will adequately safeguard all Protected Information. Upon the request of either party, the other party agrees to promptly enter into negotiations concerning the terms of an amendment to this BAA embodying written assurances consistent with the standards and requirements of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule or other applicable laws. Covered Entity may terminate the Agreement upon thirty (30) days written notice in the event (i) Business Associate does not promptly enter into negotiations to amend the Agreement or this BAA when requested by Covered Entity pursuant to this Section or (ii) Business Associate does not enter into an amendment to the Agreement or this BAA providing assurances regarding the safeguarding of PHI that Covered Entity, in its sole discretion, deems sufficient to satisfy the standards and requirements of applicable laws.

H. Assistance in Litigation of Administrative Proceedings

Business Associate shall make itself, and any subcontractors, employees or agents assisting Business Associate in the performance of its obligations under the Agreement or this BAA, available to Covered Entity, at no cost to Covered Entity, to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against Covered Entity, its directors, officers or employees based upon a claimed violation of HIPAA, the HITECH Act, the Privacy Rule, the Security Rule, or other laws relating to security and privacy, except where Business Associate or its subcontractor, employee or agent is named adverse party.

I. No Third-Party Beneficiaries

Nothing express or implied in the Agreement or this BAA is intended to confer, nor shall anything herein confer, upon any person other than Covered Entity, Business Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.

J. Effect on Agreement

Except as specifically required to implement the purposes of this BAA, or to the extent inconsistent with this BAA, all other terms of the Agreement shall remain in force and effect.

K. Entire Agreement of the Parties

This BAA supersedes any and all prior and contemporaneous business associate agreements between the parties and constitutes the final and entire agreement between the parties hereto with respect to the subject matter hereof. Covered Entity and Business Associate acknowledge that no representations, inducements, promises, or agreements, oral or otherwise, with respect to the subject matter hereof, have been made by either party, or by anyone acting on behalf of either party, which are not embodied herein. No other agreement, statement or promise, with respect to the subject matter hereof, not contained in this BAA shall be valid or binding.

L. Interpretation

The provisions of this BAA shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provision in this BAA. This BAA and the Agreement shall be interpreted as broadly as necessary to implement and comply with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule. The parties agree that any ambiguity in this BAA shall be resolved in favor of a meaning that complies and is consistent with HIPAA, the HITECH Act, the Privacy Rule and the Security Rule.

Exhibit E - SBCSO - ATIMS V1 to V2 JMS Upgrade Project Schedule April 2026

Santa Barbara - ATIMS V1 to V2 JMS Upgrade Project Schedule								
ID	Task Name	Duration	Start	Finish	Predecessors	% Complete	Milestone Payment	Resource Initials
0	Santa Barbara - ATIMS V1 to V2 JMS Upgrade Project Schedule	195 days	Wed 7/1/26	Fri 4/16/27		0%		
1	ATIMS JMS Upgrade Project Implementation Plan	195 days	Wed 7/1/26	Fri 4/16/27		0%		
2	1 Inception Phase	50.29 days	Wed 7/1/26	Mon 9/14/26		0%		
3	Board of Supervisors Approval - Project Initiation	1 day	Wed 7/1/26	Thu 7/2/26		0%		AGENCY - T,ATIMS - T
4	Review Statement of Work	5 days	Thu 7/9/26	Thu 7/16/26		0%		
5	Review SOW	5 days	Thu 7/9/26	Thu 7/16/26	3FS+5 days	0%		AGENCY - T
6	Client Approval of SOW	0 days	Thu 7/16/26	Thu 7/16/26	5	0%		AGENCY - T
7	Review Baseline Project Schedule	5 days	Thu 7/16/26	Thu 7/23/26		0%		
8	Review Project Schedule	5 days	Thu 7/16/26	Thu 7/23/26	5	0%		AGENCY - T
9	Client Approval of Baseline Schedule	0 days	Thu 7/23/26	Thu 7/23/26	8	0%		AGENCY - T
10	Develop Project Management Plan (PMP)	15 days	Fri 7/24/26	Fri 8/14/26		0%		
11	Prepare and Deliver Draft PMP	5 days	Fri 7/24/26	Fri 7/31/26	8	0%		IMP-ATIMS
12	Client Review and Approval	5 days	Fri 7/31/26	Fri 8/7/26	11	0%		AGENCY - T
13	Requirements Management Plan	10 days	Fri 7/31/26	Fri 8/14/26		0%		
14	Prepare and Deliver RTM	5 days	Fri 7/31/26	Fri 8/7/26	11	0%		
15	Client Review and Approval of RTM	5 days	Fri 8/7/26	Fri 8/14/26	14	0%		AGENCY - T
16	Payment Milestone 1 - Contract Initiation	0 days	Fri 8/14/26	Fri 8/14/26	6,9,15	0%		
17	Data Migration Plan	10 days	Fri 8/7/26	Mon 8/24/26		0%		
18	Prepare and Deliver Data Migration Plan	5 days	Fri 8/7/26	Fri 8/14/26	14	0%		PM-ATIMS
19	Client Review and Approval	5 days	Fri 8/14/26	Mon 8/24/26	18	0%		AGENCY - T
20	System Testing Plan	10 days	Fri 8/14/26	Mon 8/31/26		0%		
21	Prepare and Deliver System Test Plan	5 days	Fri 8/14/26	Mon 8/24/26	18	0%		PM-ATIMS
22	Client Review and Approval	5 days	Mon 8/24/26	Mon 8/31/26	21	0%		AGENCY - T
23	Interface Modification Plan	50.29 days	Wed 7/1/26	Mon 9/14/26		0%		
24	Prepare and Deliver Interface Modification Plan	5 days	Mon 8/24/26	Mon 9/14/26	21	0%		PM-ATIMS
25	Client Review and Approval	5 days	Wed 7/1/26	Wed 7/8/26		0%		AGENCY - T
26	Payment Milestone 2 - Project Initiation	0 days	Mon 8/31/26	Mon 8/31/26	15,12,22,25,3	0%		
27	Transition Plan	10 days	Wed 7/1/26	Wed 7/15/26		0%		
28	Prepare and Deliver Transition Plan	5 days	Wed 7/1/26	Wed 7/8/26		0%		PM-ATIMS
29	Client Review and Approval	5 days	Wed 7/8/26	Wed 7/15/26	28	0%		PM-AGENCY
30	Base System Installation	9.18 days	Wed 7/29/26	Tue 8/11/26		0%		
31	Confirm Hardware Availability / System Readiness	1 day	Fri 8/7/26	Mon 8/10/26	12	0%		AGENCY - T
32	Remote Connection Testing	1 day	Mon 8/10/26	Tue 8/11/26	31	0%		IMP-ATIMS
33	Onsite Stakeholder Meeting and Walkthrough	2 days	Wed 7/29/26	Fri 7/31/26		0%		AGENCY - T,ATIMS - T
34	Initial System Preparation	8 days	Fri 8/14/26	Thu 8/27/26		0%		
35	V2 Database Configuration - Test Environment	5 days	Fri 8/14/26	Mon 8/24/26	18	0%		AGENCY - T,ATIMS - T
36	Review User Group Configuration - Test Environment	3 days	Mon 8/24/26	Thu 8/27/26	35	0%		AGENCY - T
37	Base Installation Complete - Test Environment	0 days	Thu 8/27/26	Thu 8/27/26	34	0%		IMP-ATIMS
38	Payment Milestone 4 - Base Production Implementation: Test Environment	0 days	Thu 8/27/26	Thu 8/27/26	37	0%		
39	Gate (Phase) Review / Lessons Learned	0 days	Thu 8/27/26	Thu 8/27/26	37	0%		ATIMS - T
40	2 Elaboration Phase	58 days	Thu 8/27/26	Mon 11/23/26		0%		
41	System Requirements	58 days	Thu 8/27/26	Mon 11/23/26		0%		
42	Functional Requirements Review	58 days	Thu 8/27/26	Mon 11/23/26		0%		
43	Functional Overview and Requirements Validation (fit/gap)	20 days	Thu 8/27/26	Fri 9/25/26	37	0%		AGENCY - T,ATIMS - T
44	Delivery of Updated RTM	3 days	Fri 9/25/26	Wed 9/30/26	43	0%		PM-ATIMS

Santa Barbara - ATIMS V1 to V2 JMS Upgrade Project Schedule								
ID	Task Name	Duration	Start	Finish	Predecessors	% Complete	Milestone Payment	Resource Initials
45	Functional Requirements Review Complete	0 days	Wed 9/30/26	Wed 9/30/26	44	0%		AGENCY - T,ATIMS - T
46	Payment Milestone 3 - Jail Management System: Analysis, Development & Testing	0 days	Wed 9/30/26	Wed 9/30/26	45	0%		
47	Data Conversion Analysis	23 days	Mon 8/31/26	Fri 10/2/26		0%		
48	Data to be Converted Delivered to ATIMS	3 days	Mon 8/31/26	Thu 9/3/26	19FS+5 days	0%		AGENCY - T
49	Conversion Analysis and Field Level Mapping	20 days	Thu 9/3/26	Fri 10/2/26	48	0%		DC-ATIMS
50	Interface Modifications	15 days	Wed 9/30/26	Thu 10/22/26		0%		
51	Identify Interface Modifications	15 days	Wed 9/30/26	Thu 10/22/26	44	0%		AGENCY - T,ATIMS - T
52	Forms Review	10 days	Thu 10/22/26	Fri 11/6/26		0%		
53	Identify and Review Include Forms	10 days	Thu 10/22/26	Fri 11/6/26	51	0%		AGENCY - T,IMP-ATIMS,PM-ATIMS
54	Reports / Custom Queue Review	10 days	Fri 11/6/26	Mon 11/23/26		0%		
55	Reports and Custom Queue Review	10 days	Fri 11/6/26	Mon 11/23/26	53	0%		AGENCY - T,ATIMS - T
56	Upgrade Requirements Review Complete	0 days	Mon 11/23/26	Mon 11/23/26	42	0%		AGENCY - T,ATIMS - T
57	Gate (Phase) Review / Lessons Learned	0 days	Mon 11/23/26	Mon 11/23/26	56	0%		ATIMS - T
58	3 Construction Phase	73 days	Mon 10/5/26	Wed 1/20/27		0%		
59	Data Conversion Validation	70 days	Mon 10/5/26	Fri 1/15/27		0%		
60	Initial Migration Delivery and Agency Review	15 days	Mon 10/5/26	Mon 10/26/26	49	0%		DC-ATIMS
61	Initial Migration Revisions - ATIMS	15 days	Mon 10/26/26	Tue 11/17/26	60	0%		DC-ATIMS
62	2nd Migration Delivery - ATIMS	0 days	Tue 11/17/26	Tue 11/17/26	61	0%		DC-ATIMS
63	2nd Migration Agency Review	10 days	Tue 11/17/26	Wed 12/2/26	62	0%		AGENCY - T
64	2nd Migration Revisions - ATIMS	10 days	Wed 12/2/26	Thu 12/17/26	63	0%		DC-ATIMS
65	3rd Migration Delivery - ATIMS	0 days	Thu 12/17/26	Thu 12/17/26	64	0%		DC-ATIMS
66	3rd Migration Agency Review	5 days	Thu 12/17/26	Thu 12/24/26	65	0%		AGENCY - T
67	3rd Migration Revisions - ATIMS	10 days	Thu 12/24/26	Fri 1/8/27	66	0%		DC-ATIMS
68	3rd Migration Agency Review	5 days	Fri 1/8/27	Fri 1/15/27	67	0%		AGENCY - T
69	Approved Data Migration Validation	0 days	Fri 1/15/27	Fri 1/15/27	68	0%		AGENCY - T
70	Payment Milestone 6 - Jail Management System: Data Migration	0 days	Fri 1/15/27	Fri 1/15/27	19,60,69	0%		
71	Forms Modifications	35 days	Fri 11/6/26	Tue 12/29/26		0%		
72	Modify Forms	20 days	Fri 11/6/26	Mon 12/7/26	53	0%		IMP-ATIMS
73	Forms Review Back and Forth	30 days	Fri 11/13/26	Tue 12/29/26	72SS+5 days	0%		IMP-ATIMS,AGENCY - T
74	Approved Modified Forms	0 days	Tue 12/29/26	Tue 12/29/26	73	0%		AGENCY - T
75	Reports / Custom Queue Modifications	15 days	Tue 12/29/26	Wed 1/20/27		0%		
76	Reports / Queues Review Back and Forth	15 days	Tue 12/29/26	Wed 1/20/27	73	0%		IMP-ATIMS,AGENCY - T
77	Approved Modified Reports / Custom Queues	0 days	Wed 1/20/27	Wed 1/20/27	76	0%		
78	Payment Milestone 8 - Reporting	0 days	Wed 1/20/27	Wed 1/20/27	77	0%		
79	Interface Modifications / Dev	20 days	Thu 10/22/26	Mon 11/23/26		0%		
80	Modify / Dev Interfaces	20 days	Thu 10/22/26	Mon 11/23/26	51	0%		IMP-ATIMS
81	Interface Testing	31 days	Mon 11/23/26	Wed 1/6/27		0%		
82	Test Interfaces	20 days	Mon 11/23/26	Tue 12/22/26	80	0%		AGENCY - T
83	Defect Resolution Cycle	20 days	Mon 12/7/26	Tue 1/5/27	82SS+10 days	0%		IMP-ATIMS,AGENCY - T
84	Implement Modified Interfaces - Test Site	1 day	Tue 1/5/27	Wed 1/6/27	83	0%		
85	Payment Milestone 5 - Jail Management System: Interfaces Development	0 days	Wed 1/6/27	Wed 1/6/27	84	0%		
86	4 Transition Phase	67 days	Thu 1/7/27	Fri 4/16/27		0%		
87	System Testing And Functionality Testing	28 days	Thu 1/7/27	Wed 2/17/27		0%		
88	Verify User and Group Setup	3 days	Thu 1/7/27	Tue 1/12/27	84	0%		AGENCY - T

