ANNEX R-2 OF SCHEDULE R

LIVESCAN SERVICES DESCRIPTION

1.   LIVESCAN SERVICES DESCRIPTION

1.1   The Livescan services option provides the capabilities for making digital rolled impressions, plain impressions as well as palm prints. It provides the capability for an operator to electronically capture all ten fingerprint rolled impressions, ten fingerprint plain impressions, and palm prints directly from an individual's hands. The operator places the person's hand or individual fingers directly on a camera platen that scans the fingerprints, producing digital images. The images are then processed and image quality feedback is presented to the operator. Livescan allows the operator to capture images again to meet the required standard, if required. The ten print record can be transmitted electronically to a IDENT1 fingerprint bureau or possibly the National Identification Service (NIS) bureau for submission processing. The ten print images and textual data can also be printed as many times as required on standard pre-printed IDENT1 ten print forms using a laser printer, locally (an option) or at the bureau. Additionally Livescan allows captured images to be submitted for the searching of collections held on the IDENT1 system and other AFIS systems interfacing to the IDENT1 Service (eg IND) and the processing, storage and display of result and messages, including images, relating to these searches either directly from the system or from the relevant Bureau who have processed the search requests. The Livescan services option includes the capability to interface with agreed Custody Systems, collocated in the Custody suite, through the Custody - IDENT1 interface, enabling the exchange of demographic data, other data and messages between the systems. A detailed overview of the Livescan services option is contained in the following documents:

- Livescan Functional Requirements Specification as set out in Annex **R-3** of this Schedule
- Livescan Interface Specification as set out in Schedule O:47 (**Documentation**)

1.2   The Livescan services option includes the provision of hardware, software, installation, communications, maintenance, help desk support, user support, development, management and administration. Detailed below are examples of the type of items / services included within each of these areas. The final scope and quantity of such items / services provided to a Force will vary from case to case and will be based on the specific installation:

1.2.1   Hardware and Software:

(a)   Smiths Heimann Biometrics' LSID1 or equivalent Livescan System

(b)   Smiths Biometrics' SFID1 or equivalent Store and Forward

(c)   Lexmark Optra T630 or equivalent hard copy printer sited at the local fingerprint bureau. The printer is a high quality, 1200 DPI unit, able to print images onto the IDENT1 fingerprint forms with palm prints displayed on the reverse of the form. The palm prints include the "writer's edge".

(d)   Software development activities to modify the NAFIS Livescan software baseline to the IDENT1 specifications and requirements in accordance with Schedule D (**Detailed Operational Requirements**).

(e)   Hardware and software development activities for a Hardware and Software upgrade planned for 2008 (approximately)

1.2.2   Installation and communication activities including the following examples (please note that these do not include infrastructure costs such as facility modifications or power points):

(a)   Ordering, receipt and checkout of the Livescan unit, Store & Forward unit or Print Cluster solution at the IDENT1 central facility

(b)   Loading of the IDENT1software baseline at the IDENT1 central facility

(c)   Packing and transporting to the site

(d)   Physical installation and checkout by installation and maintenance engineers

(e)   Installation of the router at the Livescan charging station and router at the Bureau Store and Forward

(f)   Installation of the cabling from communications supplier point of presence (POP) to BT

(g)   Installation of communications links including Frame Relay or ADSL and ISDN backup

(h)   Communications network bandwidth management

(i)   Communications routers maintenance

1.2.3   Maintenance activities in accordance with Part 3 of Schedule F (**Service Level Requirements**). Examples include:

(a)   Twenty-four hour, three hundred and sixty-five days per year maintenance cover on Livescan units, Store and Forward, Print Clusters, Spares, Printer(s), Signature Pads

(b)   Inventory control, warehousing of kit and spares at depots throughout England, Wales & Scotland

(c)   Transportation, repairs, shipping, dedicated resources to meet the SLR and CPI requirements

(d)   Repairs for damage above normal wear and tear (for example, damage to Livescan optics (shipping, repair, replacement)

(e)   Integration, test, deploy of software bug fixes, new functionality, changes, and modifications to software for upgrades in accordance with Schedule D (**Detailed Operation Requirements**)

1.2.4   Help Desk activities providing the following examples of support:

(a)   Twenty-four hour, three hundred and sixty-five days per year help desk cover support

(b)   Centralised and multi-functional operational support

(c)   Single point of contact for support (communications, hardware, interfaces, software and the like)

1.2.5   User Support activities include the following:

(a)   Site survey, drawing and MOU

(b)   Go Live support consisting of

     (i)   Final checkout of unit and comms line, to include test searches

     (ii)   Create initial logon accounts for newly trained users and managers

     (iii)   Liase with Helpdesk regarding any local software changes that need be made to the unit for operational use

     (iv)   Liase with Communications provider as required

     (v)   Provide support and advice to newly trained users and managers

(c)   Initial training of one (1) Livescan training course for each Livescan unit, consisting of two (2) days of instruction for Livescan users and managers. Limit of eight (8) students per course.

