

ATTACHMENT 2 WORK TO BE PERFORMED

1. Description of Products and Services to be Performed

1.1. General Description

The Contractor shall provide statewide security screening equipment, training, installation, implementation and onsite maintenance services (known as Products and Services) as described in this Attachment 2, Work to be Performed to all Purchasing Group members. The Contractor shall provide these products and services at any time of the year, including during months with inclement weather, to all members of the Purchasing Group locations; Attachment 9. Purchasing Group locations are subject to change if a judicial facility closes or if new judicial facilities are opened. Contractor shall provide the products and services to the new judicial facilities with the same terms and conditions of the Master Contract.

1.2. Manufacturer's Products and Specifications

The Contractor shall provide all manufacturer's part numbers, specification sheets and warranties for the required products and services.

1.2.1 Magnetometer

- 1.2.1.1 Must meet ADA requirements. All magnetometers must be of a width to permit a wheel chair to pass through it.
- 1.2.1.2 Color: ideally metallic or grey color.
- 1.2.1.3 Materials: non-corrosive materials.
- 1.2.1.4 Power: 120 VAC
- 1.2.1.5 Power cord length: not less than six (6) feet.
- 1.2.1.6 The major components of the machine must be Underwriter Laboratory listed.
- 1.2.1.7 Must be able to detect mixed alloy and magnetic objects.
- 1.2.1.8 Audible warning system with volume control.
- 1.2.1.9 The unit must have a display on both the exit and entry point that will indicate detection of metallic objects. The display should have zone detection capabilities to indicate the location of said metallic objects.
- 1.2.1.10 Control unit must have immediate selection of security levels and all functions must be programmable via microprocessor. Programming must be done by a built in keyboard with access secured by a mechanical lock. Control unit must be moveable or duplicated for viewing on either side or end of the unit.
- 1.2.1.11 Must meet all local, state and federal requirements, FAA regulations and be 100% safe for all health related machines and pacemakers.
- 1.2.1.12 The following optional equipment for the magnetometer should be available: matching assistants (side) table, floor anchor system, wheel attachments and battery back-up.
- 1.2.1.13 Built in counting system.

1.2.1.14 Include an example of an item that simulates the metallic content of a small knife or gun for use in calibrating the equipment.

1.2.2 Standard Cabinet X-Ray System

1.2.2.1 Overall size: not exceeding 84" L x 36" W x 61" H

1.2.2.2 Tunnel size: at least 20" wide by 20" high

1.2.2.3. Weight: not exceeding 1130 lbs

1.2.2.4 Power: 120 VAC

1.2.2.5 Conveyer load: up to 300 lbs

1.2.2.6 Conveyer speed: at least 35 fpm

1.2.2.7 Sensitivity: at least 38 AWG

1.2.2.8 Penetration in steel: at least 28 mm

1.2.2.9 Display: at least 17" flat LCD

1.2.2.10 Must meet all current federal and California emission and radioactivity standards

1.2.2.11 Must be able to capture image and write to removable media

1.2.2.12 Must have available two (2) optional table lengths for in-feed and out-feed roller tables

1.2.2.13 Must have readily available Operating System with current service pack and patches

1.2.2.14 Must include training/testing software

1.2.3 Compact Cabinet X-Ray System

1.2.3.1 Overall Size: not exceeding 50" L x 30" W x 30" H

1.2.3.2 Tunnel size: at least 20" wide by 12" high

1.2.3.3 Weight: not exceeding 550 lbs

1.2.3.4 Power: 120 VAC

1.2.3.5 Conveyer speed: at least 35 fpm

1.2.3.6 Sensitivity: at least 38 AWG

1.2.3.7 Penetration in steel: at least 28 mm

1.2.3.8 Display: at least 17" flat LCD

1.2.3.9 Must have desktop or wheeled base option

1.2.3.10 Must meet all current federal and California emission and radioactivity standards

1.2.3.11 Must be able to capture image and write to removable media

1.2.3.12 Must have readily available Operating System with current service pack and patches

1.2.3.13 Must include training and testing software

1.2.4 Certifications and Verifications

All products provided by Contractor to the Purchasing Group members under this Master Agreement must be compliant with all standards and regulations required by all federal agencies and state and local governmental entities.