Santa Barbara - ATIMS V1 to V2 JMS Upgrade Project Schedule								
ID	Task Name	Duration	Start	Finish	Predecessors	% Complete	Milestone Payment	Resource Initials
89	Verify System Options and Configuration Settings	5 days	Tue 1/12/27	Tue 1/19/27	88	0%		AGENCY - T
90	User Acceptance Testing	20 days	Tue 1/19/27	Wed 2/17/27	88,89,69	0%		AGENCY - T
91	UAT Complete	0 days	Wed 2/17/27	Wed 2/17/27	90	0%		AGENCY - T
92	Payment Milestone 7 - Jail Management System: User Acceptance Testing	0 days	Wed 2/17/27	Wed 2/17/27	88,89,91	0%		
93	Agency Staff Training	58 days	Thu 1/7/27	Fri 4/2/27		0%		
94	Training	58 days	Thu 1/7/27	Fri 4/2/27		0%		
95	Prepare Training Materials	10 days	Thu 1/7/27	Thu 1/21/27	84	0%		AGENCY - T,ATIMS - T
96	Client Review and Approval	5 days	Thu 1/21/27	Thu 1/28/27	95	0%		AGENCY - T
97	Scheduling of T3 Training	5 days	Thu 1/28/27	Fri 2/5/27	96	0%		PM-AGENCY,IMP-ATIMS
98	T3 Training	10 days	Wed 2/17/27	Thu 3/4/27	97,91	0%		IMP-ATIMS
99	Additional Agency Training	20 days	Thu 3/4/27	Fri 4/2/27	98	0%		AGENCY - T
100	Go-Live Readiness	9 days	Fri 4/2/27	Fri 4/16/27		0%		
101	Prepare Go-Live Plan	3 days	Fri 4/2/27	Wed 4/7/27	99	0%		DEV-ATIMS,IMP-ATIMS,PM-AGENCY
102	Deliver Go-Live Plan	1 day	Wed 4/7/27	Thu 4/8/27	101	0%		IMP-ATIMS
103	Client Review and Approval of Go-Live Plan	3 days	Thu 4/8/27	Wed 4/14/27	102	0%		AGENCY - T
104	Go/No-Go Decision	1 day	Fri 4/2/27	Mon 4/5/27	99	0%		AGENCY - T,ATIMS - T
105	Database Prepared for Go-Live	2 days	Mon 4/5/27	Wed 4/7/27	104	0%		DEV-ATIMS
106	Data Conversion Runs	1 day	Wed 4/7/27	Thu 4/8/27	105	0%		DC-ATIMS,IMP-ATIMS
107	Interfaces Run	1 day	Thu 4/8/27	Fri 4/9/27	106	0%		DC-ATIMS,IMP-ATIMS
108	Go Live - System Rollout Production	1 day	Thu 4/8/27	Fri 4/9/27	106	0%		AGENCY - T,ATIMS - T
109	Payment Milestone 9 - Jail Management System: Production Environment	0 days	Wed 4/14/27	Wed 4/14/27	98,99,103,108	0%		
110	On-Site Live Assistance ATIMS Staff	5 days	Thu 4/8/27	Fri 4/16/27	108SS	0%		ATIMS - T
111	Gate (Phase) Review/Lessons Learned	0 days	Fri 4/16/27	Fri 4/16/27	110	0%		ATIMS - T

- '7' ° '8 way Interface'

Application Gateway Interface Specification for JMS V2 Contract

Ver 5.0, 3/17/2026

Application Gateway Interface Specification for JMS V2 Contract

Ver 5.0, 3/17/2026

Version	Date	Author	Description	Source
4.0	11/06/2016	BST	Add Web Services as option for message transfer in addition to Microsoft Message Queue (MSMQ). Initial release for first contract submission.	Request by existing/operating Jail Management System (JMS) vendor, ATIMS.
4.1	11/14/2016	BST	Remove transactions no longer needed.	Requirement review identifying use of existing transactions.
4.2	1/5/2017	BST	Remove references to vendor/project specification document.	Requested by vendor.
5.0	3/17/2026	BST	Updater for JMS V2 Contract.	Update to reflect that current system running is the JMS system, V1, which is implemented with specification from version 4.2 of this document. Remove references to use of MSMQ Protocol. Update for configuration revisions made after publication of version 4.2. Correct minor typographical errors.

Application Gateway Interface Specification for JMS V2 Contract

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1 Application Gateway Interface Specification

1.1 ATIMS System Upgrade

This document defines the SBSO Application Gateway Interface Specification to be used by the JMS Vendor as part of their Version 2 upgrade.

Throughout this document, any reference to the 'JMS vendor' shall now be interpreted as referring to ATIMS as the designated vendor. All requirements, responsibilities, and software implementations described in this document continue to apply in full to the upgraded Version 2 system.

EVERY ATTEMPT TO VERIFY CONSISTENCY OF THIS DOCUMENT WITH SOFTWARE AND LOGIC RUNNING ON THE CURRENT SYSTEM HAS BEEN MADE, HOWEVER IF ANY INCONSISTENCY IS FOUND, THE OPERATION OF THE EXISTING SYSTEM AS OF THE DATE OF THIS DOCUMENT TAKES PRECEDENCE AND BECOMES THE SPECIFICATION. If any inconsistency is found and presented to the SBSO this document will be updated and published as a newer version.

1.1.1 JMS Version 2 Upgrade – 2026

All interface functionality and operation are unchanged from the JMS Version 1 Upgrade (2017) implementation. Some deployment configuration changes were made and are reflected within this document.

The JMS Vendor is responsible for identifying and notifying the SBSO of any changes to their Version 2 system that are incompatible with this specification. For example, but not limited to, field length or content changes.

1.2 Application Overview

The function of the Application Gateway specified in this document is to provide bi-directional communication with external systems utilizing Web Services.

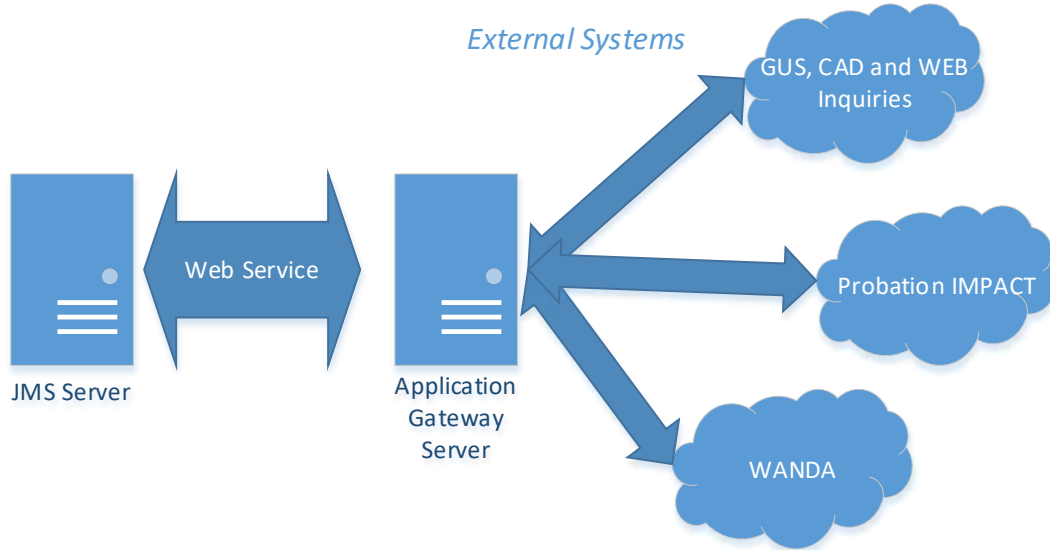
This document provides detailed specifications for the JMS server to communicate with the Application Gateway, submit transactions routed to external systems connected to the Application Gateway and receive their responses. This document also specifies how the JMS server receives transaction requests from and returns responses to the Application Gateway.

This document does not define or specify the processing action or logic that is performed by the JMS or external systems.

The following portions of this specification were incomplete as of the date of publication of the original document – in all cases the specification for the currently operating system are to be used:

- Data lengths of the fields originated from or defined within the JMS System.
- JMS vendor Field Source must be identified by the JMS vendor.

Application Gateway Interface Specification for JMS V2 Contract



2 JMS System to Application Gateway Specification

2.1 Communication Protocol

Communication between the systems is performed by utilizing Microsoft Message Queue (MSMQ) or Web Services.

The JMS Vendor Version 1 system does not use MSMQ for the Communication Protocol.

When utilizing Web Services, one Web Service endpoint is hosted by JMS System Servers and one Web Service endpoint is hosted by an Application Gateway Server. The Application Gateway application sends messages to JMS by invoking the SendMessage web service call at the JMS endpoint. Responses or transactions initiated by JMS are sent from JMS by invoking the SendMessageV1 web service call at the Application Gateway Server endpoint. The JMS system must process messages in a timely fashion. Response time requirements are not contained in this document. Section 5, Web Service Specification, contains definition requirements, configuration and operation details for both Web Service endpoints.

2.1.1 Application Gateway Session Protocol

Messages contained within the MSMQ queue or Web Service XML Message have identical defined content requirements. The contents of the messages are formatted in XML. The remainder of this section describes the required and optional contents of the messages. The XML schema describing each message is defined in the appropriate appendix.

2.1.1.1 Message Format

All messages passed between the JMS server and the Application Gateway have the following format:

Field	Xml element name	Size	Note
Echoback Header	echoback	varchar(50)	This field is received from the sending system and returned unaltered to the sending system with each message associated with the initiating transaction request. Usually a terminal ID where the message is to be displayed/returned.
Message Type	messagetype	char(1)	This field identifies the type of message. "T" = Transaction Request "H" = Human-Readable Output "M" = Machine-Formatted Output
Application Message	<i>(see following sections)</i>	group	Contents depend on Message Type. See Application Message Format Section for specific format for each Message Type.

2.1.1.2 Application Message Formats

Application Message Formats are identified by the Message Type code identified in the previous section. Each Message Type has a uniquely formatted Application Message. The remainder of this section describes the Application Message formats for each Message Type.

Application Gateway Interface Specification for JMS V2 Contract

2.1.1.2.1 Transaction Request – Message Type “T”

Logical messages containing Message Type “T” are Application Transaction Request Messages. Application Transaction Request Messages are typically sent from one system requesting an action from another system (e.g., this could contain query parameters sent to another system for that system to process and then return a response based on the parameters.) Application Transaction Request Messages and have the following format:

2.1.1.2.1.1 Application Transaction Request Message Format

Field	Xml element name	Size	Note
Transaction ID Element	transactionid	4	Transaction ID determines Application Gateway routing and subsequent external system processing. See Section 4.1 Transaction ID Summary for available transactions.
Transaction Request Field(s)	trdata	Group	Variable number of Transaction Request Fields can exist per message. <i>Multiple elements (See next section.)</i>

2.1.1.2.1.2 trdata Element

The xml elements enclosed in each `trdata` element are dependent upon the Transaction Id. See Section 4.2 for element names and specifications appropriate for the transaction ID.

2.1.1.2.1.3 Example

2.1.1.2.1.3.1 Message

```
<echoback>CAD0210000</echoback>
<messagetype>T</messagetype>
<transactionid>WW32</transactionid>
<trdata>
  <LastName>SMITH</LastName>
  <FirstName>JUDY</FirstName>
  <SexCode>F</SexCode>
  <RaceCode>W</RaceCode>
  <HairColorCode>BRO</HairColorCode>
</trdata>
```

2.1.1.2.2 Transaction Response – Message Type “H” – Human Readable

Message Type “H” Transaction responses are Human-Readable Application Responses, intended for output to a monitor or printer. The output datastream is formatted as 80 character lines of human-readable data and contains no formatting or other unprintable characters except an optional new-line character or CRLF combination. The length of the response depends upon the number of lines of output that are to be displayed to the user. Multiple human readable lines can be contained in a single element (line breaks determined by new-line or CRLF) or in individual elements (one element per line).

There are two sub-formats for Type “H” messages: Standard and Extended. Standard format is the “original” xml format. This is kept for backward compatibility in order to accommodate systems currently coded to send and/or receive the original format. The Extended format provides the same functionality but is structured differently so that application sending/receiving messages can utilize xml serialization instead of xml document object module to manipulate the message queue body.

Application Gateway Interface Specification for JMS V2 Contract

The JMS Vendor Version 1 system uses the Extended Format to send ID02 responses; all other Type “H” messages use the Standard Format. None of these Standard Format messages contains imbedded XML attributes so references to that option are omitted.

2.1.1.2.2.1 Human Readable Response Message Format

Field	Xml element name	Size	Note
Human Readable Response Element	hrdata	Group	Variable number of Human Readable Response Lines can exist per message. <i>Multiple elements (See next section.)</i>

2.1.1.2.2.2 Standard Format

2.1.1.2.2.2.1 hrdata Element

Field	Xml element name	Size	Note
Human Readable Response Line	li	Element 80, attribute variable	See above for detailed description of human readable content.

