

**MorphoTrust USA**

Illinois Secretary of State

# Central Image System Administration User Manual

080-002599

Revision UAT 0.2



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**MorphoTrust USA**

Illinois Secretary of State

# Facial Recognition System User Manual

080-002598

Revision UAT 0.3



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**MEMORANDUM OF UNDERSTANDING**  
**BETWEEN**  
**THE FEDERAL BUREAU OF INVESTIGATION**  
**CRIMINAL JUSTICE INFORMATION SERVICES DIVISION**

**AND**

**THE ILLINOIS OFFICE OF THE SECRETARY OF STATE**  
**CONCERNING THE SEARCH OF PROBE PHOTOS AGAINST THE**  
**ILLINOIS SECRETARY OF STATE PHOTO REPOSITORY**

**I. PURPOSE**

The purpose of this Memorandum of Understanding (MOU) is to document the agreed responsibilities and functions of the Parties with respect to conducting searches of the Illinois Office of the Secretary of State's (IOSS's) facial recognition (FR) photo repository. These searches will be performed for the purpose of comparing FBI Facial Analysis, Comparison, and Evaluation (FACE) Services Unit probe photos against photos housed in the IOSS's FR photo repository and obtaining information that will advance active FBI investigations, apprehend wanted fugitives or known or suspected terrorists, and locate missing persons nationwide. A probe photo refers to the photo of the subject of an active FBI investigation that is submitted for search against a photo repository. The anticipated result of that search will be a photo gallery of potential matches. These potential matches (candidates) will be forwarded to the FBI, along with any associated information stored with the photo in the IOSS FR system. The FBI FACE Services Unit will then perform comparisons of the candidate photo(s) against the probe photo(s) to determine their value as investigative leads.

**II. PARTIES**

- A. The FBI, Criminal Justice Information Services (CJIS) Division, Biometric Services Section (BSS), FACE Services Unit provides investigative support to FBI field offices and headquarters divisions. The CJIS Division, through its Assistant Director, is the FBI's point of contact (POC) for this MOU. For certain day-to-day operations of the activities described by this MOU, the FBI's POC with the IOSS-Department of Police (DP) will be the FACE Services Unit's Management team and its Management and Program Analysts.
- B. The IOSS POC is the Illinois General Counsel Office. For certain day-to-day operations of the activities described by this MOU, the FACE Services Unit will contact IOSS-DP POC Paul Hmeilak.

### III. AUTHORITIES

- A. The FBI enters into this MOU pursuant to Title 28, United States Code (U.S.C.) Sections 533 and 534; Title 28, Code of Federal Regulations Section 0.85; Title 42, U.S.C. Section 3771; and Title 18, U.S.C. Chapter 123.
- B. The State of Illinois is authorized to share driver's license information with the FBI for authorized law enforcement purposes pursuant to Title 18, U.S.C. Section 2721 (b)(1).
- C. The IOSS enters into this MOU pursuant to Illinois state statutes (625 ILCS 5/2-123(f-5); 625 ILCS 5/6-110.1), and administrative code provisions (92 Illinois Administrative Code 1030.140).

### IV. BACKGROUND INFORMATION

- A. General Information: The FACE Services Unit provides a facial recognition service in which FBI Special Agents, or other authorized FBI personnel, submit to the FBI CJIS Division a photo of the subject of an active FBI investigation. These probe photos are compared to photographs in databases authorized for use by the FBI (i.e., FR databases maintained by state motor vehicle departments/agencies, law enforcement, or other government agencies). The number of candidates produced and provided to the FACE Services Unit as a result of these searches is dependent upon the searching threshold set by the IOSS.
- B. The intent of this service is not to provide a positive identification, but to provide the FBI Agent with a valuable investigative lead and analysis to support that lead. The FBI will utilize the IOSS FR photo repository to supplement information provided by existing FBI photo database searches.

### V. SPECIFIC RESPONSIBILITIES

#### A. The FBI will:

1. Submit probe photos, via Law Enforcement Online (LEO)-to-LEO e-mail, to the IOSS-DP for the purposes of comparing the probe photos with photos in the IOSS FR photo repository. The LEO is accredited and approved by the FBI for Sensitive-but-Unclassified law enforcement information.
2. Manually analyze, compare, and evaluate the returned candidate photo gallery against the probe photo to determine the one or two most-likely candidates, which will be provided to the requesting FBI contributor as an investigative lead.

3. If necessary, submit an IOSS form requesting additional information of the most likely candidates, such as name, address, and biographical data
4. Submit the photo(s) of the most-likely candidate(s) to be searched against the FBI Photo File in order to:
  - a. Locate any additional photos and associated arrest information relating to the "most likely" candidate(s).
  - b. Identify additional potential candidates and associated information.

The results of this search will be compared and analyzed against the original probe photo(s). Once the analysis is complete, the one or two most-likely candidate photos, along with their associated information, will be provided to the requesting agent as an investigative lead.

5. Store, in the FACE Services Work Log for record keeping purposes, photo images and text associated with the driver's license of the most-likely candidate to the probe. This will adhere to National Archive and Records Administration retention schedule. Access to the FACE Services Work Log is limited to FACE Services personnel and other authorized FBI personnel who access the log for audit and legal purposes.
6. Immediately destroy all other unused gallery photos and associated information.

**B. The IOSS-DP will:**

1. Apply for a LEO e-mail account through the LEO Operations Unit in order to provide electronic photos to the FACE Services Unit.
2. Within five business days of receipt, compare the FACE Services Unit-submitted probe photo against the IOSS FR photo repository. A photo gallery of a maximum of 25 potential matches will be returned to the FACE Services unit via LEO e-mail. The photo gallery will contain a Bio-ID number for each photo.
3. Ensure that only authorized IOSS-DP personnel will handle requests submitted by the FBI CJIS Division. Authorized IOSS-DP personnel refer to personnel who are currently trained to perform FR queries against the IOSS FR photo repository for law enforcement purposes. Names of these predetermined IOSS-DP personnel will be submitted to the FBI CJIS Division for the purpose of the FACE Services Unit

establishing and maintaining communications contact with those IOSS-DP personnel who will be providing services to the FACE Services Unit. The names of this predetermined list will be reviewed and updated periodically to ensure new authorized employees are added to the list, and employees who are no longer authorized, will be removed from the list.

4. If requested by submission of an IOSS form, furnish the following information associated with the candidate's/candidates' driver's license in the response to the FACE Services Unit: driver's license or identification card number, name, date of birth, hair color, eye color, sex, height, and all address information.
5. After completing its response to the FACE Services Unit request, the IOSS DP will then, in a secure manner, immediately and permanently dispose of all FACE Services Unit supplied probe photos, along with the FACE Services Unit's image search requests.
6. Ensure that photos received from the FACE Services Unit will not be electronically transmitted by any internal or external IOSS systems, except as necessary to effectuate this agreement.
7. Process a maximum of 10 photo probes per week.

#### VI. PRIVACY AND SECURITY

- A. The information involved in the MOU may identify U.S. persons, whose information is protected by the Privacy Act of 1974. The FBI will ensure that all such information will be handled lawfully pursuant to the provisions thereof. Conversely, IOSS-DP will comply with its own state's privacy laws.
- B. For purposes of this MOU, Personally Identifiable Information (PII) is defined as information which can be used to distinguish or trace an individual's identity, including any personal information which is linked or linkable to a specific individual. Examples of PII are name, social security number, date of birth, place of birth, citizenship, mother's maiden name, and photographs, fingerprints, and other biometrics.
- C. Each party that discloses PII is responsible for making reasonable efforts to ensure that the information disclosed is accurate, complete, timely, and relevant regarding information that was made available to them by the applicant.