1.2.5 Guarantee

All equipment shall be guaranteed to be new and to perform to the manufacturer's specifications and Contractor shall warrant the equipment against defects in material and workmanship

1.3 Services

1.3.1 Installation

All products ordered by the Purchasing Group members under the Master Agreement which require installation shall, as soon as possible after delivery, be completely installed and tested for functionality by the Contractor. The Contractor shall schedule installation directly with the individuals designated by the Purchasing Group member placing the order prior to delivery.

1.3.2 Training

1.3.2.1 The Contractor shall submit a training plan outlining the details of a customer training program. The program shall include training on the operations manual as well as a training manual with step by step instructions, allowing for self-guided refresher training. Copies of both the operations manual and the training manual shall be left with the Purchasing Group member. The operations manual shall be the technical manual on the systems of the product, how the basic operations work, service and maintenance. The training manual shall assist the Purchasing Group members on the operational aspects of using the product, and shall include, but not be limited to, instructions on how to operate the functions, best practices, user tips and tricks, how to read the instruments and how to set-up instruments for different uses; the technical manual shall be used by those who go through initial training and who will be providing product training to new operators.

1.3.2.2 The Contractor shall provide a total of four (4) hours of onsite training at Purchasing Group member's location for each product described in paragraph 1.2 of Attachment 2, Work to be Performed that was purchased by the Purchasing Group member. Two (2) hours of this training shall be provided at the time the product is installed, fully functioning and accepted by the Purchasing Group member. The remaining two (2) hours of training shall be provided upon the Purchasing Group member's request at any time after the initial two (2) hours of training, but no later than twelve (12) months following the date the product was installed, fully functioning and accepted by the Purchasing Group member. Training personnel provided by Contractor shall possess all requisite skills and knowledge to perform the training.

1.3.2.3 Upon request of a Purchasing Group member, the Contractor shall provide onsite training in addition to that described in paragraph 1.3.2.2 of Attachment 2 Work to be Performed for each product described in paragraph 1.2 of Attachment 2 Work to be Performed that was purchased by the Purchasing Group member. Hourly billing rates for additional onsite training (as described in paragraph 1.3.2.3 of Attachment 2 Work to be Performed), shall be inclusive of all related costs, including, but not limited to, labor, travel and materials. Training personnel provided by Contractor shall possess all requisite skills and knowledge to perform the training.

1.3.3 Onsite Maintenance Services and Support

1.3.3.1 The Contractor shall provide five (5) continuous years of onsite maintenance services and support for the products described in paragraph 1.2 of Attachment 2 Work to be Performed, which shall commence on the day the purchased product is installed, fully functioning and accepted by the Purchasing Group member that purchased it.

1.3.3.2 The Contractor's service representative or customer service team shall be on-site within twelve (12) hours that a Purchasing Group member or their representatives places a service call, as required by a Purchasing Group member. All calls made by a Purchasing Group member or their representative shall be returned within two (2) hours of the call to confirm time of arrival by the Contractor's service representative. Unless otherwise agreed to between Contractor and the Purchasing Group member or their representative, service shall be performed within the Purchasing Group member's business hours, which are generally 9 am to 5 pm PST, Monday through Friday. Contractor shall also provide maintenance services and support after hours, on holidays and in emergency situations if requested by the Purchasing Group member or their representative. The responding Contractor's service representative must possess the knowledge and provide all labor, tools, equipment and parts necessary to perform the requested service.

1.3.3.3 Onsite maintenance services and support are the primary vehicle for repair of equipment. Any manufacturer's warranty is considered ancillary to maintenance services and support.

1.3.3.4 The Contractor shall provide telephone and email support to handle all requests and questions related onsite maintenance services and support.