(d)   Site visits including:

     (i)   Refresher training of Custody/Police staff

     (ii)   Assessment of management of the unit, followed by specific training to Livescan managers

     (iii)   Advice on the quality of the prints taken and submitted

     (iv)   Visit sites due to moves of unit, either to new locations (closing of Police Station) or temporary due to maintenance or refurbishment work necessary to be carried out within Police Station

     (v)   Short notice training of new staff due to turn round of personnel within Custody

     (vi)   Release of new software that needs specific training to staff

(e)   User group participation including**:**

     (i)   Attend internal (force) Livescan meetings that support the introduction of Livescan to the force

     (ii)   Attend internal (force) Livescan meetings that discuss and support day to day running and management of the product, discussing; quality, training, management of the unit, general usage and best practice

     (iii)   Work with forces on the creation of information packs that meets the force's business process

     (iv)   Support local force Exhibitions, Police Authority visits and local force Conferences where possible

   (v) Attend regional ACPO meetings working and supporting Custody and Fingerprint staff on Livescan matters

   (vi) Attend National Livescan User Group meetings, providing presentations, updates on software changes, user requests, user issues

  (f) User support activities will include reasonable assistance as identified and agreed with the Contractor. The following are examples of additional user support activities that may be agreed with the Contractor:

    Ad Hoc support

    Business process support

    Workflow assistance

    Refresher training

    Bureau in-house demos

    Workshops

  (g) Management and Administrative activities

2. ROLES AND RESPONSIBILITIES

The following section sets out the various roles and responsibilities of the Force and the Contractor. The list is not exhaustive and is intended to provide guidance on the type of obligations both parties need to understand and adhere too. It should be noted that this section is meant to supplement the terms and conditions as set out in this Schedule and for the avoidance of doubt in any conflict between the two sections the terms and conditions shall take precedent.

2.1 FORCE ROLES AND RESPONSIBILITIES

2.1.1 Security

IDENT1 contains personal data as defined by the Data Protection Act. The Force is responsible for the security of IDENT1 data as Data Users under the Data Protection Act.

The Force will, in a timely manner, provide security clearances, access, and escorting (as required) for Contractor personnel responding to either scheduled or unscheduled service provision activities.

The Force is responsible for physical security of:

(a) the Force facilities containing Livescan equipment

(b) the facilities containing Ten Print forms under the Bureau or Custody Station control

The Force is responsible for the destruction and recording of fingerprints not submitted to the bureau.

It is the responsibility of the Head of Bureau/Custody Station (or designated nominee)

to establish access privileges to IDENT1 Livescan capabilities. The Bureaux/Custody Stations are responsible for Livescan user account management and the security of Livescan account passwords under the control of the Bureau.

2.1.2 Maintenance

The Bureau and Custody Station personnel will perform day to day maintenance tasks on the IDENT1 Livescan equipment, including but not limited to, cleaning the glass, changing toner and paper, and re-stocking expendable and consumable items. For example, for Livescan Bureau and Custody Station personnel will be responsible for:

(a)   cleaning scanner and workstation monitor glass

(b)   replacing printer toner cartridges

(c)   replacing printer paper and forms

To ensure that preventive maintenance tasks are carried out in accordance with equipment manufacturers' and Contractor's recommendations, the Bureau and Custody Station personnel will maintain preventive maintenance records.

2.1.3 Point of Contact

The Bureaux and Custody Stations are responsible for identifying to the Contractor the personnel who will serve as their points of contact for maintenance or system problems.

If the Bureau or Custody Station detects a problem, their personnel are responsible for reporting the problem to the IDENT1 Help Desk by either direct telephone conversation or electronic mail message. Bureau and Custody Station personnel should maintain a log of maintenance problems to assist in the analysis of problems and the engineering evaluation of enhancements. The details of each incident to be reported will include location, equipment ID, error/fault indicators, assessment of severity, and other relevant information as defined in the IDENT1 Operations and Maintenance Support Plan (Schedule O:58 (**Documentation**)).

2.1.4 Audits

At any time during the provision of Livescan services the Force may identify a need for an audit of the end-to-end response times as described in Part 3 of Schedule F (**Service Level Requirements**). Before such an audit can be undertaken the Force, the Contractor and the Authority (PITO) must agree the scope of the audit and identify any potential costs. In the event that the audit demonstrates to the Authority's reasonable satisfaction that the identified requirement is being met in the existing delivery of the service, the Force will be responsible for payment of all pre-agreed reasonable Contractor costs directly associated with planning and conduct of the audit.

The Force will also support relevant work practice audits conducted by the Contractor as described in Section 2.2.6 below, where reasonable.

2.2 CONTRACTOR ROLES AND RESPONSIBILITIES

2.2.1 Security

IDENT1 contains personal data as defined by the Data Protection Act. The Contractor is responsible for the security of IDENT1 data as Data under the Data Protection Act.

2.2.2   Maintenance

Overall maintenance of Livescan equipment is the responsibility of the Contractor.

2.2.3   Parameter Management

The Contractor is responsible for the management of system-wide parameters. These are:

(a)   Sequence number for assigning form identification numbers.

(b)   Auto-logout parameters

(c)   Support parameters for Live-Scan Bureaux and Custody Stations

(d)   Forms parameters

2.2.4   External Agencies

Some of the services defined in Part 3 of Schedule F (**Service Level Requirements**). are sensitive to the performance of external agencies. The Contractor is responsible for maintaining technical and managerial relationships with select external agencies.

2.2.5   Audits

If requested by the Force, the Contractor will participate in audits of end-to-end response times as described in Part 3 of Schedule F (**Service Level Requirements**). In the event that the audit demonstrates to the Authority's reasonable satisfaction that the identified requirement has not been met in the existing delivery of the service, the Contractor will be required to amend the service to fully meet the requirement.

Also, to better understand service performance and to assess potential service improvements, the Contractor may identify the need to conduct one or more audits of the Force's work practices. Data to be collected may include (but not be limited to) items such as the time required to capture fingerprints and demographic data, the relationship of Livescan usage and other police operations, and condition and maintenance of the installed equipment. The scope and schedule for such an audit will be as mutually agreed between the Force and the Contractor.

2.3   **AUTHORITY ROLES AND RESPONSIBILITIES**

The Authority (PITO) is responsible for approving any changes to the IDENT1 Live Scan Detailed Functional Specification in accordance with Schedule L (**Change Control Procedure**) on behalf of the Forces.