2.1.1.2.2.3 Extended Format

2.1.1.2.2.3.1 hrdata Element

Field	Xml element name	Size	Note
Human Readable Response Line Container	li	0 (zero)	Unless this element represents a blank line, it must have one “D” attribute. <i>Depending on the application data requirements it can contain zero or more child elements. See the specific section for the transaction requirements to determine which elements, if any, are allowed or required.</i>
Field	Xml attribute name	Size	Note
Human Readable Response Line	D	80	See above for detailed description of human readable content.

2.1.1.2.2.4 Example

2.1.1.2.2.4.1 Standard Format

Message

```

<echoback>CAD0210000</echoback>
<messagetype>H</messagetype>
<hrdata>
  <Li>WANDA RESPONSE FOR WW32 TRASACTION: </Li>
  <Li>NO RECORDS FOUND</Li>
</hrdata>
    
```

Application Gateway Interface Specification for JMS V2 Contract

User

Example of the preceding example message formatted for the end user on the human readable output device:

```
WANDA RESPONSE FOR WW32 TRASACTION:
NO RECORDS FOUND
```

2.1.1.2.2.4.2 Extended Format

Message

```
<echoback>CAD0210000</echoback>
<messageType>H</messageType>
<hrdata>
  <Li D="WANDA RESPONSE FOR WW32 TRASACTION:" />
  <Li />
  <Li D="WARRANT FOUND FOR NAME: TESTPERSON, TEST" />
  <Li D="          DOB: 01/01/2007" />
  <Li D="          WCN: 2030049 STATUS: CLEARED">
    <WCN>2030049</WCN>
  </Li>
</hrdata>
```

User

Example of the preceding example message formatted for the end user on the human readable output device. The system receiving this message may process the WCN element according to application specific requirement. For example it may highlight the line as shown in this example:

```
WANDA RESPONSE FOR WW32 TRASACTION:

WARRANT FOUND FOR NAME: TESTPERSON, TEST
  DOB: 01/01/2007
  WCN: 2030049 STATUS: CLEARED
```

2.1.1.2.3 Transaction Response – Message Type “M” – Machine Formatted

Message Type “M” Transaction responses are Application Responses and are intended to be processed by another computer system. The output datastream is formatted as XML based on the destination machine requirements. The length of the response depends upon the destination machine requirements. See Section 4.2 for Machine Output Format Definition for each message.

2.1.1.2.3.1 Machine Formatted Transaction Response Message Format

Field	Xml element name	Size	Note
Return Code Element	ReturnCode	4	See following section.
Transaction ID Element	transactionid	4	Transaction ID returned from the originating request.

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Field	Xml element name	Size	Note
Transaction Response Field(s)	mrdata	Group	Variable number of Fields can exist per message. <i>Multiple elements (The specific content of this element is determined by the Transaction Id sent by the Originating System. See Section 4.2 for content of this element based on Transaction Id.)</i>

2.1.1.2.3.1.1 Return Code

The following return codes apply to all machine output formats. One of the following codes must be returned with each response based on the meaning of the code defined below:

Return Code Value	Meaning
0000	Normal completion
0001	Normal completion - No records returned – i.e. mrdata element is empty.
0002	Normal completion – Overflow: records returned, but more records are within range than can be returned in the output message. The output limit can be set by definition by either the sending or receiving system.
0009	Application Error – no data returned. The. mrdata element may optionally contain an error or diagnostic message.

2.1.1.2.3.2 Example

```

<echoback>CAD0210000</echoback>
<messagetype>M</messagetype>
<ReturnCode>0000</ReturnCode>
<transactionid>PR$1</transactionid>
<mrdata>
  <Data>
    <CID>1234567</CID>
    <ReleaseDate>20061111</ReleaseDate>
    <ReleaseTime>0702</ReleaseTime>
    <LastName>SMITH</LastName>
    <FirstName>JOHN</FirstName>
    <MiddleName>JEAN</MiddleName>
    <QualName>JR</QualName>
    <DOB>19450110</DOB>
    <ChargeSection>186</ChargeSection>
    <ChargeCode>PC</ChargeCode>
    <ChargeType>F</ChargeType>
    <OCA>987654321</OCA>
    <WNO>A1234567890</WNO>
    <BookingNumber>3234123.1</BookingNumber>
  </Data>
</mrdata>

```

3 Data Format and Content Definition

The following field formatting and content specification apply to definitions throughout this entire document.

*The specifications listed in this section will **not** be repeated where the field is specified in the remainder of the document; only exceptions (if any) will be noted where they occur.*

JMS VENDOR must insure that each field in every data message conforms to the format, length and requirements specified in this section.

All data fields are transmitted as XML elements or XML attributes. Unless listed in the remaining subsections below, data fields must be transmitted with the following requirements:

- The JMS VENDOR system should fill elements or attributes with as much significant data as their system can provide.
- All data must be left justified within the element or attribute.
- Suppress any non-significant leading and/or trailing blanks. Never remove blanks where they are required to maintain the integrity of the data.
- XML element contents must conform to XML specification (e.g., escaped characters, etc.)

3.1 Length Restricted Fields

The following table shows length restrictions of special fields. When these fields are sent to JMS vendor they will conform to the following specification. When sent by JMS vendor, they must send these fields with the length specified:

Field	Length	Note
CID	char(7)	This is the JMS Person Number Identifier.
Booking Number	char(12)	This is the JMS Booking Identifier.
Body Number	char(4)	Four (4) alphanumeric characters – e.g., “2361”, etc.
ORI	char(9)	Standard ORI Number format.
CII Number	varchar(9) valid lengths are 4-9	California Criminal Bureau of Identification and Investigation number
DOJ File Control Number (FCN)	char(13)	CA DOJ File Control Number
FBI Number	Char(9)	Federal Bureau of Investigation number

3.2 Formatted Fields

The following table shows formatting and/or valid data content for certain standard data.

Field	Format	Note
Age	##	## = two numeric digit – 00 thru 99

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Field	Format	Note
Date	YYYYMMDD	YYYY = Four digit year MM = Two digit day – 01 thru 12 DD = Two digit day – must be valid calendar day
Time Minute or Time Second	HHMM or HHMMSS	HH = Two digit hour – 00 thru 11 MM = Two digit minute – 00 thru 59 SS = Two digit second – 00 thru 59
Social Security Number	###-##-####	# = numeric digit - = hyphen literal appears in field
Phone Number	(###)b###-###	# = numeric digit (= left parenthesis literal appears in field) = right parenthesis literal appears in field - = hyphen literal appears in field b = space literal appears in field
Height - Feet Portion	#	# = numeric digit – 3 thru 7
Height - Inches Portion	##	## = two numeric digit – 00 thru 11
Height in Inches	##	## = two numeric digit – 36 thru 99
Charge or Offense Type	a	a = alphanumeric character – “F”, “M” or “I”
Charge or Offense Code	aa	aa = two alphanumeric characters – e.g., “PC”, “HS”, etc.
SBSO Agency Code	varchar(8)	1-8 characters – This is the SBSO Agency Code, not the JMS vendor Code – see next section for translation..
Zip Code	#####, ##### or #####-####	# = numeric digit - = hyphen literal appears in field (optional but allowed only with Zip+4)
First Known Name Flag	f	f = flag character – Y = Yes, N, blank or omitted = No Y/N indicates that this occurrence is the first known name.

3.3 Translated Fields

The following fields have their content translated between JMS VENDOR and external system values.

3.3.1 Agency Code

SBSO field: SBSO Agency Code
SBSO field data type: varchar(8) – Also see Section 3.2

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How translated: JMS VENDOR must add the SBSO field to their database and provide the necessary functions to enable an authorized user to modify this field in conjunction with maintenance to the other JMS VENDOR data associated with this field.

3.4 NCIC Codes

NCIC standard codes are used for the following fields:

Field	Length	Note
Place of Birth Code	2	Use only NCIC Code from appropriate table: <ul style="list-style-type: none"> • U.S. State Codes • U.S. Territorial Possession Codes • Countries /Dependencies/Territories Codes
Citizenship Code	2	Use only NCIC Code from appropriate table: <ul style="list-style-type: none"> • U.S. State Codes • U.S. Territorial Possession Codes • Countries /Dependencies/Territories Codes
Eye Color Code	3	Use only NCIC Code
Hair Color Code	3	Use only NCIC Code
Sex Code (Gender)	1	Use only NCIC Code
Race Code	1	Use only NCIC Code
State Code	2	Use only NCIC Code from the appropriate table: <ul style="list-style-type: none"> • U.S. State Codes

4 Message and Transaction Specification

4.1 Transaction ID Summary

The following table lists all Transaction IDs applicable to the JMS Interface. Each transaction and the associated responses (if any) are detailed in the following section.

Transaction ID	Transaction Title	Originating System (system that issues the message – i.e., issues transaction request or initiates data transfer)	Originating System Message Type	Destination System (system that receives the message – i.e., processes transaction request or receives transferred data)	Destination System Response Message Type (Returned by Destination System)
IR76	Bookings By Agency Report	GUS	T	JMS	H
ID02	Criminal Records Search	GUS	T	JMS	H
PB\$1	Retrieve Bookings By Date Range	Impact	T	JMS	M
PR\$1	Retrieve Releases By Date Range	Impact	T	JMS	M
PC\$1	Query By CID	Impact	T	JMS	M
WW32	Weighted Retrieval Inquiry	JMS	T	WANDA	H

4.2 Message Format by Transaction ID

This section lists message content and processing requirements for each transaction ID either sent or received by JMS.

“JMS Field Source” in the following tables are the JMS database field. For fields that the JMS system places into a message, JMS will reformat, translate, etc. as specified in Section 3.

4.2.1 WW32 – WANDA Warrant System Weighted Retrieval Inquiry

This transaction originated by JMS. It is a request for a WANDA Warrant System search by either name or number identifiers.

Originating System that sends this transaction: JMS
 Message Type sent by Originating System: T
 Destination System that receives this transaction: WANDA Warrant System
 Message Type returned by Destination System: H

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WW32 PROCESSING SUMMARY

- a. An event occurs within the JMS system that triggers the JMS system to perform a WANDA Warrant System Inquiry.
- b. The JMS system formats a Type T, Transaction Request Application Message with the Transaction ID of WW32. The JMS system populates the trdata element with XML elements that contain the query criteria that is to be used by the WANDA Warrant System Inquiry application.
- c. The JMS system sends the Application Message to the Application Gateway. It does this by writing the Application Message to the Microsoft Message Queue designated for messages originated by the JMS system (i.e. the JMS Output Message Queue).
- d. The Application Gateway routes the Application Message to the WANDA Warrant System.
- e. The WANDA Warrant System sends the response to the WW32 transaction as a Type H, Human Readable Application Message. That message is sent to the Application Gateway for routing to the JMS system.
- f. The Application Gateway sends the Application Message to the JMS system. It does this by writing the Application Message to the Microsoft Message Queue designated for messages destined for the JMS system (i.e. the JMS Input Message Queue).
- g. The JMS system checks the JMS Input Message Queue for messages.
- h. The JMS system retrieves the Application Message and uses the echoback element to process the WANDA Warrant System Human Readable response accordingly.

4.2.1.1 WW32 Transaction Sent by JMS

4.2.1.1.1 Xml Elements for WW32 Transaction

The trdata element encloses the following elements.

Xml Element Name	Field	Query Type	JMS Field Source
LastName	Last Name	Name	
FirstName	First Name	Name	
MiddleName	Middle Name	Name	
QualName	Name Qualifier	Name	
RaceCode	Race Code	Name	
SexCode	Sex Code	Name	
HeightFeet	Height Feet Portion	Name	
HeightInch	Height Inches Portion	Name	
Weight	Weight	Name	
HairColorCode	Hair Color	Name	
EyeColorCode	Eye Color	Name	
DOB	Date of Birth	Name	
Age	Age in Years	Name	

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Xml Element Name	Field	Query Type	JMS Field Source
VLN	Vehicle License Plate Number	Number	
OLN	Operator License Number	Number	
SOC	Social Security Number	Number	
CII	CII Number	Number	
FBI	FBI Number	Number	
CID	SB County ID - CID Number	Number	
OCA	Originating Agency Case/Report Number	Number	
WNO	Issuer Warrant Number - Court Docket Number	Number	
FCN	DOJ File Control Number	Number	

4.2.1.1.2 Processing Criteria for WW32 Transaction

4.2.1.1.2.1 Field Processing Criteria for WW32 Transaction

If any value from Query Type *Name* is specified, Last Name and First Name must be included. For example Weight cannot be specified if Last Name and First Name are not also part of the query.

Zero or more Query Type *Number* elements may be included with Query Type *Name* elements providing above requirement is met. For example FBI Number can be included with Last Name and First Name.

Query Type *Number* may be specified with Query Type *Name* elements or without any Query Type *Name* Elements. For example Social Security Number can be specified as the only element.

4.2.1.1.2.2 Selection Criteria for WW32 Transaction

An event occurs within the JMS system that triggers the JMS system to select data for this transaction request. The event and selection criteria are outside the scope of this document.

4.2.1.2 WW32 Transaction Response Received by JMS

The response message returned to JMS is human readable. Processing by the JMS system of this returned message is outside the scope of this document.

4.2.1.2.1 XMLAttributes

The `li` XML element may be returned with a XML attribute `WNO`. No JMS processing of this attribute is required.

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4.2.1.3 Examples

Output examples are for demonstration purposes only and are *not* a specification of the content of the final Human Readable output. Specification of actual format and layout of the human readable output produced by the WANDA system is beyond the scope of this document.