- D. Each party will immediately report to the other party each instance in which information received from the other party is used, disclosed, or accessed in an unauthorized manner (including any information losses or breaches). Reports to IOSS shall be made to Brenda Glahn, Office of the General Counsel at 298 Howlett Building, Springfield, IL 62756 or <bglahn@ilsos.net>.
- E. All transmissions of probes submitted by the FACE Services Unit to the IOSS-DP and responses returned to the FACE Services Unit will be made through a LEO-to-LEO e-mail connection.
- F. The IOSS-DP will ensure user accounts and authorities granted to its personnel are maintained in a current and secure "need-to-know" status.
- G. Both FBI requests and IOSS-DP responses will contain PII, and LEO e-mail is approved and authorized to ensure security of information contained in these transmissions.
- H. All facial images determined by the FACE Services Unit not to be a most-likely candidate, along with all associated textual information, will be disposed via confidential trash. Textual information can include biographic information such as: name, address, date of birth, height, weight, eye color, driver's license/personal identification number, and signature.
- I. Photo images of most-likely candidate will be retained by the FACE Services Unit in a secure log for record-keeping purposes. All others will be destroyed by the FACE Services Unit.
- J. The information and/or documents provided by IOSS-DP to the FACE Services Unit will contain PII about persons retained in the IOSS FR system. The FACE Services Unit will use this information for lawful/authorized purposes only.
- K. Each party shall be responsible for the safeguarding of any equipment used by it to access records and shall limit access to authorized users, and members within each chain of command on a need to know the information basis and who have been properly instructed as to their duties and responsibilities under this MOU.
- L. Each party shall implement procedures to ensure that such equipment is located in specific non-public areas under their access control and to prevent information, including any printed copies of records, from being viewed by individuals not authorized to use the equipment and from being viewed by individuals not authorized to see or have access to this information.

## VII. EFFECT OF THIS AGREEMENT

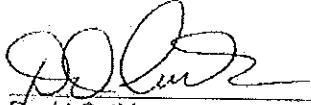
- A. This MOU is not intended, and should not be construed, to create any right or benefit, substantive or procedural, enforceable by law or otherwise against any of the parties, their parent agencies, the United States, or the officers, employees, agents, or other associated personnel thereof. The parties will seek to resolve any disputes regarding this MOU by mutual consultation.
- B. This MOU is not an obligation or commitment of funds, nor a basis for transfer of funds, but rather is a basic statement of the understanding between the parties of the matters described herein. Unless otherwise agreed in writing, each party shall bear its own costs in relation to this MOU. Expenditures by each party will be subject to its budgetary processes and to the availability of funds and resources pursuant to applicable laws, regulations, and policies. The parties expressly acknowledge that the language in this MOU in no way implies that funds will be made available for such expenditures.
- C. This MOU does not constitute an agreement for any party to assume or waive any liability or claim under any applicable law.
- D. Each party is responsible for ensuring that information it discloses was not knowingly obtained or maintained in violation of any law or policy applicable to the disclosing party, and that information is only made available to the receiving party as may be permitted by laws, regulations, policies, or procedures applicable to the disclosing party.
- E. Each party will provide appropriate training regarding the responsibilities under this MOU to individuals whose information-sharing activities are covered by the provisions of this MOU.

## VIII. EFFECTIVE DATE, MODIFICATION, AND TERMINATION

- A. This agreement shall be effective when executed by all of the parties and will continue in effect until terminated. This agreement may be modified at any time by written consent of all parties.
- B. This MOU may be terminated, with respect to any party, at any time upon written notice of withdrawal to all other parties. Any party desiring to withdraw from this MOU will endeavor to provide such written notification to all parties at least thirty (30) days prior to withdrawal. This MOU will be reviewed annually to ensure that the terms remain current, complete, and relevant.
- C. This MOU, in eight distinct sections, is the exclusive statement of the parties with respect to its subject matter and supersedes any and all prior

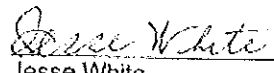
agreement, negotiations, representations, and/or proposals, written or verbal, relating to its subject matter.

FOR THE FEDERAL BUREAU OF INVESTIGATION

  
\_\_\_\_\_  
David Cuthbertson  
Assistant Director  
Criminal Justice Information  
Services Division

5/10/12  
Date

FOR THE ILLINOIS OFFICE OF THE SECRETARY OF STATE

  
\_\_\_\_\_  
Jesse White  
Secretary of State  
Illinois Office of the Secretary  
of State

5/14/12  
Date

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**State of Illinois Interagency Agreement  
by and between the  
Illinois Secretary of State  
and the  
Illinois State Police**

This Agreement is made and entered this 6th day of February, 2017, between the Illinois Secretary of State and the Illinois State Police.

WHEREAS, the Office of the Secretary of State is responsible for issuing driver's licenses and state identification cards; and

WHEREAS, in the process of issuing driver's licenses and identification cards the Secretary of State captures and retains digital images of the face of the applicants for these licenses and cards; and

WHEREAS, the federal Drivers Privacy Protection Act (18 USC 2721, *et seq.*) requires the Secretary of State to protect the confidentiality of and limit access to the personally identifying information of its driver's license and identification card holders, and is subject to significant civil damages as well as criminal penalties for violations of its obligations under that Act; and

WHEREAS, in furtherance of its obligations under the Drivers Privacy Protection Act the Secretary of State requires all external users of its databases to execute an access agreement which sets forth the terms, conditions and limitations of the external user's access to the databases; and

WHEREAS, as a part of its driver's license and identification card credentialing process the Secretary of State utilizes a facial recognition system (FRS) that is capable of comparing the digital images of one face to the digital facial images in the Secretary of State database, and identifying any images in that database that are the same as or substantially similar to the original image; and

WHEREAS, by locating duplicate images of the same individual FRS can be an effective tool against misidentification, and fraud or other criminal conduct; and

WHEREAS, the Illinois State Police are responsible for issuing firearms owners identification cards and concealed carry permits, each of which contains the image of the face of the applicants for those cards; and

WHEREAS, the Illinois State Police would benefit from the use of FRS to verify the identity of applicants for firearms owners identification cards and concealed carry permits; and

WHEREAS, this cooperative agreement is authorized by the Inter-governmental Cooperation Act (5 ILCS 220/5);

NOW THEREFORE, for and in consideration of the mutual benefits to be derived from carrying out the undertakings hereinafter contained, the parties hereto agree as follows:

1. The Secretary of State agrees to provide the Illinois State Police with access to its facial recognition system and images databases for up to sixty users, each of whom will be uniquely identified by log on name and password issued by the Secretary of State.
2. The Illinois State Police agree to use FRS solely to verify the identity of applicants for firearms owners identification cards and concealed carry permits.
3. The Illinois State Police agree not to grant access to FRS to any third party, including federal, state and local law enforcement agencies, and agree not to conduct FRS image searches for any third party.
4. Before accessing the Secretary of State image databases for use of FRS the Illinois State Police agree to execute an access agreement of the type required of all outside entities being granted access to the Secretary of State databases, and to keep that agreement in force through required renewal periods.
5. The Illinois State Police agree that prior to being granted access to FRS, it will require any of its contractors that have been granted access to any Secretary of State data to execute an access agreement with the Secretary of State, and to keep that agreement in force through required renewal periods. These contractors include, but are not limited to, Appriss and CPI, and include but are not limited to contractors working on the implementation or operation of the concealed carry program, firearms owners identification program and LEADS.
6. It shall be the duty of the information technology departments of the Secretary of State and Illinois State Police to take the steps necessary to implement the FRS access that is subject to this agreement.
7. The Illinois State Police are encouraged to obtain training on the use of FRS from the Secretary of State's driver's license system vendor, MorphoTrust.
8. The Secretary of State agrees it will not charge any fees to the Illinois State Police for access to its databases and the use of FRS.

9. This agreement shall remain in full force and effect until terminated by one of the parties. This agreement may be terminated by either party without cause upon providing the other party sixty days written notice of the intent to terminate.

As authorized by Section 3 of the Intergovernmental Cooperation Act (5 ILCS 220/3) the parties hereby enter into this interagency agreement.

SECRETARY OF STATE

*Drew White*

(Signature)

BY:

*Robert Partridge*  
Robert Partridge, Purchasing Staff

(Name typed or printed)

*State Purchasing Officer*

(Title)

Date:

*2/4/17*

Illinois State Police

*Leo P. Schmitz*

(Signature)

*LEO P. SCHMITZ*

(Name typed or printed)

*DIRECTOR*

(Title)

Date:

*02/06/17*

**STATE OF ILLINOIS  
OFFICE OF THE SECRETARY OF STATE  
SPRINGFIELD, ILLINOIS 62756**

**AMENDED AND RESTATED CONTRACT**

**0514201050**

Reference is hereby made to a Contractual Agreement entered into by and between the parties hereto, Jesse White, Secretary of State, State of Illinois, in his capacity as Secretary of State and not as an individual, hereinafter referred to as "ILSOS" or "Agency", and L-1 Identity Solutions Operating Company, acting through its Secure Credentialing Division, 296 Concord Road, Billerica, MA 01821, hereinafter referred to as "L-1" or "Contractor".