1.3.4 Customer Service

1.3.4.1 The Contractor's customer service process shall ensure that all customer service issues are addressed in a consistent manner, including problem

escalation and resolution of onsite maintenance services and support issues.
The customer service process includes, but is not limited to:

- a. Telephone customer service and onsite service organizational structure
- b. Contact process (phone, email, fax, etc.)
- c. Turnaround time for calls received, in normal, holiday, and emergency situations
- d. Follow up process
- e. Internal procedures to track customer service contact and resolution
- f. Escalation process to resolve outstanding customer service and maintenance services and support issues
- g. Remedies for not meeting the required onsite maintenance services and support response time for a service call placed by a Purchasing Group member, with such remedies to include, but not be limited to, providing loaner equipment.

1.3.4.2 Contractor Contact Information

1.3.4.2.1 Service and Technical Support

Telephone: *TBD*
Email: *TBD*

1.3.4.2.2 Purchase Order Submittal

Contact name: *TBD*
Telephone: *TBD*
FAX: *TBD*
Email: *TBD*

1.3.4.2.3 Sales Support

Contact name: *TBD*
Telephone: *TBD*
FAX: *TBD*
Email: *TBD*

1.3.5 Reports

Contractor must provide to the AOC Project Manager, in a form acceptable to the AOC, quarterly reports which include a list of products that are manufacturer discontinued within the quarter reported or are scheduled to be manufacturer discontinued within the next twelve (12) month period. The report must include a proposed replacement product for any product that is manufacturer discontinued, as

well as pricing for the proposed replacement. Additionally, the quarterly report must provide a summary, by Purchasing Group member, of the products and services ordered, including the total value ordered during the quarter reported. The quarterly report must also include serial numbers of the security screening equipment, maintenance services and support coverage or extended maintenance services and support dates for each unit. Quarterly reports must be provided to the AOC Project Manager no later than thirty (30) days after the end of each calendar quarter and must include purchases that are invoiced or paid for with a credit card.

2. Ordering Process

(a) Purchasing Group members may place individual orders for security screening equipment, training, installation, implementation and onsite maintenance services and support pursuant to this Master Agreement. An individual Purchasing Group member will place an order by issuing a Purchase Order to Contractor. A “Purchase Order” is defined as an ordering document used by a Purchasing Group member to place an order for Work under this Master Agreement. The form and format of the Purchase Order may vary. The terms and conditions of this Master Agreement No. _____ are applicable to all Purchase Orders, regardless of the form and format of Purchase Order and regardless of whether the Purchase Order references this Master Agreement or contains different or additional terms. In the event of a conflict or discrepancy between this Master Agreement and an individual Purchase Order, the terms and conditions of this Master Agreement will control. The Purchasing Group member placing the Purchase Order will be responsible for receipt and acceptance of any Work ordered and payment pursuant to the terms and conditions set forth in this Master Agreement.

(b) The individual Purchasing Group member will be responsible for the receipt and acceptance of all equipment and Work that the Purchasing Group member orders from Contractor and the individual Purchasing Group member will be responsible for payment pursuant to the terms and conditions set forth in this Master Agreement.

(c) Each Purchasing Group member placing a Purchase Order will include the name of a Purchasing Group member contact person in the Purchase Order (“Purchase Order Project Manager”). If the Purchasing Group member placing a Purchase Order is the AOC, the Purchase Order Project Manager for the AOC is the AOC Project Manager. Contractor must contact the Purchase Order Project Manager for the Purchasing Group member regarding questions on any Purchase Order or payment status of any Purchase Order.