4.2.1.3.1 Message Sent by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>T</messagetype>
<transactionid>WW32</transactionid>
<trdata>
  <LastName>SMITH</LastName>
  <FirstName>JUDY</FirstName>
  <SexCode>F</SexCode>
  <RaceCode>W</RaceCode>
  <HairColorCode>BRO</HairColorCode>
</trdata>
```

4.2.1.3.2 Message Received by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>H</messagetype>
<hrdata>
  <li>WANDA RESPONSE FOR WW32 TRASACTION:</li>
  <li>NO RECORDS FOUND</li>
</hrdata>
```

Example of the preceding example message formatted for the end user on the human readable output device:

```
WANDA RESPONSE FOR WW32 TRASACTION:
NO RECORDS FOUND
```

4.2.2 IR76 – Request for Bookings by Agency Report

This transaction is received by JMS as a request to initiate the creation of the Bookings by Agency Report. The responses returned by JMS are human readable.

```
Originating System that sends this transaction: GUS
Message Type sent by Originating System: T
Destination System that receives this transaction: JMS
Message Type returned by Destination System: H
```

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IR76 PROCESSING SUMMARY

- a. The JMS system checks for messages in the Microsoft Message Queue designated for messages destined for the JMS system (i.e. the JMS Input Message Queue).
- b. The JMS system retrieves a Type T, Transaction Request Application Message with the Transaction ID of IR76 from the JMS Input Message Queue. The Application Message has the query criteria in the XML elements.
- c. The JMS system formats a Type H, Human Readable Transaction Response Application Message. The JMS system produces the Bookings by Agency Report and populates the hrdata element with the report output.
- d. The JMS system sends the Application Message to the Application Gateway. It does this by writing the Application Message to the Microsoft Message Queue designated for messages originated by the JMS system (i.e. the JMS Output Message Queue).
- e. The Application Gateway routes the Application Message to the GUS System.

4.2.2.1 IR76 Transaction Received by JMS

4.2.2.1.1 Xml Elements for IR76 Transaction

The trdata element encloses the following elements.

Xml Element Name	Field	R/O*	Note
DateFrom	Date Range - From Date	R	
TimeFrom	Date Range - From Time Minute	R	
DateTo	Date Range - To Date	R	
TimeTo	Date Range - To Time Minute	R	
Destination	Report Output Destination	O	See Field Processing Criteria a.
AgencyCode	SBSO Agency Code	R	

*R/O - R=Required, O=Optional

4.2.2.1.2 Processing Criteria for IR76 Transaction

4.2.2.1.2.1 Field Processing Criteria for IR76 Transaction

The Originating System is required to send all fields. JMS should return an error on any missing or invalid fields.

The JMS system must generate and return either one or two messages as identified in the following section.

Specific field processing referenced above:

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- a. Destination is the routing information to specify where the report is to be sent when returned to the system that requests the report. If specified, this destination replaces the echoback data field for a successfully created report. If omitted or blank, the report is returned to the user that initiated the request (i.e. returned with the originating echoback data field is returned).

4.2.2.1.2.2 Selection Criteria for IR76 Transaction

Select all bookings for the date and time range and agency specified.

4.2.2.2 IR76 Transaction Response Sent by JMS

4.2.2.2.1 Processing Criteria for IR76 Response

The JMS system returns either one or two human readable response messages.

If the transaction is in error, JMS returns the Error response – see following section, otherwise for a transaction not in error, JMS returns one or two response messages based on the following criteria (also see Field Processing Criteria a in preceding section):

- If the Destination element specifies a destination different than the originating message echoback, two messages are returned:
 - a Confirmation response is returned to the originating message echoback
 - the Bookings by Agency Report response is returned to the destination specified
- If the Destination is omitted or the same as the originating message echoback, one message is returned:
 - the Bookings by Agency Report response is returned to the originating message echoback

4.2.2.2.2 IR76 Response Message Formats

4.2.2.2.2.1 Confirmation Response

This message indicates to the user requesting that the report was successfully generated and routed to the destination requested.

This message is returned in response to the IR76 transaction only under the following conditions:

- The transaction is not in error
- The report destination is not the requesting terminal.

This message is returned with the `echoback` element filled with the contents of the `echoback` field from originating transaction message.

The content and format of this Human Readable Report is outside the scope of this document.

4.2.2.2.2.2 Error Response

This message indicates to the user requesting the report that the report was not generated due to an error.

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This message is returned with the `echoback` element filled with the contents of the `echoback` field from originating transaction message.

The content and format of this Human Readable Report is outside the scope of this document.

4.2.2.2.3 Bookings by Agency Report

This message is only returned upon successful creation of the Bookings by Agency Report.

This message is returned with the `echoback` element filled with the contents of the `Destination` field from originating transaction message. This causes the Application Gateway to route the report to the destination requested by the user.

The content and format of this Human Readable Report is outside the scope of this document.

4.2.2.2.3 XMLAttributes

No XML attributes are present in `Li` elements in any of the preceding output formats.

4.2.2.3 Examples

Output examples are for demonstration purposes only and are *not* a specification of the content of the final Human Readable output.

4.2.2.3.1 Message Received by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>T</messagetype>
<transactionid>IR76</transactionid>
<trdata>
  <DateFrom>20061001</DateFrom>
  <TimeFrom>0000</TimeFrom>
  <DateTo>20061001</DateTo>
  <TimeTo>2359</TimeTo>
  <Destination>SBJP</Destination>
  <AgencyCode>SBPD</AgencyCode>
</trdata>
```

4.2.2.3.2 Confirmation Message Sent by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>H</messagetype>
<hrdata>
  <L0001>RESPONSE FOR IR76 TRASACTION:</L0001>
  <L0002>REPORT ROUTED TO SBJP</L0002>
</hrdata>
```

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Example of the preceding example message formatted for the end user on the human readable output device:

```
RESPONSE FOR IR76 TRASACTION:
REPORT ROUTED TO SBJP
```

4.2.2.3.3 Report Sent by JMS (Partial sample only)

```
<echoback>SBJP</echoback>
<messagetype>H</messagetype>
<hrdata>
  <li>REQUEST FOR BOOKINGS BY AGENCY FOR AGENCY: SBPD</li>
  <li>DATE RANGE SELECTED 10/01/2006 00:00 - 10/01/2006 23:59</li>
  <li></li>
  <li>BOOKING NUMBER DATE      TIME    CHARGE </li>
  ...
  ...
  ...
</hrdata>
```

Example of the preceding example message formatted for the end user on the human readable output device:

```
REQUEST FOR BOOKINGS BY AGENCY FOR AGENCY: SBPD
DATE RANGE SELECTED 10/01/2006 00:00 - 10/01/2006 23:59

BOOKING NUMBER DATE      TIME    CHARGE
...
```

4.2.3 ID02 – Custody System Weighted Retrieval Inquiry

This transaction is received by JMS as a request to initiate a weighted retrieval search. The response returned by JMS is human readable.

```
Originating System that sends this transaction: GUS
Message Type sent by Originating System: T
Destination System that receives this transaction: JMS
Message Type returned by Destination System: H
```

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- ID02 PROCESSING SUMMARY**
- a. The JMS system checks for messages in the Microsoft Message Queue designated for messages destined for the JMS system (i.e. the JMS Input Message Queue).
 - b. The JMS system retrieves a Type T, Transaction Request Application Message with the Transaction ID of ID02 from the JMS Input Message Queue. The Application Message has the query criteria in the XML elements.
 - c. The JMS system formats a Type H, Human Readable Transaction Response Application Message. The JMS system produces the Weighted Retrieval Inquiry Report and populates the hrdata element with the report output.
 - d. The JMS system sends the Application Message to the Application Gateway. It does this by writing the Application Message to the Microsoft Message Queue designated for messages originated by the JMS system (i.e. the JMS Output Message Queue).
 - e. The Application Gateway routes the Application Message to the GUS System.

4.2.3.1 ID02 Transaction Received by JMS

4.2.3.1.1 Xml Elements for ID02 Transaction

The trdata element encloses the following elements.

Xml Element Name	Field	Query Type	Note
LastName	Last Name	Name	
FirstName	First Name	Name	
MiddleName	Middle Name	Name	
QualName	Name Qualifier	Name	
DOB	Date of Birth	Name	
RaceCode	Race Code	Name	
SexCode	Sex Code	Name	
HeightFeet	Height Feet Portion	Name	
HeightInch	Height Inches Portion	Name	
Weight	Weight	Name	
HairColorCode	Hair Color Code	Name	
EyeColorCode	Eye Color Code	Name	
PercentReturned	Percent Returned	Name	See Field Processing Criteria a.
LastTenFlag	Last Ten Encounters Flag	N/A	See Field Processing Criteria c.
BookingNumber	Booking Number	Number	
CID	CID Number	Number	
CII	CII Number	Number	
OLN	Operator License Number	Number	

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Xml Element Name	Field	Query Type	Note
OLS	Operator License State Code	Number	
FBI	FBI Number	Number	
SOC	Social Security Number	Number	
WNO	Issuer Warrant Number - Court Docket Number	Number	
OCA	Originating Agency Case/Report Number	Number	

4.2.3.1.2 Processing Criteria for ID02 Transaction

4.2.3.1.2.1 Field Processing Criteria for ID02 Transaction

The Originating System is required to send the combination of fields that meet the following criteria. JMS should return an error on any invalid combination of fields or in the event of invalid data in individual fields.

If any value from Query Type *Name* is specified, Last Name and First Name must be included. For example Weight cannot be specified if Last Name and First Name are not also part of the query.

Zero or more Query Type *Number* elements may be included with Query Type *Name* elements providing above requirement is met. For example FBI Number can be included with Last Name and First Name.

Query Type *Number* may be specified with Query Type *Name* elements or without any Query Type *Name* Elements. For example Social Security Number can be specified as the only element.

Specific field processing referenced above:

- a. Percent is the Weighted Retrieval Percentage minimum to include in output. Results below this number are excluded and therefore not included in the response returned to the user. If this is not specified use a value of 30.
- b. LastTenFlag is a Y/N indicator flag that indicates Yes/No to return Last Ten Encounters only. If the flag is N, blank or if the element is not included, only the last ten are returned, otherwise all encounters are returned.

4.2.3.1.2.2 Selection Criteria for ID02 Transaction

Perform a Weighted Retrieval query using the criteria specified.

4.2.3.2 ID02 Transaction Response Sent by JMS

The JMS system returns Extended Format human readable response messages.

The content and format of this Human Readable Report is outside the scope of this document.

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4.2.3.2.1 XMLAttributes

The `li` XML element must be returned with the following XML child elements depending on the content of the line (`D` XML attribute):

- `CID` on any line containing a County ID Number
- `BookingNumber` on any line containing a Booking Number

4.2.3.3 Examples

Output examples are for demonstration purposes only and are *not* a specification of the content of the final Human Readable output.

4.2.3.3.1 Message Received by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>T</messagetype>
<transactionid>ID02</transactionid>
<trdata>
  <LastName>SMITH</LastName>
  <FirstName>JUDY</FirstName>
  <SexCode>F</SexCode>
  <RaceCode>W</RaceCode>
  <HairColorCode>BRO</HairColorCode>
  <PercentReturned>60</PercentReturned>
  <LastTenFlag>Y</LastTenFlag>
</trdata>
```

4.2.3.3.2 Message Sent by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>H</messagetype>
<hrdata>
  <Li D="JMS RESPONSE FOR ID02 TRANSACTION:" />
  <Li />
  <Li D="NAME                CID" />
  <Li D="SMITH, JUDY          402330">
    <CID>402330</CID>
  </Li>
  <Li D="FEMALE WHITE  DOB: 05/19/1933" />
  <Li />
  <Li D="BOOKING DATE: 10/01/2006  BOOKING NUMBER: 200343A">
    <BookingNumber>200343A</BookingNumber>
  </Li>
  <Li D="RELEASE DATE: 10/08/2006  DOCKET NUMBER 30029291" />
  ...
  ...
</hrdata>
```

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Example of the preceding example message formatted for the end user on the human readable output device:

```
JMS RESPONSE FOR ID02 TRASACTION:

NAME                CID
SMITH, JUDY         402330
FEMALE WHITE DOB: 05/19/1933

BOOKING DATE: 10/01/2006  BOOKING NUMBER: 200343A
RELEASE DATE: 10/08/2006  DOCKET NUMBER 30029291
...
```

4.2.4 PB\$1 – Retrieve Bookings by Date Range

This transaction is received by JMS as a request to return Booking data for the selected date range as Machine Formatted output.

Originating System that sends this transaction: **Impact**
 Message Type sent by Originating System: **T**
 Destination System that receives this transaction: **JMS**
 Message Type returned by Destination System: **M**

PB\$1 PROCESSING SUMMARY

- The JMS system checks for messages in the Microsoft Message Queue designated for messages destined for the JMS system (i.e. the JMS Input Message Queue).
- The JMS system retrieves a Type T, Transaction Request Application Message with the Transaction ID of PB\$1 from the JMS Input Message Queue. The Application Message has the query criteria in the XML elements.
- The JMS system formats a Type M, Machine Formatted Transaction Response Application Message. The JMS system retrieves the data necessary to populate the mrdata element.
- The JMS system sends the Application Message to the Application Gateway. It does this by writing the Application Message to the Microsoft Message Queue designated for messages originated by the JMS system (i.e. the JMS Output Message Queue).
- The Application Gateway routes the Application Message to the Impact System.