WHEREAS ILSOS and L-1 entered into a Contractual Agreement dated May 2, 2007 for a Digital Drivers License System;

WHEREAS ILSOS and L-1 entered into a Contract Amendment dated July 26, 2007 that added a Record Linking Process and FaceExplorer Modifications;

WHEREAS the Contractual Agreement was further amended to provide that the Illinois State Police would pay a portion of the contractual amount each year in consideration for access to facial recognition software;

WHEREAS the Contractual Agreement was amended May 7, 2008 to add additional printers;

WHEREAS ILSOS and L-1 wish to further modify the Contractual Agreement;

NOW THEREFORE, the Contractual Agreement is hereby amended and restated as follows:

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## I. INTRODUCTION

### GLOSSARY OF TERMS

<b>Term:</b>	<b>Definition:</b>
DL/ID Card	Driver License/Identification Card
FRS	Facial Recognition System; 1 to N = one to many comparison of photos; 1 to 1 = one to one comparison of photos
HYBRID	Combination of Over the Counter and Central Issuance; referred to as hybrid system or as Central Issuance System
IMB	Intelligent Mail Barcode
L-1	L-1 Identity Solutions Operating Company, acting through its Secure Credentialing Division
L-1 ICW	L-1 Identity Solutions Image Capture Workstation (captures customer photo and signature and creates card)
MRZ	Machine Readable Zone
OTC	Over the counter
SCPF	Secure Central Production Facility, also referred to as print farm
ABIS	Automated Biometric Identification System
Facility Servers	Linux servers located in ILSOS facilities that interface with L-1 system
USPS	United States Postal Service
SIMS	Secure Inventory Management System
ILSOS	Illinois Office of the Secretary of State
CIS	Central Image System
ISP	Illinois State Police

### PURPOSE

New provisions herein relate to the technology upgrade and other enhancements that are needed to maintain functionality through the extension term, and to the exercise of existing contract options that are included herein as deliverables.

This amendment will exercise the option for implementation of the Central Issuance System, referred to also as a Hybrid Issuance System, which supports over the counter issuance at facility sites for duplicate, corrected, and renewal card transactions and centralized issuance from a print farm card production system for first-time (new) DL/ID card customers and for the Illinois Safe Driver Renewal program.

It includes an upgrade to the Facial Recognition System (FRS) to ABIS so that it continues to be state of the art, as required. It includes a digital DL/ID image capture workstation (ICW) hardware/software upgrade to ensure reliable performance of the issuance system for the duration of the contract. It includes provisions for the addition of security features and DataCard SP75 printers during the contract term. L-1 will also provide ILSOS access to new L-1 enhanced help desk functions.

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## II. GENERAL PROVISIONS

**OPTION TO RENEW:** The contract shall be subject to three (3) additional one-year extensions provided there is no significant change in terms, conditions, and specifications and provided such renewals are mutually agreed to by both parties.

**NOTICE OF INTENT:** During the period of this contract, or any renewal thereof, L-1 shall give at least 180 days notice to the Purchasing Agent, Office of the Secretary of State if L-1 intends not to exercise its option to renew. Such notice requirement is necessary and proper in order that the State be allowed sufficient time to initiate and establish a new contract.

**CONTRACT PRICE:** The price per card must remain firm through June 30, 2013 as long as there are no amendments or terminations, except as provided for in this contract.

**TEST CARDS:** L-1 shall continue to provide, at no additional cost, up to 18,000 test cards per year, based on the anniversary date of June 2. Test cards in excess of 18,000 annually will be billed at the total price per card listed herein. The test card counter will automatically reset each anniversary date.

**NO ADD ONS:** The State will pay for only those DL/ID cards actually issued. Consideration will not be given to waste factor allowance (to include laminates or any other system-related supplies) in the payment plan. The Contractor agrees to absorb the cost of any DL/IDs rejected by the State due to material or printing process defects.

**PERFORMANCE BOND:** L-1 agrees to produce and deliver a Faithful Performance Bond in the principal sum of One Million Dollars (\$1,000,000.00) and to maintain said bond continuously and at all times during the entire term of this agreement. L-1 shall execute such bond as principal, and the Surety Company shall have a rating of not less than A+AA according to Best's Key Rating Guide and be licensed to transact business in the State of Illinois. Such bond shall guarantee full performance of all obligations imposed on L-1 by this agreement and shall provide that upon the L-1's failure to perform any such obligation, the State of Illinois may recover from L-1 or Surety or both, any and all damages as result of such failures.

**TIME LIMITS:** All time limits stated in these proposal documents are to be considered of the essence of the contract. L-1 agrees to conform to all schedules in implementation plans and key dates included in this contract. Any modifications or extensions require the written approval of the ILSOS Chief of Staff or his or her designee.

**DAMAGES:** Damages may be assessed for any period of time when response times as outlined in Section XII are not met, at a rate of \$100.00 per day for any portion of a day in which the "down" time occurs. Should the down time be statewide or otherwise at multiple sites due to the Central Image System, damages will be accrued at \$100.00 per day per facility "down". Assessment of any downtime damages due will be submitted to L-1 and deducted from future invoices. As defined in contract provisions in "Remedial and Preventive Maintenance", downtime shall start for the ICW including printer(s), Central Image System or Central Issuance System from the time ILSOS first notifies L-1's designated representative of the inoperative condition until it is returned to proper operating condition.

Downtime for Central Issuance System is defined as inability to properly receive, record, transmit, print, or mail any record or credential that is part of Central Issuance System. Damages for downtime shall be \$1,000.00 per day. No damages will be due if cards are correctly produced and mailed within three (3) regular business days following transmission to the print farm with the authorization to print.

**Quality Control:** The introduction or distribution and use of incorrect or flawed card materials (white cards or laminates), and failure to achieve 100 percent quality assurance in Central Issuance System, are seen as material breaches. If either event results in actual card issuance where text, images, records, or card materials used are not accurate and/or cards not correctly produced or distributed, damages of up to \$5,000.00 per day may be assessed if the responsibility is that of L-1 or any of its subcontractors. In addition, all costs for any replacement cards or other corrective action by ILSOS will be assessed as damages.

**VENDOR CONTACT:** L-1 shall identify by name, title and phone number one person designated by L-1 to serve as the primary contact for all matters pertaining to the contract. In the absence of such designation, the person who signs the contract shall be deemed the vendor contact. L-1 will notify ILSOS of any required changes to the contact information or contact person. Regardless of any subcontracting relationships, L-1 is contractually responsible for full contract performance and will serve as single point of contact for ILSOS.

**NON-DISCLOSURE – PUBLIC RELATIONS:** The Vendor shall not use the Secretary of State's name in any publication, promotion or advertisement in any communication medium presently devised or in any future medium not presently in existence, without the written permission of the Secretary prior to the issuance of any such publication, promotion or advertisement.

L-1 shall work with ILSOS personnel to coordinate all public announcements, press releases and public education efforts regarding this Contract and the relevant changes in production procedures and DL and ID cards under the Contract. All press releases and public statements regarding the Contract and the system shall be coordinated with and approved in advance with ILSOS.

**VENUE:** The judicial venue for the interpretation of this contract shall be limited to the Circuit Court of Sangamon County, Illinois or the United States District Court for the Central District of Illinois (Springfield Division). The Court of Claims shall be the venue to consider any claims filed against the State pursuant to this contract.

**PRODUCT AVAILABILITY:** In the event L-1 is unable to provide the required quantities of the originally specified model of equipment or supplies being used by the State under this contract, then L-1 shall deliver an equivalent or better model to the State as needed to replace equipment that has become non-functional at no additional cost to the State, subject to approval by the Purchasing Agent.

**COMPLIANCE SCHEDULE:** L-1 will provide the deliverable items listed below on the date specified unless a change order or an amendment is agreed to. The schedule is subject to modification through consultation between ILSOS and L-1. The schedule assumes timely response to requests for information and approvals between L-1 and ILSOS.