(d) After a Purchase Order has been issued to Contractor by a Purchasing Group member, Contractor must provide the Purchasing Group member with an immediate acknowledgement of the Purchase Order. The acknowledgement must be submitted by facsimile or email, regardless of what method is used to place the order, and must include: the products and services ordered delivery, installation and testing dates (if such delivery, installation and testing dates are known at the time the order is placed) and Contractor contact information. The Purchase Order is not binding until Contractor provides acknowledgement of the order, including the products and services ordered, delivery, installation and testing dates (if such dates are included in the Purchase Order), and Contractor contact information, to the Purchasing Group member placing the order. Regardless

whether a Purchase Order contains delivery, installation and testing dates, it is the obligation of Contractor to confirm or reconfirm, as applicable, such dates with the Purchasing Group member that placed the order before Contractor proceeds with such delivery, installation or testing. Contractor understands and acknowledges that a Purchasing Group member may not know the delivery, installation and testing dates at the time an order is placed. Contractor further understands and acknowledges that even if a Purchase Order includes such dates, a change in circumstances beyond the reasonable control of the Purchasing Group member may require the Purchasing Group member to change the delivery, installation and/or testing dates at no extra cost to the Purchasing Group member. The time and place of delivery, installation and testing must be acceptable to the Purchasing Group member.

Contractor is required to maintain a toll-free number for ordering, inquiries and customer service.

3. Packaging

All products must be delivered in the manufacturer's standard packaging. Prices shall include all packing and/or crating charges. Cases shall be of durable construction, good condition, properly labeled and suitable in every respect for storage and handling of contents.

Each shipping carton shall be marked with the commodity, brand, quantity, item code number and the Purchasing Group member's Purchase Order number as well as the Contractor's name and phone number of who will be installing the equipment.

Each shipment shall include a packing slip showing the Purchase Order number, the ordering date, ordering department (if appropriate), ship-to location, the item number, product description, serial numbers, quantity ordered, quantity shipped and backordered items including the expected ship date.

4. Delivery Requirements and Shipping Costs

Delivery shall be made as required on an individual Purchase Order. All deliveries shall be made F.O.B. (free on board) destination as freight pre-paid. Purchasing Group members may not have a loading dock to accept deliveries. Therefore, Contractors shall assume that all deliveries will be inside deliveries to a specific location as designated by a representative of the Purchasing Group member placing the order and which there will be no additional charges for. Specific delivery instructions will be noted on the Purchase Order. Any damage to the building interior, scratched walls, damage to the freight elevator, etc., will be the responsibility of the Contractor. When damage does occur, it is the responsibility of the Contractor to immediately notify the staff of the Purchasing Group member.

The Contractor shall bear the risk of loss or damage to the ordered goods until the goods are delivered to the Purchasing Group member address indicated on the Purchase Order.

It is the responsibility of the Contractor to contact the Purchasing Group member to arrange for the installation of the ordered goods.

5. Rejection of Goods or Acceptance of Service

If a Purchasing Group member requests onsite maintenance service, a designated Purchasing Group member representative (“Representative”) will review any completed maintenance or repairs and approve by signing the Contractor’s service report. The Representative must then be given a copy of this approved Contractor’s service report.

The Contractor shall arrange for the return of all mis-ordered, mis-shipped, returned or damaged items at no cost to the Purchasing Group member. There will be no restocking fee for returns of items that are damaged or shipped by the Contractor in error. The Contractor shall not charge the Purchasing Group member for the return of any mis-ordered, mis-shipped or damaged items.

6. Inventory

The Purchasing Group has an ongoing requirement for the products and maintenance services and support described in this Attachment 2, Work to be Performed. The Contractor shall maintain access to a reasonable stock of such products necessary to ensure prompt delivery of orders placed by the Purchasing Group members for the term of the Master Agreement. Failure to maintain access to a reasonable stock shall be deemed a material breach of this Master Agreement

7. Estimated Volumes

No minimum delivery estimate is stated in this Master Agreement. The individual Purchasing Group members will not be required to use any Master Agreement. The Purchasing Group members will make their purchasing decision based on what is in their best interest.

8. Warranty

If the Purchasing Group member is unable to accept a delivery of equipment or parts, they will be warehoused at a Purchasing Group member’s warehouse until delivery can be made. Warranty of the equipment and parts will not be voided during this period.