4.2.4.1 PB\$1 Transaction Received by JMS

4.2.4.1.1 Xml Elements for PB\$1 Transaction

The `trdata` element encloses the following elements.

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Xml Element Name	Field	R/O*	Note
DateFrom	Date Range - From Date	R	
TimeFrom	Date Range - From Time Minute	R	
DateTo	Date Range - To Date	R	
TimeTo	Date Range - To Time Minute	R	

*R/O - R=Required, O=Optional

4.2.4.1.2 Processing Criteria for PB\$1 Transaction

The JMS system must generate and return the Machine Formatted response as identified in the following section.

4.2.4.1.2.1 Field Processing Criteria for PB\$1 Transaction

The Originating System is required to send all fields. JMS should return an error code 0009 on any missing or invalid fields. JMS should return an informative message indicating the error(s) encountered.

4.2.4.1.2.2 Selection Criteria for PB\$1Transaction

Select all bookings for the date and time range specified.

4.2.4.2 PB\$1 Transaction Response Sent by JMS

The response returned to JMS is machine formatted.

4.2.4.2.1 PB\$1 mldata Element

The mldata element encloses multiple Data elements. Each Data element represents one Booking that meets the selection criteria.

The following xml elements are enclosed in each Data element. Required elements must be returned and must contain valid data. Optional elements may be returned empty or omitted entirely.

Xml Element Name	Field	R/O*	JMS Field Source	Note
CID	CID Number	R		
BookingDate	Booking Date	R		
BookingTime	Booking Time Minute	R		
LastName	Last Name	R		
FirstName	First Name	R		
MiddleName	Middle Name	O		
QualName	Name Qualifier	O		
DOB	Date of Birth	R		
ChargeSection	Charge Section	R		
ChargeCode	Charge Code	R		

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Xml Element Name	Field	R/O*	JMS Field Source	Note
ChargeType	Charge Type	R		
ArrestAgencyName	Arresting Agency Name	R		Full name, not code.
ArrestDate	Arrest Date	R		
ArrestOfficer	Arresting Officer ID/Body Number	R		
OCA	Originating Agency Case/Report Number	R		
WNO	Issuer Warrant Number - Court Docket Number	R		
BookingNumber	Booking Number	R		

*R/O - R=Required, O=Optional

4.2.4.3 Examples

4.2.4.3.1 Message Received by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>T</messagetype>
<transactionid>PB$1</transactionid>
<trdata>
  <DateFrom>20061001</DateFrom>
  <TimeFrom>0000</TimeFrom>
  <DateTo>20061001</DateTo>
  <TimeTo>2359</TimeTo>
</trdata>
```

4.2.4.3.2 Message Sent by JMS (partial)

```
<echoback>CAD0210000</echoback>
<messagetype>M</messagetype>
<ReturnCode>0000</ReturnCode>
<transactionid>PB$1</transactionid>
<mrdata>
  <Data>
    <CID>1234567</CID>
    <BookingDate>20060901</BookingDate>
    <BookingTime>1221</BookingTime>
    <LastName>SMITH</LastName>
    <FirstName>JOHN</FirstName>
    <MiddleName>JEAN</MiddleName>
    <QualName>JR</QualName>
    <DOB>19450110</DOB>
    <ChargeSection>186</ChargeSection>
    <ChargeCode>PC</ChargeCode>
    <ChargeType>F</ChargeType>
    <ArrestAgency>SBSO</ArrestAgency>
    <ArrestDate>20060901</ArrestDate>
    <ArrestOfficer>2332</ArrestOfficer>
    <OCA>987654321</OCA>
    <WNO>A1234567890</WNO>
    <BookingNumber>3234123.1</BookingNumber>
  </Data>
  <Data>
    <CID>1234333</CID>
    <BookingDate>20060901</BookingDate>
```

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```

                <BookingTime>1233</BookingTime>
                <LastName>JONES</LastName>
                <FirstName>ELIZABETH</FirstName>
                <DOB>19330110</DOB>
                <ChargeSection>1020</ChargeSection>
                <ChargeCode>HS</ChargeCode>
                <ChargeType>F</ChargeType>
                <ArrestAgencyName>Lompoc Police Dept.</ArrestAgencyName>
                <ArrestDate>20060901</ArrestDate>
                <ArrestOfficer>3433</ArrestOfficer>
                <OCA>983354333</OCA>
                <WNO>A3334567833</WNO>
                <BookingNumber>0234123</BookingNumber>
            </Data>
            <Data>
            ...
            </Data>
            ...
        </mrdata>
    
```

4.2.5 PR\$1 – Retrieve Releases by Date Range

This transaction is received by JMS as a request to return Release data for the selected date range as Machine Formatted output.

Originating System that sends this transaction: **Impact**
 Message Type sent by Originating System: **T**
 Destination System that receives this transaction: **JMS**
 Message Type returned by Destination System: **M**

PR\$1 PROCESSING SUMMARY

- a. The JMS system checks for messages in the Microsoft Message Queue designated for messages destined for the JMS system (i.e. the JMS Input Message Queue).
- b. The JMS system retrieves a Type T, Transaction Request Application Message with the Transaction ID of PR\$1 from the JMS Input Message Queue. The Application Message has the query criteria in the XML elements.
- c. The JMS system formats a Type M, Machine Formatted Transaction Response Application Message. The JMS system retrieves the data necessary to populate the mrdata element.
- d. The JMS system sends the Application Message to the Application Gateway. It does this by writing the Application Message to the Microsoft Message Queue designated for messages originated by the JMS system (i.e. the JMS Output Message Queue).
- e. The Application Gateway routes the Application Message to the Impact System.

4.2.5.1 PR\$1 Transaction Received by JMS

4.2.5.1.1 Xml Elements for PR\$1 Transaction

The `trdata` element encloses the following elements.

Application Gateway Interface Specification for JMS V2 Contract

Xml Element Name	Field	R/O*	Note
DateFrom	Date Range - From Date	R	
TimeFrom	Date Range - From Time Minute	R	
DateTo	Date Range - To Date	R	
TimeTo	Date Range - To Time Minute	R	

*R/O - R=Required, O=Optional

4.2.5.1.2 Processing Criteria for PR\$1 Transaction

The JMS system must generate and return the Machine Formatted response as identified in the following section.

4.2.5.1.2.1 Field Processing Criteria for PR\$1 Transaction

The Originating System is required to send all fields. JMS should return an error code 0009 on any missing or invalid fields. JMS should return an informative message indicating the error(s) encountered.

4.2.5.1.2.2 Selection Criteria for PR\$1Transaction

Select all releases for the date and time range specified.

4.2.5.2 PR\$1 Transaction Response Sent by JMS

The response returned to JMS is machine formatted.

4.2.5.2.1 PR\$1 mrdata Element

The mrdata element encloses multiple Data elements. Each Data element represents one Release that meets the selection criteria.

The following xml elements are enclosed in each Data element. Required elements must be returned and must contain valid data. Optional elements may be returned empty or omitted entirely.

Xml element name	Field	R/O*	JMS Field Source	Note
CID	CID Number	R		
ReleaseDate	Release Date	R		
ReleaseTime	Release Time	R		
LastName	Last Name	R		
FirstName	First Name	O		
MiddleName	Middle Name	O		
QualName	Name Qualifier	O		
DOB	Date of Birth	R		
ChargeSection	Charge Section	R		
ChargeCode	Charge Code	R		
ChargeType	Charge Type	R		

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Xml element name	Field	R/O*	JMS Field Source	Note
OCA	Report Number	R		
WNO	Issuer Warrant Number -Court Docket Number	R		
BookingNumber	Booking Number	R		

*R/O - R=Required, O=Optional

4.2.5.3 Examples

4.2.5.3.1 Message Received by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>T</messagetype>
<transactionid>PR$1</transactionid>
<trdata>
  <DateFrom>20061001</DateFrom>
  <TimeFrom>0000</TimeFrom>
  <DateTo>20061001</DateTo>
  <TimeTo>2359</TimeTo>
</trdata>
```

4.2.5.3.2 Message Sent by JMS (partial)

```
<echoback>CAD0210000</echoback>
<messagetype>M</messagetype>
<ReturnCode>0000</ReturnCode>
<transactionid>PR$1</transactionid>
<mrdata>
  <Data>
    <CID>1234567</CID>
    <ReleaseDate>20061111</ReleaseDate>
    <ReleaseTime>0702</ReleaseTime>
    <LastName>SMITH</LastName>
    <FirstName>JOHN</FirstName>
    <MiddleName>JEAN</MiddleName>
    <QualName>JR</QualName>
    <DOB>19450110</DOB>
    <ChargeSection>186</ChargeSection>
    <ChargeCode>PC</ChargeCode>
    <ChargeType>F</ChargeType>
    <OCA>987654321</OCA>
    <WNO>A1234567890</WNO>
    <BookingNumber>0034123</BookingNumber>
  </Data>
  <Data>
    <CID>4434567</CID>
    <ReleaseDate>20061111</ReleaseDate>
    <ReleaseTime>0744</ReleaseTime>
    <LastName>JONES</LastName>
    <FirstName>ELIZABETH</FirstName>
    <DOB>194404110</DOB>
    <ChargeSection>1020</ChargeSection>
    <ChargeCode>HS</ChargeCode>
    <ChargeType>F</ChargeType>
    <OCA>983354333</OCA>
    <WNO>A3334567833</WNO>
    <BookingNumber>3234123.1</BookingNumber>
  </Data>
  <Data>
    ...
  </Data>
```

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...
</mrdata>

4.2.6 PC\$1 – Custody Query by CID

This transaction is received by JMS as a request to return data for an individual CID as Machine Formatted output.

Originating System that sends this transaction: **Impact**
 Message Type sent by Originating System: **T**
 Destination System that receives this transaction: **JMS**
 Message Type returned by Destination System: **M**

PC\$1 PROCESSING SUMMARY

- a. The JMS system checks for messages in the Microsoft Message Queue designated for messages destined for the JMS system (i.e. the JMS Input Message Queue).
- b. The JMS system retrieves a Type T, Transaction Request Application Message with the Transaction ID of PC\$1 from the JMS Input Message Queue. The Application Message has the query criteria in the XML elements.
- c. The JMS system formats a Type M, Machine Formatted Transaction Response Application Message. The JMS system retrieves the data necessary to populate the mrdata element.
- d. The JMS system sends the Application Message to the Application Gateway. It does this by writing the Application Message to the Microsoft Message Queue designated for messages originated by the JMS system (i.e. the JMS Output Message Queue).
- e. The Application Gateway routes the Application Message to the Impact System.

4.2.6.1 PC\$1 Transaction Received by JMS

4.2.6.1.1 Xml Elements for PC\$1 Transaction

The `trdata` element encloses the following element.

Xml Element Name	Field	R/O*	Note
CID	CID Number	R	

*R/O - R=Required, O=Optional

4.2.6.1.2 Processing Criteria for PC\$1 Transaction

The JMS system must generate and return the Machine Formatted response as identified in the following section.

4.2.6.1.2.1 Field Processing Criteria for PC\$1 Transaction

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The Originating System is required to send all fields. JMS should return an error code 0009 on any missing or invalid fields. JMS should return an informative message indicating the error(s) encountered.

4.2.6.1.2.2 Selection Criteria for PCS1Transaction

Select the person with the CID specified.

4.2.6.2 PCS1 Transaction Response Sent by JMS

The response returned to JMS is machine formatted.

4.2.6.2.1 PCS1 mrdata Element

The mrdata element encloses the following elements.

Xml element name	Element Name	R/O*	JMS Field Source	Note
CID	CID Number	R		
RaceCode	Race Code	R		
SexCode	Sex Code	R		
Height	Height in Inches	R		
Weight	Weight	R		
HairColorCode	Hair Color Code	R		
EyeColorCode	Eye Color Code	R		
PobCode	Place Of Birth Code	O		
CityOfBirth	City of Birth	O		
CitizenshipCode	Citizenship Code	O		
DnaFlag	DNA Flag	R		
OLN	Operator License Number	O see note		OLN required if OLS present
OLS	Operator License State	O see note		OLS required if OLN present
SOC	Social Security Number	R		
CII	CII Number	R		
FBI	FBI Number	R		
AkaData	AKA Group Element	O		See following sections.
DobData	DOB Group Element	O		See following sections.

*R/O - R=Required, O=Optional

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4.2.6.2.1.1 AkaData Element

The AkaData element encloses zero or more NameData elements. Each NameData element represents one AKA for the person identified by the CID.

The following xml elements are enclosed in each NameData element. Required elements must be returned. Optional elements may be returned empty or omitted entirely.

Xml element name	Field	R/O*	JMS Field Source	Note
LastName	Last Name	R		
FirstName	First Name	O		
MiddleName	Middle Name	O		
QualName	Qual Name	O		
FirstKnownName	First Known Name Flag	See Note		See Field Processing Criteria a.

*R/O - R=Required, O=Optional

4.2.6.2.1.2 DobData Element

The DobData element encloses zero or more DOB elements.

Xml element name	Field	R/O*	JMS Field Source	Note
DOB	Date of Birth	R		

*R/O - R=Required, O=Optional

4.2.6.2.2 Processing Criteria for PC\$1 Response

4.2.6.2.2.1 Field Processing Criteria for PC\$1 Response

Specific field processing referenced above:

- a. FirstKnownName flag field is required for the AKA entry that represents the First Known Name. (one name is always the First Known Name) All others can either omit this element or code with N, blank or empty.

4.2.6.3 Examples

4.2.6.3.1 Message Received by JMS