Date	Deliverable	Dependencies
06/01/2010	Program initiation and internal kick-off	Contract signed
07/31/2010	Complete / approve functional Specifications for ICW, Secure Central Production Facility (SCPF) and FRS upgrades	L-1 & ILSOS
09/02/2010	Finalize implementation schedules*	L-1 & ILSOS
12/15/2010	ICW hardware delivered to and received by ILSOS	L-1 Resources
01/2011	Begin Production of Central Card Issuance	L-1 & ILSOS
01/10/2011	Begin stress test for ICW & FRS upgrade	
02/07/2011	Begin pilots	L-1 & ILSOS
03/01/2011	Begin ICW & FRS upgrades	L-1 Resources
05/31/2011	Complete ICW & FRS upgrades	L-1 Resources

\* If it is determined at or before this time that the complete ICW and FRS upgrade cannot be completed before 6/01/2011, delivery of ICW hardware and all other dates associated with the upgrades will be changed, to begin upgrades after August 1, 2011.

**PROGRAM MANAGEMENT:** L-1 will designate and provide an experienced Project Manager with responsibility for all aspects of the contract. L-1 shall include a detailed resume identifying the Project Manager by name, including education, project management experience, experience implementing statewide or multiple site systems, and other qualifications supporting the efforts of implementing a digitized driver license and identification card system, Central Issuance System, and Central Image System of this size and complexity.

L-1 shall provide an Installation Manager with experience with similar large-scale software/hardware installations on-site in Illinois during installation of the hardware and software. L-1 will ensure that all installers are fully trained and have prior relevant experience. L-1 and ILSOS shall coordinate the schedule for acquisition and installation of all hardware, software development and testing, and rollout.

L-1 will dedicate, as deemed necessary and as reasonably requested by ILSOS, U.S.-based hardware and software engineers who have worked on the development of the System hardware and software to be available on site as needed during planning, development, testing, and

implementation period through system acceptance. Off-site engineering support shall be available during regular ILSOS Springfield IL headquarters business hours (8:00 a.m. to 5:00 p.m. CST).

L-1 must provide the Project Manager on-site and available for the duration of stress testing. The Installation Manager reporting to the Project Manager will be on-site full-time during the system implementation. The Project Manager will also be on-site as needed during implementation through system acceptance for the central issuance system and for the ICW and FRS upgrades. "Available" for the purposes of this Section means to be on-site and to have the proper knowledge, tools and equipment necessary to begin to resolve most problems within 2 hours of problem notification, for at least 3 business days per week. ILSOS will provide workspace for the Project Manager at no cost to L-1.

**CHANGE MANAGEMENT:** A change is an alteration to project scope, deliverables, operations, or milestones that affects or has potential to affect the project cost, schedule, quality, or conformance of deliverables to the Project.

When a change is desired or required, ILSOS will make a written request detailing the change and the justification or requirement for the change. ILSOS may also submit such a request in order to determine potential cost and impact of proposed legislation or other requirements, as part of planning or deliberation for which cost and impact are factors. This shall not constitute a formal request for change but be a formal request for cost and impact information.

Upon receipt of the request, L-1 will record the date and time the change request was received and acknowledge in writing receipt of the change request in two (2) business days of receipt.

L-1 will determine the impact to the project schedule, cost, and system operations and provide a written impact statement (with cost, schedule and resource requirements), technical feasibility and desirability of implementing the request within no later than ten work days, unless otherwise agreed upon by ILSOS and L-1. The change will be classified as one which:

- Can be done with no impact on project cost or delivery schedule
- Can be done but with impact on cost or delivery schedule or system operation
- Cannot be done due to technical or other limitations (with explanation provided).

If the impact statement reveals that the change will impact the cost and/or schedule of the project and/or compliance with the functional specifications, L-1 will quantify the impact with set cost, implementation timeframes, and outline of implementation plan.

After receipt of the impact statement, ILSOS will decide whether or not to go forward with the change request. If ILSOS decides to go forward, it will acknowledge acceptance in writing and authorize implementation and ensure that resources for additional costs are identified and available, prior to proceeding with the change request. Upon mutual acceptance, a change request affecting project scope, cost, deliverables, or schedules will be considered a change order and will be included in the contract by amendment.

**CARD VOLUME AND ESTIMATES:** ILSOS estimates usage of approximately 4.3 million cards per calendar year. This figure is solely an estimate and no usage volume is guaranteed pursuant to this contract.

Projections for this contract extension term are:

- 2010 3.8 million plus up to 500,000 Safe Driver Renewals
- 2011 3.8 million plus up to 500,000 Safe Driver Renewals
- 2012 3.8 million plus up to 500,000 Safe Driver Renewals
- 2013 3.8 million plus up to 500,000 Safe Driver Renewals

**ILSOS SYSTEM DESCRIPTION:** The Office of the Illinois Secretary of State (ILSOS) has approximately 120 permanent driver's license facilities located throughout the state of Illinois and six mobile units that regularly travel to other physical locations at which driver's licenses (DLs) and identification cards (IDs) are issued.

Annually, the Office issues nearly 4 million drivers licenses or identification cards—new, renewal, duplicate and corrected cards. There are approximately 8.8 million drivers and 3.3 million ID cardholders in Illinois. The cards are currently issued in an over-the-counter (OTC) or “instant issue” environment. Approximately 8,000 to 12,000 new photo and signature images are captured in a regular workday throughout ILSOS facilities. At the present time, no scanning of identity or other documents occurs in the facility setting.

ILSOS currently uses Social Security On-line Verification (SSOLV) for all new and all unverified renewal applicants, and uses the Systematic Alien Verification System (SAVE) for temporary visitor applicants at seven (7) selected locations. The Facial Recognition System (FRS) is currently used post-issuance. ILSOS does not currently have a REAL ID application.

The ILSOS Driver Services business functions are supported with a mainframe based COBOL system using a DB2 Database. Supporting systems include a COBOL based facility application residing on Linux SLES 9 platform on local (facility) servers for DL and ID processing that interfaces with the L-1 ICWs and Central Image System for over-the-counter (OTC) card issuance.

The ILSOS maintains a data center 24 x 7 x 52. The enterprise server is an IBM z9 running zOS, CICS TS, and DB2 V8.

Communications to existing facility servers is over a TCP/IP network. The z9 is capable of calling web services, handling browser front ends, executing Java code, and using UNIX / Linux based services. Our preferred browser is IE 7.0.

Current facility workstations are PCs using Windows XP version 2002 SP 2. Our current facilities utilize a facility server, which is a Linux OS based server.

The ILSOS web environment is centered around IBM's Websphere, which is running in an AIX environment.

Current ILSOS technical skill sets include COBOL, CICS, DB2, Java, and Websphere plus html, and Javascript. HTML and Javascript are used for browser presentation from CICS (COBOL).



ILSOS also uses Java in the Websphere IDE to develop browser front ends that then communicate to the host applications (COBOL, CICS) or to DB2 Stored procedures.

The Current DL/ID Issuance Process is outlined in Appendix A.

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### III. DELIVERABLES

The System includes the DL/ID ICW Image Capture and Credential Issuance System, Central Image System, Central Issuance System, Facial Recognition System (FRS), and SIMS (Secure Inventory Management System). The System retains all functionality currently provided.

#### ORIGINAL DELIVERABLES:

Provision of state of the art hardware and software at all permanent and mobile facilities throughout the State of Illinois and at ILSOS Driver Services Administrative Offices, capable of producing finished DL/ID cards via over-the-counter issuance with unique printing on both the front and back sides of the DL/ID cards. The ICWs are capable of saving picture and signature images, and uploading and retrieving them on-line/near real-time from the Central Image System.

Five (5) ICWs for ILSOS use in the future if needed to augment existing ICWs, at no additional cost.

Software and support to ICWs located in training centers and the ILSOS development site in Springfield, all of which are used in development, testing, and training.

Mobile travel team configurations that access the ILSOS Communications Network and issue DL/IDs from remote sites, using 110 Volt outlets and regular telephone connections. Deliverables include protective travel/carrying cases for ICWs and printers throughout the contract term.

Central Image System hardware and software and support necessary to capture, store, upload, and retrieve images via the ILSOS Communications Network, located at ILSOS.

Capability for the ICW, when logging-on to the network, to query and download from the Central Image System the latest version of ICW software.