```
<echoback>CAD0210000</echoback>
<messagetype>I</messagetype>
<transactionid>PC$1</transactionid>
<trdata>
  <CID>1234567</CID>
</trdata>
```

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4.2.6.3.2 Message Sent by JMS

```

<echoback>CAD0210000</echoback>
<messagetype>M</messagetype>
<ReturnCode>0000</ReturnCode>
<transactionid>PC$1</transactionid>
<mrdata>
  <CID>1234567</CID>
  <RaceCode>W</RaceCode>
  <SexCode>M</SexCode>
  <Height>50</Height>
  <Weight>135</Weight>
  <HairColorCode>BRO</HairColorCode>
  <EyeColorCode>BRO</EyeColorCode>
  <PobCode>CA</PobCode>
  <CityOfBirth>SANTA BARBARA</CityOfBirth>
  <CitizenshipFlag>Y</CitizenshipFlag>
  <DnaFlag>Y</DnaFlag>
  <OLN>A4453321</OLN>
  <SOC>XXX-XX-XXXX</SOC>
  <CII>123456789</CII>
  <FBI>987654321</FBI>
  <AkaData>
    <NameData>
      <LastName>SMITH</LastName>
      <FirstName>JOHN</FirstName>
      <MiddleName>JEAN</MiddleName>
      <QualName>JR</QualName>
      <FirstKnownName>Y</FirstKnownName>
    </NameData>
    <NameData>
      <LastName>SMITH</LastName>
      <FirstName>JOHN</FirstName>
      <MiddleName>WILLIAM</MiddleName>
    </NameData>
  </AkaData>
  <DobData>
    <DOB>19450110</DOB>
    <DOB>19450121</DOB>
  </DobData>
</mrdata>

```

5 Web Service Specification

5.1 Overview

The Web Services defined in this section can be used in place of a direct write to and read from the MSMQ Queues. All message content and flow remains the same as with using MSMQ.

- The message sent in the web service request (i.e., SendMessageV1Request and SendMessageRequest strings) is exactly the same content that is placed in the MSMQ message Body.
- Transaction flow remains the same.

When JMS is to send a message, it invokes the SendMessageV1 web service function on the Application Gateway Server endpoint passing the xml message as the single parameter.

When the Application Gateway is to send a message, it invokes the SendMessage web service function on the JMS endpoint passing the xml message as the single parameter.

5.2 Return Code

Both web service calls must return a return status code indicating completion or failure of the web service call. The Application Gateway web service conforms to this requirement. The ATIMS web service must be coded to provide this required functionality and behavior.

5.2.1 Success

Return Code of "00000" is to be returned upon successful receipt and acceptance of the message.

EXAMPLE

```
<?xml version="1.0" encoding="UTF-8"?>
<string xmlns="http://r2.ag03.isc.sbsheriff.org">00000</string>
```

As with MSMQ, the overall processing is still asynchronous using Web Services. This successful receipt and acceptance status indicates only that the message was received and can be queued for processing further only. Success only indicates that the message was transported and persisted successfully; it does *not* indicate that the transaction itself was processed or is complete and successful.

5.2.2 Failure

Any return code other than "00000" or the inability to perform the web service call itself is a failure. If the web service is successfully invoked but failed for any reason that prevents the message from being stored and available for transaction processing, a Return Code of something other than "00000" is to be returned. This indicates that the message being sent was *not* received or accepted.

The sending system thus knows that the message being sent will not be processed as intended and must account for that failed delivery accordingly. Depending on the cause or return code the message must be retried or is ignored. The following subsections specifies how to indicate and handle a message receipt failure.

For any return code other than "00000" additional message information may follow the return code delimited by a colon (:). This additional message is informative only.

5.2.2.1 Resend Message

The message must be queued for resend if any the following conditions occur:

- Web Service Call failure (e.g., endpoint down, network down, et cetera) where the call itself cannot be performed or fails before a return response and code can be delivered.
- Return Code positions 2-5 contain numeric "0001" through "0099" The first position of the Return Code is ignored.

EXAMPLE

```
<?xml version="1.0" encoding="UTF-8"?>
<string xmlns="http://r2.ag03.isc.sbsheriff.org">R0025:Timeout.</string>
```

5.2.2.2 Do Not Resend Message

The message must *not* be queued for resend. The message cannot be accepted for some reason that the receiving application cannot handle and therefore must *not* be resent when any of the following conditions occur:

- Return Code positions 2-5 contain numeric “0100” through “9999”. The first position of the Return Code is ignored.

EXAMPLE

```
<?xml version="1.0" encoding="UTF-8"?>
<string xmlns="http://r2.ag03.isc.sbsheriff.org">00100:Data at the root level is invalid.
Line 1, position 1.</string>
```

Messages that cannot be retried must be corrected for the cause of the error. For example, messages with invalid XML format will receive an error and cannot be retried until the XML error is corrected.

5.3 Web Service URLs

The Web Server DNS NAME portion of the URL will be specified upon deployment.

5.3.1 AG to ATIMS – SendMessage

Current URLs used by the Application Gateway bindings for the JMS endpoints.

5.3.1.1 Test JMS System URL

Production/Live JMS System endpoint:

<http://jmstest.sbsheriff.org:90/atimsmain.svc>

5.3.1.2 Production JMS System URL

Test JMS System endpoint:

<http://jms.sbsheriff.org:90/atimsmain.svc>

5.3.2 ATIMS to AG - SendMessageV1

Current URL values for Application Gateway system endpoints.

5.3.2.1 Test Application Gateway System URL

Test Application Gateway system endpoint URL:

<http://SOAGfromAtimsTEST.sbc.shf.cc:59395/SendToAg.aspx>

5.3.2.2 Production Application Gateway System URL

Production Application Gateway system endpoint URL:

<http://SOAGfromAtimsPROD.sbc.shf.cc:59395/SendToAg.aspx>

5.4 AG to ATIMS - SendMessage WSDL

JMS Version 1 Web Services definition for Web Service hosted by ATIMS to receive messages from the SBSO Application Gateway.

```
<?xml version="1.0" encoding="utf-8"?>
<wsdl:definitions xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:mime="http://schemas.xmlsoap.org/wsdl/mime/" xmlns:tns="http://r2.ag03.isc.sbsheriff.org"
xmlns:s="http://www.w3.org/2001/XMLSchema" xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
xmlns:tm="http://microsoft.com/wsdl/mime/textMatching/" xmlns:http="http://schemas.xmlsoap.org/wsdl/http/"
xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/" targetNamespace="http://r2.ag03.isc.sbsheriff.org"
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/">
  <wsdl:types>
    <s:schema elementFormDefault="qualified" targetNamespace="http://r2.ag03.isc.sbsheriff.org">
      <s:element name="SendMessage">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="0" maxOccurs="1" name="AGmessageXML" type="s:string" />
          </s:sequence>
        </s:complexType>
      </s:element>
      <s:element name="SendMessageResponse">
        <s:complexType>
          <s:sequence>
            <s:element minOccurs="0" maxOccurs="1" name="SendMessageResult" type="s:string" />
          </s:sequence>
        </s:complexType>
      </s:element>
    </s:schema>
  </wsdl:types>
  <wsdl:message name="SendMessageSoapIn">
    <wsdl:part name="parameters" element="tns:SendMessage" />
  </wsdl:message>
  <wsdl:message name="SendMessageSoapOut">
    <wsdl:part name="parameters" element="tns:SendMessageResponse" />
  </wsdl:message>
  <wsdl:portType name="AtimsSoap">
    <wsdl:operation name="SendMessage">
      <wsdl:input message="tns:SendMessageSoapIn" />
      <wsdl:output message="tns:SendMessageSoapOut" />
    </wsdl:operation>
  </wsdl:portType>
  <wsdl:binding name="AtimsSoap" type="tns:AtimsSoap">
    <soap:binding transport="http://schemas.xmlsoap.org/soap/http" />
    <wsdl:operation name="SendMessage">
      <soap:operation soapAction="http://r2.ag03.isc.sbsheriff.org/SendMessage" style="document" />
      <wsdl:input>
        <soap:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
  </wsdl:binding>
  <wsdl:binding name="AtimsSoap12" type="tns:AtimsSoap">
    <soap12:binding transport="http://schemas.xmlsoap.org/soap/http" />
    <wsdl:operation name="SendMessage">
      <soap12:operation soapAction="http://r2.ag03.isc.sbsheriff.org/SendMessage" style="document" />
      <wsdl:input>
        <soap12:body use="literal" />
      </wsdl:input>
      <wsdl:output>
        <soap12:body use="literal" />
      </wsdl:output>
    </wsdl:operation>
  </wsdl:binding>
</wsdl:service name="Atims">
```

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```
<wsdl:port name="AtimsSoap" binding="tns:AtimsSoap">
  <soap:address location="http://localhost:44743/FromApplicationGateway.asmx" />
</wsdl:port>
<wsdl:port name="AtimsSoap12" binding="tns:AtimsSoap12">
  <soap12:address location="http://localhost:44743/FromApplicationGateway.asmx" />
</wsdl:port>
</wsdl:service>
</wsdl:definitions>
```

5.5 ATIMS to AG --SendMessageV1 WSDL

Web Service Definition for Web Service hosted by SBSO Application Gateway Server to receive messages from ATIMS.

```

▼ <wsdl:definitions xmlns:s="http://www.w3.org/2001/XMLSchema" xmlns:soap12="http://schemas.xmlsoap.org/wsdl/soap12/"
xmlns:http="http://schemas.xmlsoap.org/wsdl/http/" xmlns:mime="http://schemas.xmlsoap.org/wsdl/mime/"
xmlns:tns="http://r2.ag03.isc.sbsheriff.org" xmlns:soap="http://schemas.xmlsoap.org/wsdl/soap/"
xmlns:tm="http://microsoft.com/wsdl/mime/textMatching/" xmlns:soapenc="http://schemas.xmlsoap.org/soap/encoding/"
xmlns:wsdl="http://schemas.xmlsoap.org/wsdl/" targetNamespace="http://r2.ag03.isc.sbsheriff.org">
  ▼ <wsdl:types>
    ▼ <s:schema elementFormDefault="qualified" targetNamespace="http://r2.ag03.isc.sbsheriff.org">
      ▼ <s:element name="SendMessageV1">
        ▼ <s:complexType>
          ▼ <s:sequence>
            <s:element minOccurs="0" maxOccurs="1" name="AGmessageXML" type="s:string"/>
          </s:sequence>
        </s:complexType>
      </s:element>
      ▼ <s:element name="SendMessageV1Response">
        ▼ <s:complexType>
          ▼ <s:sequence>
            <s:element minOccurs="0" maxOccurs="1" name="SendMessageV1Result" type="s:string"/>
          </s:sequence>
        </s:complexType>
      </s:element>
    </s:schema>
  </wsdl:types>
  ▼ <wsdl:message name="SendMessageV1SoapIn">
    <wsdl:part name="parameters" element="tns:SendMessageV1"/>
  </wsdl:message>
  ▼ <wsdl:message name="SendMessageV1SoapOut">
    <wsdl:part name="parameters" element="tns:SendMessageV1Response"/>
  </wsdl:message>
  ▼ <wsdl:portType name="AtimsSoap">
    ▼ <wsdl:operation name="SendMessageV1">
      <wsdl:input message="tns:SendMessageV1SoapIn"/>
      <wsdl:output message="tns:SendMessageV1SoapOut"/>
    </wsdl:operation>
  </wsdl:portType>
  ▼ <wsdl:binding name="AtimsSoap" type="tns:AtimsSoap">
    <soap:binding transport="http://schemas.xmlsoap.org/soap/http"/>
    ▼ <wsdl:operation name="SendMessageV1">
      <soap:operation soapAction="http://r2.ag03.isc.sbsheriff.org/SendMessageV1" style="document"/>
      ▼ <wsdl:input>
        <soap:body use="literal"/>
      </wsdl:input>
      ▼ <wsdl:output>
        <soap:body use="literal"/>
      </wsdl:output>
    </wsdl:operation>
  </wsdl:binding>
  ▼ <wsdl:binding name="AtimsSoap12" type="tns:AtimsSoap">
    <soap12:binding transport="http://schemas.xmlsoap.org/soap/http"/>
    ▼ <wsdl:operation name="SendMessageV1">
      <soap12:operation soapAction="http://r2.ag03.isc.sbsheriff.org/SendMessageV1" style="document"/>
      ▼ <wsdl:input>
        <soap12:body use="literal"/>
      </wsdl:input>
      ▼ <wsdl:output>
        <soap12:body use="literal"/>
      </wsdl:output>
    </wsdl:operation>
  </wsdl:binding>
  ▼ <wsdl:service name="Atims">
    ▼ <wsdl:port name="AtimsSoap" binding="tns:AtimsSoap">
      <soap:address location="http://soagfromatimsprod.sbc.shf.cc:59395/SendToAg.asmx"/>
    </wsdl:port>
    ▼ <wsdl:port name="AtimsSoap12" binding="tns:AtimsSoap12">
      <soap12:address location="http://soagfromatimsprod.sbc.shf.cc:59395/SendToAg.asmx"/>
    </wsdl:port>
  </wsdl:service>
</wsdl:definitions>

```

Exhibit G - Support & Maintenance

ATIMS InCustody JAIL MANAGEMENT SYSTEM (JMS)

On Premise

SUPPORT AND MAINTENANCE MANUAL

Version 1.0
10/27/2022





{AGENCY NAME}

Jail Management System (JMS) Product On-Premise Support & Maintenance Manual

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	ATIMS Dir of Biz Dev & VP	10/27/2022			



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Jail Management System (JMS) Product On-Premise Support & Maintenance Manual

Welcome to ATIMS!

This Guide will provide you with the necessary information to best utilize our services, and maximize the value of your Support and Maintenance Agreement and Professional Services, as needed. Our mission is to be your Trusted Business Partner for your Jail Management System.

- 1.0 DEFINITIONS
- 2.0 SUPPORT & MAINTENANCE SERVICES
- 3.0 CLIENT AGENCY RESPONSIBILITIES
- 4.0 PROFESSIONAL SERVICES & SUPPORT (PSS)
- 5.0 TECHNICAL RESOLUTION GUIDANCE CHART
- 6.0 NOTIFICATIONS & CONTACT INFORMATION
- APPENDIX A – Support & Maintenance Pricing
- APPENDIX B - Warranty

1.0 DEFINITIONS

Definitions: Software Support and Maintenance

“Agency JMS Administrator” means each Client Agency employee designated by Client to serve as technical administrator of the JMS and Support Services on Client’s behalf. Each Administrator User must complete training and qualification requirements reasonably required by ATIMS.

“Agency Appointed Contact” means each Client Agency employee authorized by Client to submit Support and Service requests for ATIMS JMS and Support Services on Client’s behalf. Each authorized contact must be on the Authorized User List, attached to this Agreement.

“Client Content” means all data and materials provided by Client to ATIMS for use in connection with the JMS and Support Services, including, without limitation, client applications, data files, and graphics.

“Documentation” means the user guides, online help, release notes, training materials and other documentation provided or made available by ATIMS to Client regarding the use or operation of the JMS and Support Services.

“On Premise” means the Agency is hosting the software and environments and operating all infrastructure. The servers may be deployed in County data center, “co-location” environment, or cloud provider’s “infrastructure-as-a-service” (IAAS) environment.

“User” means a unique collection of identity data for an individual that will be granted access to and/or managed by the Agency Administrator for the purposes of providing single sign-on, managing passwords or certifying user access. Identity data may be physically or logically maintained in a single repository or in separate physical or logical repositories. ATIMS JMS offers an unlimited number of users associated with user groups.

“Support & Maintenance Services” means the support and maintenance services provided by ATIMS to Client pursuant to the JMS Software License and Support & Maintenance Agreement.

“Professional Support & Services or PSS” means all technical and non-technical services performed or delivered by ATIMS outside the Scope of Work and annual Software Support & Maintenance Agreement, including, without limitation, implementation services and other professional services, training and education services beyond the initial Scope of Work. PSS services will be provided on a time and material basis at such times or during such periods, as may be specified in a Schedule and mutually agreed to by the parties. All PSS Services will be provided on a non-work for hire basis.

“Software” means the object code version of any software to which Client is provided access as part of the Service, including any updates or new versions.



2.0 Support & Maintenance Services

1. Support & Maintenance Services

Support and Maintenance Services are included in the Support & Maintenance Agreement and entitles Client Agency to the following:

- a) Telephone or electronic remote support in order to help Client Agency locate and correct problems with the Software.
- b) Bug fixes and code corrections to correct Software malfunctions released during the maintenance period, in order to bring such Software into substantial conformity with the operating specifications.
- c) Notifications of updates to system (version notes) so Client Agency can update their user manual and system documentation for configured product and updated. All software notes would be loaded onto the system under Reference.
- d) All enhancements and other changes that ATIMS, at its sole discretion, makes or adds to the Software and which ATIMS furnishes, without charge, to all other ATIMS JMS Client Agencies.
- e) Up to five (5) dedicated contacts designated by Client Agency in writing that will have access to support services.

A more comprehensive list of what is included in ATIMS Software Support & Maintenance can be found in the [Technical Resolution Guidance Chart](#), which also depicts that which is included in Professional Services & Support (PSS) at cost, versus annual Support & Maintenance.

Software Support and Maintenance will commence at Go Live. The cost of it is included in the purchase and implementation price. Annual fees for Software Support and Maintenance will commence starting at month 13 post Go Live and will be according to the payment schedule in the Agreement.

2. Appointment of Agency Contact

In order to optimize the process of providing services and support to Client Agency, ATIMS requires all Client Agencies to designate a **primary contact** and an **alternate contact** who will become the authorized contacts able to submit Support and Service requests to ATIMS. While we allow for up to 5 contacts (as noted above), the primary and alternate contacts will have final authority on requests and decisions. Contacts should be listed on the Authorized User List attached to this document.

3. Support Methods

There are a variety of ways to resolve technical difficulties.

- **Online Help** – System use and training electronic documentation (self-help assistance) is accessible by via the Reference button when logged into ATIMS JMS. Function-specific help is also accessible through the

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Jail Management System (JMS) Product On-Premise Support & Maintenance Manual

JMS using the Reference Option. Documentation that is Agency created/edited is also stored in the Reference section.

- **Email** – Client Agency may request support services via email.
- **Telephone** – Telephone support is provided during ATIMS’s normal business hours, and 24x7 for critical system issues, and is available to clients who have signed a Software Support and Maintenance or Professional Services agreement.
- **JIRA online support tool** – ATIMS uses JIRA to track all releases, upgrades, defects and regularly and ad hoc maintenance calls. As a standard course of action, ATIMS support staff will also use JIRA to track all details and disposition of a support request including caller information, any current corrective action taken, any future activity required and final status. The Agency’s Point of Contact will also have access to JIRA for this information.

4. Engagement

Initial Engagement – One of Client Agency’s designated contacts will contact ATIMS through one of the methods noted above to place a request for service.

Discovery - ATIMS Support Desk will gather all of the necessary information from the Client Agency to assess the situation. The support technician will determine the appropriate course of action such as ask the Client Agency to attempt various tasks or begin a remote session via an online connection (Teams or Zoom). This Discovery Period will be completed in 30 minutes or less. If the Discovery period takes longer than 30 minutes and the issue is determined to be non-ATIMS related, ATIMS reserves the right to charge for this time. If a resolution has not been achieved at the end of the Discovery Period, then the support technician will open a ticket for further investigation of the issue.

If the issue is determined to be ATIMS-related and falls within the coverage of a current Software Support and Maintenance Agreement; there will be no additional charges for the discovery period. Also, ATIMS will make every effort to resolve the issue as quickly as possible. Please note that additional remote sessions via an online connection may be required during this period.

If the engagement is deemed to be part of a Professional Services & Support (PSS) agreement, the Client Agency POC will be given an estimated cost to complete the requirement and will be billed at \$200/hour. Client Agency will be updated on a regular basis on the status of an issue and will be provided resolution logs when a support ticket is successfully closed.

5. Response & Resolution Goals

ATIMS understands that our Client Agencies work 24/7/365 and ATIMS provides support, including emergency activities to meet those requirements. “Standard Business hours” 0800--6pm PST, Monday thru Friday, except holidays are used for response to non-emergency requests as noted below. Some response definitions include:

- “Fix” means the repair or replacement of Software component to remedy Issue.



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- “Issue” means a defect in Software as defined in ATIMS’ standard Software specification that significantly degrades such Software.
- “Respond” means acknowledgement of Issue received containing assignment to engineer, date and time assigned, and severity level.
- “Workaround” means a change in the procedures followed or data supplied by Client to avoid a Problem without substantially impairing Client’s use of the Software.

Priority & Communications - When reporting an Incident, the Client Agency will make the initial determination of priority and include it in the request. ATIMS’s initial response to an incident will be based on the Agency’s assessment of priority. ATIMS makes every effort to respond to support requests within the timeframes outlined below. Periodic status updates will be provided via email and phone until the issue is satisfactorily resolved; status can also be checked online via ATIMS JIRA support site. ATIMS’s inability to meet the response times set forth below due to Agency’s availability (i.e. phone busy, no answer, out of the office, etc.) does not constitute a failure to comply with these Support Policies. After the initial response, any changes to the incident priority will be mutually determined by ATIMS’ staff and Agency.

Priority Levels & Response Time - If the issue is identified to be an issue with the software, the Agency’s system support team will contact ATIMS who will log the information and determine what level of support is required. ATIMS JMS Service Levels will be determined using the following priority list; and Support will be provided in accordance with the assigned Service Level for that issue:

PRIORITY	EMERGENCY Level One	HIGH	MEDIUM	LOW
Description	<ul style="list-style-type: none"> • System down during critical support times • Critical issues with core functions or critical processes of JMS • Security breaches and other security issues • Business risk is high. 	<ul style="list-style-type: none"> • System down/ Software Applic • Can’t complete core functions or critical JMS processes • Program errors without workarounds • Incorrect calculation errors impacting records • Severe performance issues impacting critical processes • Business risk is moderate 	<ul style="list-style-type: none"> • System errors that have workarounds • Performance issues not impacting critical processes • Usability issues • Reporting Issues • Business risk is low 	<ul style="list-style-type: none"> • Report formatting • Aesthetic issues • Recommendations for enhancements on system changes • Low to minimal impact
Service Response Time ¹	< 1 hour	1 hour	4 hours	8 hours
Resolution Status Update Frequency ²	Every 60 min	Every 2 hours	Every 24 hours	Every 10 business days
Service Resolution Time Goal ³	Typically resolved within 4 hours; For complex issues requiring add’l time, status report every 4 business hours	Typically resolved within 2 hours; For issues requiring add’l time, status report every 6 business hours	Within 5 business days	Placed in queue and resolved in order of importance; Goal within 30 business days

- ¹Service Response time refers to the maximum elapsed time after problem logged for investigation and action by the ATIMS. ATIMS will communicate with the Agency’s internal software support team, providing an action plan.
- ²Resolution Status Update Frequency refers to the maximum time elapsed after problem has been initially logged before a status update is provided to the Agency. ATIMS will continue to provide status updates to the Agency

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within this frequency interval until the problem is resolved.

- ³Service Resolution time goal refers to the objective for the maximum elapsed time after problem is logged for some sort of problem resolution to be provided.

In the event that ATIMS receives a surplus of PSS requests simultaneously, Client Agencies will be prioritized by Severity Level and in the order the incidents are reported.

6. Annual Allotment of Hours

ATIMS' annual Support & Maintenance may include or the Agency may negotiate an allotted number of hours (value) towards your Agency's needs each year. If included, your Agency can use those hours towards any type of professional service you might need (enhancements, training, and customized form, report and interface development). If unused, this allotment expires at the end of the year. Hours are added each year at the contract anniversary. See below for your recommended allotment, if included.

If not included, and your Agency is interested in having professional services hours available each year, let your Sales Representative know and they will work with you to provide a price that would be included in your annual Support & Maintenance payment. Or if some are included and your Agency desires more, ATIMS will work with you to price that.

Service Description	Total Annual Hours	Hourly Cost (0800-1700)	Total Available Cost
<Sample> Annual Hours	0	\$ 200	\$ 0
TOTAL			\$ 0

3.0 Client Agency Responsibilities

1. Appointment of Agency Contact

In order to optimize the process of providing services and support to Client Agency ATIMS requires all Client Agencies to designate a **primary contact** and an **alternate contact** who will become the authorized contacts able to submit Support and Service requests to ATIMS. While we allow for up to 5 contacts (as noted above), the primary and alternate contacts will have final authority on requests and decisions. Contacts should be listed on the Authorized User List attached to this document.

2. Assistance

Client shall provide reasonable information and assistance to ATIMS to enable ATIMS to support our JMS and provide Support Services. Agency contact is responsible for facilitating the communications with the user experiencing the problem; installing remote access tools on user's workstation, and other actions necessary to troubleshoot and resolve the issues. Client acknowledges that ATIMS ability to support the JMS Solution and provide Services in the manner described in this Agreement may depend upon the accuracy and timeliness of such information and assistance.

3. Compliance with Laws

Client shall comply with all applicable local, state, and national laws in connection with its use of ATIMS JMS, including those laws related to data privacy, national communications, and the transmission of technical or personal data. Client shall not upload, post, reproduce or distribute any information, software or other material protected by copyright, privacy rights, or any other intellectual property right without first obtaining the permission of the owner of such rights.

4. Unauthorized Use; False Information

Client shall: (a) notify ATIMS immediately of any unauthorized use of any password or user id or any other known or suspected breach of security, (b) report to ATIMS immediately and use reasonable efforts to stop any unauthorized use of ATIMS JMS and Support Services that is known or suspected by Client or any JMS user, and (c) not provide false identity information to gain access to or use the JMS and Support Services.

5. Administrator Access

Client shall be solely responsible for the acts and omissions of its Administrator Users. ATIMS shall not be liable for any loss of data or functionality caused directly or indirectly by the Administrator Users.

6. Client Agency Input

Client is solely responsible for collecting, inputting and updating all Client Content stored on the JMS on-premise hosted environment, and for ensuring that the Client Content does not (i) include anything that actually or potentially infringes or misappropriates the copyright, trade secret, trademark or other intellectual property right of any third party, or (ii) contain anything that is obscene, defamatory, harassing, offensive or malicious. Client shall: (i) notify ATIMS immediately of any unauthorized use of any password or user id or any other known or suspected breach of security, (ii) report to ATIMS immediately and use reasonable efforts to stop any

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unauthorized use of the JMS system that is known or suspected by Client or any user or user group, and (iii) not provide false identity information to gain access to or use the JMS.

7. License from Client

Subject to the terms and conditions of this Support & Maintenance Agreement, Client shall grant ATIMS a limited, non-exclusive and non-transferable license, to copy, store, configure, perform, display and transmit Client Content solely as necessary to provide the JMS Support Services to Client Agency.