Optional Central Issuance Production System for producing DL/IDs that are the same in construction and appearance to those issued in a facility, using stored images.

Transmission of images and data over TCP/IP and X.25 networks.

Training for ILSOS personnel with installation of new or upgraded systems.

Preventive maintenance, and remedial maintenance to repair or replace and maintain all hardware and software during the term of the contract, included in the price per issuance.

State of the art facial recognition technology system, including image retrieval, duplicate analysis, intra-ID analysis, and investigative browser functions, web-based reporting and manual enrollment software.

Secure Inventory Management System (SIMS).

Design of a variety of DL/ID card formats for the term of the contract.

## UPGRADES:

The upgrade of ICWs will include one-for-one replacement of production units, Illinois spares, five (5) training units, one (1) development system, and nine (9) mobile ICWs. On ICWs, L-1 will upgrade the following:

1. Current PCs at permanent sites will be replaced with Dell Optiplex 760 PCs or equivalent, keyboards, mice and 17 inch LCD flat screen monitors. Mobile/travel team ICW units will be replaced with a new case containing a Dell Latitude Laptop or equivalent and peripheral devices.
2. Current signature pads will be replaced with Verifone MX870 signature pad or equivalent.
3. Current Cameras and Flash Units will be replaced with the L-1 Camera Tower.
4. Current UPS battery back ups for ICWs and peripherals will be replaced as needed.
5. ICW operating system software will be upgraded from Windows 2000 to Windows XP.
6. Current application software will be modified to support the new devices.

All provided ICWs shall be of new manufacture and state-of-the-art at the time of installation, with sufficient capacity to accommodate all functions without additional hubs and cabling. ICWs must continue to allow for the use of up to 3 printers per ICW, bio log on devices and implementation, and use of an ILSOS-provided bar code reader. Bar code readers shall be for facility-based use of the SIMS application to enter serial numbers of card stock that are not otherwise entered through the printing process, which are currently sent to be entered centrally by ILSOS.

Deliverables include full system integration, delivery, set up, testing, staging, and installation of all ICW hardware and software. L-1 assures compliance with ILSOS procurement and property control requirements.

The ICW upgrade will require completion of an updated site survey or assessment of all facilities by L-1 in order to determine equipment allocations, physical plant upgrades, and other needs for the ICW upgrade.

L-1 will modify the current ICW application to meet new hardware and operating system requirements. L-1 will work with ILSOS to provide agreed to functional enhancements as requested by ILSOS.

ILSOS plans to migrate from a completely over-the-counter (OTC) issuance system to a hybrid issuance system utilizing an L-1 secure central production facility (SCPF). ILSOS will issue a temporary license or a receipt to first time DL/ID issuance customers before a DL/ID card is printed and mailed from the SCPF.

Deliverables for the hybrid system include SCPF or print farm for central production of DL/ID cards for first time DL/ID issuance customers and Illinois Safe Driver Program, with all components necessary to centrally issue new and Safe Driver Renewal cards.

The FRS upgrade to ABIS includes all FRS software, software licenses and FRS server hardware and installation. A 1 to 1 Facial Recognition System (FRS) check will be completed prior to issuing an OTC credential and a 1 to N FRS check will be completed prior to the card being released for printing at the secure central production facility.

Extension deliverables require training by L-1 for all required ILSOS personnel on the operation of the upgraded ICWs and software, including training manuals, electronic training content for use by ILSOS, on-site training at three Illinois training sites, and next day on-site support following installation of new hardware and software as described in Section X, Training Specifications. For central operations related to the Facial Recognition System, Central Image System and hybrid central issuance system, L-1 will provide any training of trainers or technical support at installation needed to ensure that this technology upgrade does not result in service disruption or delays that can be prevented through operator education.

Additional related extension deliverables include:

1. Access to Enhanced Help Desk referred to as "House on the Hill".
2. SIMS capability to scan card serial number information in the facility using ILSOS-provided bar code readers.
3. Updated documentation in the form of functional specifications and user manuals for all system components.

**CONTRACT OPTIONS:**

**1. DataCard SP75 Plus printers:** ILSOS may purchase printers at the per unit price of \$4,005.78, or a price per card may be negotiated. ILSOS may include 101 DataCard SP75 Plus printers in the price per card prior to June 2, 2011 at a price per card increase of \$0.039. After June 1, 2011, price per card will be negotiated.

**2. Card Security Features:** Should ILSOS decide to add one of the following DL/ID card security features, it may be done at the following increase in price per card:

<b>Level II Security Features</b>	<b>Price Per Card</b>
• Security Indicia	.02
• Variable UV Data & Ghost Image (UV Ribbon Panel)	.07
• Bank Note Pre-Print	.17
• Bank Note Micro-Print (Included with Bank Note Pre-Print)	included
<b>Level III Security Features</b>	
• Rare Material	.17
• Hidden / Not Hidden (IR) Infrared Ink	.03

**3. Relocation of Cameras:** Should ILSOS determine it is necessary during the contract term, L-1 will assist in the relocation of cameras within the facilities, such relocation to achieve the following objectives: (a) The relocation shall permit ILSOS to photograph DL and ID card applicants at the beginning of the application process and integrate this data with GUI screens; (b) At each stage in the process (e.g., eye exam, written exam and behind the wheel test) the applicant's image, digital signature and other data will be available to each ILSOS employee utilizing an interface installed by ILSOS; and (c) in the event an applicant is unable to complete the process in one visit to a facility (e.g., failed the written exam), the image and data shall be retrievable at any facility when the applicant returns. L-1 and ILSOS agree that this activity will require a change order to the Contract, and L-1 will submit a formal proposal in a timely fashion to ILSOS after ILSOS provides all relevant information to L-1. L-1 shall have no obligation to provide any products or services under this paragraph unless and until the parties enter into a mutually agreeable change order. L-1 agrees in principle that it has no objection to the relocation of the cameras within the ILSOS facilities.

**4. Facial Recognition:** Should ILSOS determine it is necessary during the contract term, L-1 will provide the capability for ILSOS to run a facial recognition check on an applicant at the facility before issuing a DL or ID card. L-1 and ILSOS agree that this activity will require a change order to the Contract, and L-1 will submit a formal proposal in a timely fashion to ILSOS after ILSOS provides all relevant information to L-1. L-1 shall have no obligation to provide any products or services under this paragraph unless and until the parties enter into a mutually agreeable change order. L-1 agrees in principle that it has no objection to ILSOS having the ability to run a facial recognition check on an applicant at the facility before issuing a DL or ID card.

**5. Images:** Should ILSOS determine it is necessary during the contract term, L-1 will develop a strategy by which the photographs and signatures captured shall be able to be stored and retrieved from ILSOS Content Manager. Nothing in this strategy should impinge upon response times, performance or functionality of Facial Recognition System image retrieval, duplicate analysis, or investigative browser components utilized by ILSOS and Illinois State Police (ISP). L-1 and ILSOS agree that this activity will require a change order to the Contract, and L-1 will submit a formal proposal in a timely fashion to ILSOS after ILSOS provides all relevant information to L-1. L-1 shall have no obligation to provide any products or services under this paragraph unless and until the parties enter into a mutually agreeable change order. L-1 agrees in principle that it has no objection to photographs and signatures being stored in and retrieved from ILSOS Content Manager.

#### **IV. DIGITAL DRIVER'S LICENSING WORKSTATION SPECIFICATIONS**

**GENERAL REQUIREMENTS:** Driving record data and images that may reside on all obsolete hardware and software being replaced will be fully mined and purged and disposed of in accordance with applicable ILSOS security protocols. The ICW upgrade will include a full assessment and verification that workstation settings and configurations are correct.

As part of this technology upgrade, L-1 will maintain the current DNS addressing using ILCIS.ILSOS.net.

All new components will be fully compatible with existing L-1 and ILSOS equipment and will not require any modifications to counters, shelves or other physical structures in facilities. Should any cabling or other modifications in set-up be required for the new equipment, it will be performed by L-1 technicians and be in accordance with all applicable local, state or federal codes and requirements, at no additional charge to ILSOS.

L-1 agrees to provide up to five (5) additional ICWs (without printers) to ILSOS for use in the contract term if needed to augment existing ICWs, at no additional cost. These represent the remainder of ten (10) ICWs identified as ILSOS back up ICWs, following deployment of five (5) in training centers and facilities. These are not included in current allocations.

Printer and ICW allocations by site are included as Appendix B.

Specifications for ICWs that must be met or exceeded are included in Appendix C.

**ICW COMPONENTS:** Each ICW must include all hardware and software necessary to produce DL/ID cards for over-the-counter (instant) issuance, store and forward images to the Central Image System through the Facility Server for storage and retrieval of picture and signature images at all ILSOS Facilities. All ICWs and their newly provided components must be of new manufacture. The ICW must have expansion slots, SIMMS, and drive bays to allow for future expansion of the system and for applications including bio log on and use of ILSOS-supplied bar code reader for SIMS; an Uninterruptible Power Supply (UPS) for each ICW to allow for a minimum of 4 minutes of up-time; and cabling for attachment to the Facility Server.

Each production, training, and spare ICW must be able to simultaneously utilize multiple (up to three) printers should it be required to meet operational needs, and L-1 will provide the hardware, software, or other equipment necessary to achieve this capacity. If ILSOS determines that additional printer-to-ICW configurations (beyond 3 printers per ICW) are required, ILSOS will be responsible for associated costs.

All printer drivers reside locally on each workstation for L-1 or ILSOS technical personnel to access, so that any back up or spare printer can be installed locally by facility personnel if needed, with ILSOS or L-1 Help Desk or other technical support, without need for external access to software or on-site technical support. Such installation will be completed remotely by L-1 within one facility work hour of receipt of the ILSOS Help Desk call to L-1, provided that the back up or spare printer is available on site.

L-1 agrees to make any needed modifications if ILSOS migrates away from the current Linux platform to an alternative platform in facilities during the contract term at no additional charge including but not to exceed 50 hours of programming time. Programming beyond 50 hours shall be billed at a rate of \$175.00 per hour.

The ICW must not require duplicate or repetitive key entry operations by ILSOS Examiners.

The signature capturing device must accommodate right and left-hand applicants, as well as applicants with disabilities.

Monitors shall be flat screen LCD, ergonomically satisfactory for comfort and fatigue-free viewing and shall include tilt and swivel adjustments, reflection/glare reduction features, brightness and contrast controls, and low-level radiation protection features. ICW keyboards shall be detachable, angle adjustable and have a palm/wrist support. Mouse shall be ergonomically satisfactory for comfort and fatigue-free use.

The ICW must be operable with either the mouse or keyboard.

The ICW must generate a confirmation that the picture and signature images have been captured, digitized and stored on the ICW or a warning that the images have not been properly captured, digitized and stored.

The ICW shall require minimal manual adjustment and provide optimal consistency and quality in images. It must be equipped with automatic focus and centering, focal distance shall not exceed sixty (60) inches. The camera must be equipped with a strobe or other lighting device for adequate illumination of the applicant. The strobe or lighting device must compensate for various facility ambient light conditions and for applicants of various complexions.

The ICW must be capable of being operated by either a left-handed or right-handed operator from behind a desk or counter. The camera must be capable of being easily adjusted to capture the picture image of applicants either standing or seated. The applicant's picture image must be easily confirmed as centered in the camera by means of a viewfinder, monitor display, or other acceptable device. The ICW must allow the picture to be viewed on the monitor after capture but before saving the image. If the image is not acceptable, the Operator must be allowed to easily *unfreeze* the image and recapture it until an acceptable image is viewed. Likewise, the signature must be viewed on the monitor for acceptability, and be capable of being recaptured until an acceptable image is captured.

L-1's ICW should be capable of processing the next applicant immediately.

The ICW, including all associated electrical equipment, shall be designed and built or connected in such a manner that a voltage fluctuation with a low of 90 and a high of 130 volts AC will not affect performance. All electrical equipment must operate on a regular 110 volts, 60 cycle AC, be equipped with a grounded plug and meet Underwriter Laboratory Standards. All proposed equipment that is sensitive to voltage fluctuation must be connected to power so that voltage fluctuations shall be compensated for by an automatic voltage control unit provided by L-1.

Daylight loading and unloading of the print media, without damage to the finished product, is required. A sample DL/ID card must be able to be produced after initial start-up to verify that the printer has been properly set up. It also must be capable of printing a sample DL/ID card upon request.

L-1 must provide for automatic downloading, if necessary, of the latest version of ICW software to the ICWs upon log-on to the Facility Server.

Cases must be provided for carrying the equipment used for the Mobile Units.

**BIO LOG ON:** L-1 will ensure that ILSOS can use username/password, SmartCard, or fingerprint log on to authenticate users to the L-1 ICW authentication mechanism and ensure ability to define user roles; the ILSOS network will be used in authenticating users to the workstation.

ILSOS will provide any needed hardware for biometric capture; a specific keyboard is no longer required. ILSOS is solely responsible to produce all smart cards for its operators as required, and to furnish L-1 with the design format. Implementation of this component shall be at a date jointly determined by ILSOS and L-1.

The ICW will require authentication of each transaction prior to the transaction being completed; that is, each card requires an authorization or record kept by the Central Image System as to which user authorized the acceptance, reprint or void of that card, without regard as to which user is logged into the ICW. The transaction level authorization will be made using fingerprint or SmartCard interface or username/password.

**ICWS FOR MOBILE SITES:** The ICWs to be used by the Mobile Units shall offer maximum portability and shall function the same as those used by the permanent facilities. A single DataCard card printer will be connected to each mobile unit with a USB cable. All connectivity to the Facility Server and other features described for the permanent sites apply to these mobile units. The mobile units will be a small facility on wheels. Assembly and disassembly of the equipment should be kept to a minimum to avoid damaging the equipment and cables. L-1 will be responsible for replacement cables and cases that are damaged or worn given normal use, which includes any and all assembly and disassembly done by the Mobile Unit.

**INTERACTION WITH FACILITY SERVER AND ILSOS HOST COMPUTER:** The ICW provided by L-1 shall be compatible and interface with the ILSOS existing facility computer and ILSOS communication Network system. This interface will be through a LAN connection using TCP/IP.

L-1 is responsible for all software required to retrieve the text data from the Facility Server, to post the image to the Facility Server following receipt of an image request from ILSOS, and to post the images to the Central Image Server.

Once the applicant has been approved to have a DL/ID card issued, the Facility Server will send to the ICW the applicant's record necessary to produce a DL/ID card, via a mutually agreeable data transfer method. Interaction between the Facility Server and ICW will be through a shared



Network File System (NFS). The ICW will mount the drive, which will reside on the Facility Server. Each card request will be in a separate file using the DL/ID number as the file name.

The ICW, once it has received the DL/ID record, must place the record in a queue menu so that the first applicant processed through the ILSOS terminal can be the first applicant to have his/her DL/ID card produced. If the first person in the queue is not available for processing, the Operator must have the ability to choose another person from the queue menu.

No DL/ID card, except for an administrative license card, is to be produced without the Image File being saved onto both the ICW's hard drive and the Central Image System. Images from the administrative license unit may be saved locally only, or also on the Central Image System. The Image Files will be uploaded to the Central Image System on-line near real-time in such a manner as not to overly burden the overall system. The image on the ICW will only be purged after the record has been saved to the Central Image System and a back-up copy of the image has been made. The ICW must be capable of both batch mode and on-line near real-time uploading.

The ICW will direct to the print queue those cards to be produced in the facility and will direct for internal review and authorization to print those that are to be centrally issued by the print farm.

The ICW shall not print any DL/ID card other than a test card without the record from the Facility Server.

L-1 must provide for the ICW, when logging-on to the Facility Server, to automatically query and download, if necessary, the latest version of ICW software.

The ICW must keep track of all DL/ID cards printed and issued by each type of DL/ID card. As part of the ICW's shutdown procedure, this information must be stored on the ICW and uploaded to the Central Image System. The Central Image System software must allow ILSOS to print out in the facility and centrally, reports on the number of DL/ID records processed and cards printed and issued, by type by each ICW, for daily, weekly, monthly and yearly periods. The final form of these reports will be approved by ILSOS.

**SPECIAL HANDLING OF DUPLICATE DL/ID CARDS:** An applicant requesting a duplicate or corrected DL/ID card, except for special circumstances, will not be allowed to have his/her picture and signature recaptured. Instead the ICW must use the picture and signature images already on file to produce the duplicate or corrected DL/ID card.