8. Ownership & Restrictions

Client Agency retains ownership and intellectual property rights in and to its Agency Content. ATIMS or its licensors retain all ownership and intellectual property rights to the services, Software programs, and anything developed and delivered under the Agreement. Third-party technology that may be appropriate or necessary for use with some ATIMS programs is specified in the Program Documentation as applicable. Agency's right to use such third -party technology is governed by the terms of the third-party technology license agreement specified by ATIMS and not under the Agreement.

9. Suggestions

ATIMS shall have a royalty-free, worldwide, irrevocable, perpetual license to use and incorporate into the JMS any suggestions, enhancement requests, recommendation or other feedback provided by Client, including Users, relating to the operation of the JMS and Support Services.

10. Entire Agreement

This Support & Maintenance document is part of the entire agreement, and some provisions of the Agreement may supersede the provisions of this document without invalidating the remaining provisions hereof.

4.0 Professional Services & Support (PSS)

ATIMS Professional Services and Support (PSS) provides clients with the opportunity to acquire technical services beyond the scope of the software support agreement.



As part of the support & maintenance agreement, ATIMS offers telephone, email and remote support to maintain the products and other solutions /enhancements developed by ATIMS. Remote direct access by ATIMS support will always be the first course of action to resolve an incident or technical assistance prior to any onsite visit being scheduled.

Once Discovery with the Client POC and ATIMS Support Desk is completed (as noted in Section 1.), if the engagement is deemed beyond the scope of the software support agreement and rather part of Professional Services & Support (PSS), the Client Agency POC will be given an estimated cost to complete the requirement. Some possible needs include:

- Enhancement (customization) of ATIMS JMS
- Business Process Re-engineering
- Workflow Development or Redevelopment
- New or Updated Interfaces or Integrations
- Additional Training
- Hardware Procurement or Installation

A breakdown of the differences between Software Support & Maintenance and PSS is depicted in the Technical Resolution Guidance Chart in Section 5.0.

If deemed PSS, the Client Agency will be billed in hourly increments (based \$200/hour rate) for all Professional services or time will be charged against annual allotment of hours (as part of annual Support & Maintenance Agreement). There will be a **minimum two-hour charge for onsite support not including travel time**. All PSS hours will be tracked by the assigned technician and verified by the ATIMS Support Manager. Client Agency will be updated on a regular basis on the status of the Request (or issue) and will be provided resolution logs when a support ticket is successfully closed.

If a problem occurs which significantly impacts the Client Agency's usage of the licensed product and the issue remains unidentified or unresolved either by workaround or permanent correction after the Client Agency has followed ATIMS prescribed actions, ATIMS, at our discretion, will make consider onsite

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support during regular Business Days and Hours, 0800 – 1700 Pacific Standard Time, Monday through Friday, excluding ATIMS holidays. ATIMS's Holiday Schedule will be provided. ATIMS additionally provides critical support twenty-four (24) hours a day / seven (7) days a week. Critical support is defined as any issue that:

- Causes the ATIMS system to stop running agency wide
- Prevents any essential or required data elements from entry

The support technician will arrive within a reasonable period of time keeping the Client Agency fully informed during the period. PSS for onsite visits that require air travel will be arranged on a case-by-case basis and the travel cost will be confirmed with the Client Agency prior to booking.

ATIMS will provide or make available:

- 1) Assistance in diagnosis and identification of errors or malfunctions.
- 2) Onsite consultation on correction of identified errors or malfunctions.
- 3) Detailed feedback on external factors that had a direct or indirect impact on the licensed software resulting in performance deficiencies.

Travel Expense - Onsite support performed by ATIMS employees for a client Agency requires approval from the Client for payment of travel and/or living expenses incurred by ATIMS. For Client-initiated tasks, actual expenses will be billed **at cost, as they are incurred**.

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5.0 Technical Resolution Guidance Chart

The chart below highlights the options provided within our Software Support and Maintenance Agreement and Professional Services Agreement

Description	Software Support and Maintenance	Professional Services
Upgrades and Updates		
Supply new software version	•	
Install new software version	•	
System reinstalls - application malfunction	•	
System reinstalls - hardware / network problem		•
Support / Bugs / Errors		
Business hours Tier 1 support	•	
24/7 critical after-hour support	•	
Problem with application / malfunction	•	
Code testing and replication of errors	•	
Simulation of client environment	•	
Data discovery due to malfunction	•	
Problem with internal hardware / network		•
Environment		
DB optimization – indexing	•	
Creation of additional databases	•	
Replication of DB environment	•	
Installation of additional environments		•
Reinstallation - new server or configuration		•
Database maintenance – backups		•
Data mining / data discovery request		•
Customization / Enhancements		
Consult for custom enhancement (up to 1 hr.)	•	
Software configuration utilizing DB settings	•	
Creation of additional custom forms		•
Creation of additional custom reports		•
Client initiated customization / enhancement		•
Interfaces		
Consult for 3 rd party software interface (up to 1 hr.)	•	
Consult for 3 rd party software interface (beyond 1 hr.)		•
Development of 3 rd party interfaces		•
Training		

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Description	Software Support and Maintenance	Professional Services
User manuals	•	
User group online webinars	•	
Additional client requested training		•
Training on new software functionality		•

- Additional fees may be charged for upgrades that exceed more than one major version of the software annually.
- Forklift upgrades (major release to major release) requested by the County will be subject to additional support fees if minor upgrades, updates and or fixes have not been implemented.
- If Forklift upgrades are required by ATIMS, no additional fees would be charged.

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6.0 Notifications and Renewal Contact Info

Anniversary Dates:	
Software Support and Maintenance Start Date:	
Professional Service and Support Start Date:	
Automatic Renewal:	Yes No
*ATIMS Professional Service Agreements will be adjusted to renew on the anniversary date of the Software Support and Maintenance renewal.	
Licensee Physical Address:	
Company Name	
Contact Name	
Address	
City, State, Zip	
Phone	
Email Address	
Client Agency Billing Address:	
Company Name	
Contact Name	
Address	
City, State, Zip	
Phone	
Email Address	
Submitting Support Requests	
Phone	818-428-6190 / 833-291-4428
Email:	Support@atims.com

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7.0 Appendix A – Support and Maintenance Pricing

Term and Renewals

Annual Support and Maintenance for the period of July 1, 2027 through June 30, 2028. Unless terminated in accordance with the provisions of this Agreement, this Agreement shall automatically be renewed for successive periods of one (1) year, not to exceed five (5) years. ATIMS acceptance of Client Agency's annual maintenance and support purchase order demonstrates renewal. Renewal price will include up to 3% annual cost of living increase and the cost of support and maintenance for the additional modules and enhancements that Agency chooses to purchase.

Payment

ATIMS shall invoice Client Agency annually on December 1 at the start of each maintenance and support period payable within thirty (30) days of the invoice date.

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8.0 Appendix B – Warranty

Warranty Provisions

ATIMS represents, warrants and agrees that the Services do not contain and Agency will not receive from ATIMS any virus, worm, trap door, back door, timer, clock, counter or other limiting routine, instruction or design, or other malicious, illicit or similar unrequested code, including surveillance software or routines which may, or is designed to, permit access by any person, or on its own, to erase, or otherwise harm or modify any Agency system or Data

ATIMS represents, warrants and agrees that ATIMS has all Intellectual Property Rights necessary to provide the Services to Agency in accordance with the terms of this Agreement; ATIMS is the sole owner or is a valid licensee of all software, text, pictures, audio, video, logos and copy that provides the foundation for provision of the Services, and has secured all necessary licenses, consents, and authorizations with respect to the use of these underlying elements; the Services do not and shall not infringe upon any patent, copyright, trademark or other proprietary right or violate any trade secret or other contractual right of any Third Party; and there is currently no actual or threatened suit against ATIMS by any Third Party based on an alleged violation of such right.

Exhibit H - ATIMS Cost Proposal - Project Deliverables



PROPOSER NAME: ATIMS, division of The End2End Public Safety, Inc.

SOLUTION: ATIMS On Premise Upgrade - ATIMS Online (V1) to ATIMS InCustody (V2)


AGENCY: Santa Barbara County Sheriff's Office

ONE TIME IMPLEMENTATION COSTS		Proposed Price
Section I - One Time Costs		\$ 495,484.00
Section II - Hardware		\$ -
Section III - Other One Time Costs		\$ -
TOTAL - ONE TIME COSTS		\$ 495,484
RECURRING COST (1 Year)		PROPOSED
Section IV - ATIMS [On Prem] Annual Support & Maintenance ¹		\$ 82,772.00
RECURRING (PER YEAR)		\$ 82,772.00
TOTAL - YEAR 1 (1 TIME & RECURRING)		\$ 578,256.00

Assumptions:

Prior on-premise license annual support - \$80.361 + 3% annual increase (cost of living)¹.


Number of active inmates - 2100

ATIMS Cost Proposal Summary - On Premise					
Santa Barbara County, California					
Unlimited Users		2100			
Number of Active Inmates:					
Category	Price	Required	Total	Disc %	Total Cost
Jail Management Software	\$ 1,212,750	YES	\$1,212,750	80%	\$242,550
Original On Premise Annual Support Pymt	\$ 82,772	YES	\$82,772	0%	\$82,772
RECURRING ANNUAL PAYMENT + 3%	\$ 82,772	YES	\$ 82,772	0%	\$ 82,772
1. Tech Proj Mgmt/Configuration	\$ 80,000	YES	\$80,000	0%	\$80,000
2. Report Development	\$ 30,000	YES	\$30,000	0%	\$30,000
3. Form Development	\$ 25,400	YES	\$25,400	0%	\$25,400
4. Enhancements	\$ 16,000	YES	\$16,000	0%	\$16,000
5. Interface Development	\$ 125,000	YES	\$125,000	0%	\$125,000
6. Test/Quality Control	\$ 60,000	YES	\$60,000	0%	\$60,000
7. Training	\$ 80,000	YES	\$80,000	0%	\$80,000
8. Custom Reports/Forms	\$ 13,800	YES	\$13,800	0%	\$13,800
9. Documentation	\$ 40,000	YES	\$40,000	0%	\$40,000
Travel	\$ 25,284	YES	\$25,284	0%	\$25,284
ONE TIME UPGRADE IMPLEMENTATION TOTAL	\$ 1,873,778	YES	\$ 1,873,778	100%	\$ 578,256



LIST OF INTERFACES

Interfaces	Level of Effort (Hours)	Price	% Disc	TOTAL
Application Gateway (Warrants, GUS)	40	\$ 15,000		\$ 15,000
Aramark (CoreBanking & Commissary)	40	\$ 15,000		\$ 15,000
Court Call (Court Scheduling)	40	\$ 15,000		\$ 15,000
DataWorks Plus (LiveScan)	25	\$ 5,000		\$ 5,000
DataWorks Plus (Mugshot)	25	\$ 5,000		\$ 5,000
Guardian RFID (Inmate Tracking)	40	\$ 15,000		\$ 15,000
OD Security (Body Scanner)	25	\$ 5,000		\$ 5,000
Saadian PINS (Public Intelligence Notification System)	25	\$ 5,000		\$ 5,000
Tyler Odyssey (Courts)	40	\$ 15,000		\$ 15,000
ViaPath (Inmate Communications (include grievances))	40	\$ 15,000		\$ 15,000
WellPath (CorEMR)	40	\$ 15,000		\$ 15,000
<i>(\$5k outbound) (15k bi-directional)</i>				
SubTotal	380	\$125,000	0%	\$ 125,000

ORIGINAL LIST OF FORMS FROM RFP		
 Enhancements	Level of Effort (Hours)	Price
FORMS - Pre-Book	incl in impl	N/C
FORMS - Class: Classification Assessment (<i>generate narrative based on answers</i>)	18	\$3,600
FORMS - Class: Initial Classification Assessment	incl in impl	N/C
FORMS - Class: Initial Screening Tool	incl in impl	N/C
FORMS - Class: Reassessment Classification Form	incl in impl	N/C
FORMS - Custody Operations (<i>Sobering/Safety/Restraint Log</i>) Add workflow.	12	\$2,400
FORMS - IDR: Changes to IDR verbaige create a section that would indicate the form was reviewed by Mental Health, what time, the Mental Health staff name, their recommendation to uphold or deny punishment, and why. Streamline the process, adhering to the Murray v SBSO stipulated judgement.	40	\$8,000
FORMS - Notice to Appear	18	\$3,600
FORMS - PREA Question changes	8	\$1,600
Additional forms development and form training/assistance		6,200
SubTotal	96	\$25,400



**LIST OF REPORTS
+ ADD'L WORK QUOTES**

Enhancements	Level of Effort (Hours)	Price
Prog044 Programs - Report: Provide a report with statistics for program usage. Attendance, length in operation, graduates, drop-outs.	40	\$8,000
SQL Query	10	\$2,000
Additional Report development		\$20000
SubTotal	50	\$30,000



**ORIGINAL LIST OF ENHANCEMENTS FROM RFP
+ ADD'L WORK QUOTES**

Enhancements	Level of Effort (Hours)	Price
DOJ Data Request (Charge table)	20	\$4,000
Flag alerts re-order, removes and adds	40	\$8,000
Custody Admission and Release Reporting	20	\$4,000
SubTotal	80	\$16,000



Service Description	Total Annual Hours	Hourly Cost	Total Available Cost
Custom Reports/Forms	69	\$ 200	\$ 13,800
TOTAL			\$ 13,800
<i>13% of Annual expenditure</i>			