The ICW Operator may determine that an applicant requesting a duplicate or corrected DL/ID may have their images recaptured. In order to process this type of duplicate or corrected issuance, the ICW must allow the facility supervisor to enter his or her ID to override the normal duplicate or corrected DL/ID card procedure.

**REPRINTS:** When a reprint is required, the ICW must process the new DL/ID card using the applicant's picture and signature images already captured. Reprints due to failure to properly produce a card are not billable.

**APPLICATION CHANGES:** In addition to retaining all existing ICW functionality, the upgraded ICW application will include these features aimed at improved security and customer service:

1. Retrieve stored image and signature for all transactions for 1 to 1 comparison at the ICW. Currently only duplicate and corrected records display stored images, for re-use. This would allow for a review (but not re-use) of the existing image for renewals so that employees may make a final identity verification.
2. Change opening screen message from RESTART WORKSTATION to OPEN APPLICATION.
3. Allow for optional use of a standard message to appear in signature area of card in lieu of actual signature, when selected by the employee at time of capture of signature, to accommodate individuals unable to sign on the signature screen (i.e. a person with disability, infant or minor child, etc).
4. Change record recovery function, so that it will not require a call to a technician who must remote into an ICW, temporarily move a file and replace it in order to process the customer.
5. Retrieve and resubmit the daily reports to the facility server from previous workdays in addition to those for current day. This functionality will only be available until the local data is purged from ICW.
6. Capture and store on the ICW the records that had been canceled before processing.
7. Transmit and store on the CIS facility control number and identity document identifiers, other data to be included in ILSOS print file, for use in FRS fraud reviews and investigations.
8. Query and receive both photo and signature to be placed on the facility server for use by ILSOS in the application process.
9. Provide for storage of images on the Central Image System for the administrative license unit with the capability to be marked as retrievable but not searchable using FRS, with reports available to track retrievals of images captured by this unit.
10. Increase readability of control number and data fields as needed, where such changes can be made without card design or materials change.
11. Include a version number to reflect any future revisions in card design or features, if that occurs.
12. If required by state law prior to technology upgrade implementation, continue to store but suppress the printing on the card of currently displayed information, as is currently done with Social Security numbers.

**ICW SECURITY:** The ICW will be connected to the Facility Server, which will require that the ICW's software have a Facility Server log-on procedure. The ICW must also have its own log-on procedure, using a pre-assigned operator access code and password, to allow production of DL/ID cards. A menu for the office supervisor to add, change, or delete operator access codes or IDs must be provided. In addition, the ICW shall not be operable without the use of the pre-assigned access codes and operator IDs, which must be entered by the ICW operator for each transaction.

The ICW must be connected to and communicating with the Facility Server before processing any DL/ID card.

The ICW must not allow the operator access to the operating system, utility software or any other software that might allow the ICW to be used for purposes other than outlined here. Any attempt to leave the approved software to access unauthorized system software should be prohibited.

The Facility Server may also be used to download all or part of the ICW software as an added security measure.

ALL ICWs must have sufficient security protection to prevent unauthorized access, including virus protection. Use of ILSOS virus protection may be mutually agreed upon for use. Jointly agreed upon mechanisms for secure remote access by authorized ILSOS and L-1 personnel are necessary.

To minimize clutter, prevent damage and prevent easy removal, only the ICW components necessary for capturing the applicant's signature and picture images will be located on the counter or desk.

The camera must be mounted in such a manner as to prevent someone from easily removing it from its mounting. The camera mounting must be attached to the counter or desk, or configured in such a way as to prevent its easy removal.

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## V. SIMS, CONSUMABLES, AND CARD INVENTORY TRACKING

**GENERAL REQUIREMENTS:** The DataCard Printers shall include a built-in 1-D barcode reader, and the cardstock shall include preprinted unique, 1-D serialized barcodes. These unique 1-D serialized barcodes shall be capable of being read by the DataCard Printer, with the information contained in the barcode transmitted back to the relevant application software, and stored in the Central Image Server with customer information including DL/ID number. This system shall allow the individual card material, including unique serial number, to be tied to the cardholder. The serial numbers of the individual cards shall also be used in the Secure Inventory Management System ("SIMS"), allowing the card to be traced to the facility of issuance and to consumable inventory records.

The 1-D serialized barcode system and the SIMS system shall be fully integrated with the Central Image System so that serial numbers are recorded and inventories reduced as the card stock is utilized in the facilities.

L-1 applications will incorporate ILSOS-provided bar code readers for facility-based use of the SIMS application to enter serial numbers of card stock that are not otherwise entered through the printing process, which are currently sent to be entered centrally by ILSOS.

**CONSUMABLES:** Utilizing SIMS, all consumable shipments shall be made directly from L-1 to ILSOS facilities, mobile units, and training sites. Addresses will be provided by ILSOS for shipments to mobile units. The physical inventory of training sites shall be maintained by ILSOS separately, and, using SIMS, L-1 shall track and record the inventory and shipping separately, from the inventory of facilities in which the training sites are located.

ILSOS shall record the receipt of and securely store consumables immediately upon receipt, and shall log utilization of consumables as it occurs. If such consumables have not been recorded as having been received within five business days of shipping, L-1 shall contact the facility to determine the status of the shipment.

L-1 shall keep each Facility and the Central Issuance site supplied with a minimum of sixty (60) calendar days' supply of DL/ID card production consumables. These quantities may be subject to change statewide and/or by individual facility based on need as determined by ILSOS.

L-1 shall be responsible for the cost of all consumables supplied by L-1 whether from proper use, waste or defects and will only be compensated for completed DL/ID cards.

L-1 shall provide card stock, printer ribbons and laminate for the printers in connection with this Contract. Utilizing the SIMS inventory control system, L-1 shall establish re-order points for all facilities and make all reasonable efforts to ensure that no facility is without an adequate supply of consumables. If L-1 is informed that a facility consumable supply is less than ten (10) calendar days for that site, L-1 will have additional supplies of the consumable delivered to the facility within 48 business hours.

## VI. CENTRAL ISSUANCE (HYBRID) SYSTEM SPECIFICATIONS

### GENERAL REQUIREMENTS:

New applicants and existing customers qualifying for the Safe Driver Renewal program will have their DL/ID cards manufactured and mailed from an L-1 Secure Central Production Facility (SCPF). Workflow is outlined in Appendix D.

L-1 will continue to support OTC issuance of the ILSOS DL/ID cards for all new customers through implementation of the hybrid issuance component. Thereafter, DL/ID cards will be issued by the following methods:

- DL/ID cards for new customers and Safe Driver Renewal program will be issued via SCPF, estimated at 1.3 million cards per year.
- DL/ID cards for other existing customers (renewals, duplicates, corrections) will be issued via the current OTC process.

ICW will capture images and signatures for new DL/IDs, but will not print the card. These images captured at the ICW will be used in central card production. DLs issued centrally to Safe Driver Renewal applicants will use the most recent photo and signature on file on the Central Image System for that applicant. L-1 and ILSOS will utilize FRS and/or common data elements to ensure correct image retrieval for central issuance card production.

ILSOS may add to central issuance those applicants who renew by mail when temporarily out of state, a very small number that does not affect volume estimates or system requirements. During the term of the contract, ILSOS may explore the issuance of some duplicate DL/IDs centrally; this is also anticipated to be low volume, but would be addressed via amendment and change order.

New DL/ID issuance print requests to the SCPF will be cleared through the 1 to N FRS prior to transmission to the SCPF. Other clearances may be done by ILSOS based on its business rules.

ILSOS will generate and send a batch file print request to L-1 to print the credential from the SCPF. A batch file of print requests from ILSOS will allow both ILSOS and L-1 to verify that all records sent have been received and printed. L-1 will verify the date upon which cards are mailed.

The Central Image System will contain complete records for all cards issued OTC and centrally.

All cards issued centrally will be billed at time of successful printing and mailing of the card.

L-1 will provide for up to 3 different card carrier messages that can be used for various credentials based on print request messages / flags.

L-1 will provide a daily on-line listing of print requests received, cards printed, cards mailed, listing the ILSOS DL/ID number, ILSOS customer number, inventory control number (ICN), product type, customer name, and production totals.

The Print farm will include 23 DataCard SP75 Plus printers, print servers and a card mailer system. L-1 will be responsible for providing any additional capacity to meet the demand as estimated herein.

Central production server will print cards only after ILSOS releases record and FRS verification for new issuances. Cards will be mailed from the print farm facility no later than three (3) regular business days following transmission to the print farm with the authorization to print. If this timeframe is exceeded, L-1 must provide alternative mechanisms by which to mail the delayed cards, and damages will apply as provided for herein.

ILSOS will be responsible for actual USPS postage charges for cards mailed from the print farm. The mailing process will include mail pre-sorting and printing of intelligent mail barcodes (IMB) to maximize postal service discounts and tracking. All cards shall be mailed via U.S. Postal Service, using a return address specified by ILSOS. Envelopes shall be marked "Do Not Forward."

The central print farm will include:

- Card volume capacity to produce 5,500 cards per day to meet 1.3 million cards per year
- Print farm printing workstations
- Automated card mailing system with bar code reading capability, automatic adhesion of card to card carrier, printing of mailing address, and insertion of card into envelope
- Card production reports
- Exception handling procedures and processes
- Mailing reconciliation and other reports

All service response requirements for the Central Image System apply also to the Central Issuance System.

**ADDITIONAL REQUIREMENTS:** The Central Issuance Digital Driver Licensing System must be capable of producing a DL/ID card that is identical to the DL/ID card that is produced in ILSOS facilities by the ICWs.

The Central Issuance System must be capable of meeting the daily production needs. Sufficient capacity must be provided to accommodate system outages including repairs and preventive maintenance.

The production and quality assurance design must guarantee that 100 percent of all cards will be produced correctly, provided that the correct data set has been provided by ILSOS, with 100 percent accuracy in the automatic mailing function.

Reports and invoices must allow ILSOS to reconcile both card and mailing fees.

ILSOS reserves the right to inspect the SCPF site at any time during the contract term. The SCPF must be located within the United States. L-1 certifies that the SCPF is in compliance with Level II NASPO (North American Security Products Organization) certification.

## VII. CENTRAL IMAGE SYSTEM SPECIFICATIONS

The Central Image System specifications will be equal or better than the following:

- DELL PowerEdge 6650 1.5GHz/512K cache quad processors with redundant power supply 2GB DDR SDRAM memory
  - 36 GB SCSI drive for Windows 2000 Server operating system and Oracle files 36 GB SCSI backup drive
  - RAID controllers, LAN.
  - 4-Hour 7x24 parts and labor on-site support
- DELL PowerEdge 4210 Cabinet [frame, rack, doors, etc.]
- DELL PowerVault 220S SCSI RAID storage
  - (12) 73 GB SCSI, drives speed 10,000 rpm
  - Redundant power supply

The back up Central Image System will remain on site and serve as a hot spare. Development or testing will not occur on a Central Image System used in production.

**GENERAL REQUIREMENTS:** All Image Files shall be the sole property of ILSOS as the custodian. L-1 may access and use these image files solely for the purpose of ILSOS' system development, enhancement, testing, maintenance, and other support activities required to fulfill their obligations under this contract. L-1 shall maintain confidentiality and not disclose these image files to a third party.

L-1 will provide at the end of the contract, or sooner if the contract is terminated, the transfer of all image Files to an image database of ILSOS choosing. L-1 will maintain and notify ILSOS of any changes in the specific and complete record format of the image database for use by ILSOS for purposes ILSOS deems necessary.

L-1 shall be responsible for all supplied hardware and software used in the implementation of the Digital Driver License System. This includes the Central Image System, any supplied components used in communication between the ICW and the Central Image System, storage and retrieval of the image files in the Central Image System, any supplied interface between ILSOS Host computer and L-1's ICWs (software only), and sufficient security protection to prevent unauthorized access including virus protection. Use of ILSOS virus protection may be mutually agreed upon.

For the life of the contract, the Central Image System will have the capacity to meet retrieval needs for expected volume, with no degradation in current retrieval time to facilities. This may include utilization of both the production and the back up Central Image System, as long as no nightly processes and back up functions are compromised. Volume is estimated as follows:

- Facilities: average estimated at 300,000 to 400,000 per month.
- LEADS: potential estimated 110,000 per day, 180,000 at peak.
- AAMVAnet: no current estimate of utilization for this contract term.

LEADS and AAMVAnet retrievals will be from the ILSOS host, not directly from the Central Image System. Central Image System will continue to provide capability to permit image and signature images to be transferred to the ILSOS host in a nightly or a mutually agreed upon real-time process.

**ADDITIONAL SYSTEM REQUIREMENTS:** L-1 will pay for any hardware and/or software that must be installed at ILSOS to ensure that the Central Image System functions properly. The Image Files will be transmitted over ILSOS furnished communication lines. The ICW must be able to upload the images on-line/near real-time and in a batch mode. Storage of the Image Files for the Central Image System will be operated by ILSOS personnel.

L-1 will coordinate with ILSOS to make disaster recovery part of the Central Image System operation. L-1 will provide an updated detailed disaster recovery plan for the Central Image System along with updated system specifications. The plan must ensure the continuity of business in the event of a disaster, and provide for no more than a seventy-two (72) hour suspension in services to ILSOS. This plan shall include evidence that it has been tested and shall include a regular test plan that will be implemented a maximum of twice per year and be coordinated with ILSOS. The plan must address all aspects of the Central Image System. The plan should include but not be limited to off-site storage of all software necessary to operate all aspects of the system and the approximate time it would take to obtain equipment, software, materials, etc. to resume Central Image System operations and for complete creation of the Central Image System facility in the event the facility were damaged or destroyed. ILSOS' current disaster recovery plan is available for inspection at ILSOS.

L-1's system must keep track of all DL/ID cards printed and issued by each type of DL/ID card, from ICWs and print farm. New issuances must be defined such that they are distinguishable from renewal issuances. This information must be uploaded to the Central Image System. Central Image System software must allow ILSOS to retrieve and print the number of DL/ID cards printed and issued by type by each ICW and from the central issuance system for a daily, weekly, monthly and yearly period. The final form of these reports will be approved by ILSOS.

Retrieval from the Central Image System must be available 24 hours a day, 7 days a week. This retrieval time must be maintained regardless of any maintenance, back up, etc. activity that must be performed by or on the Central Image System.

Access to the Central Image System will be restricted to individuals whose duties require such access and are authorized by ILSOS.

Software must be capable of retrieving the latest stored picture and signature image of the applicant, and if requested, all other images of the applicant must be displayed. L-1's software must allow ILSOS the ability of removing Image Files from the Central Image System, and of removing or suppressing individual images from an image file.

L-1 must provide for inquiry, retrieval, and display of picture and signature images from the Central Image System at all ILSOS facilities and offices.

The retrieved decompressed color picture image of the applicant from the Central Image System file shall be high resolution color quality and the retrieved decompressed signature shall be good



quality and legible. The signature must be a smooth reproduction of the applicant's signature and shall not be jagged in appearance.

**IMAGE FILE RETRIEVAL AND PRINTING:** Retrieval software, including decompression software, must be furnished by L-1. Images must be able to be retrieved from all ICWs and from designated ILSOS workstations in ILSOS facilities and administrative offices.

The total time required from the time the Image File transmit request is received by the Central Image System until the Image File is being transmitted from the Central Image System shall not exceed one (1) second during the life of the contract. Total time for retrieval excludes the transmission time across the ILSOS communications network. L-1 is responsible for any upgrades to L-1's hardware and/or software that are required to maintain these response times no matter how many retrieval requests are received. These upgrades, if required, will be at no additional cost to ILSOS.

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## VIII. FACIAL RECOGNITION SYSTEM

**GENERAL REQUIREMENTS:** L-1 agrees to provide all software and hardware upgrades necessary to ensure that the Illinois FRS system employs state of the art L-1 facial recognition technology. One (1) upgrade will be provided at no cost during the contract term. For this term, this shall be the ABIS upgrade described in this section.

**ILLINOIS STATE POLICE:** The Illinois State Police (ISP) will be granted access to facial recognition software for image retrieval and for investigative browser searches. Access to this software will be through allocation of 12 licenses for ISP. The software will be used by ISP employees exclusively to search and identify individuals of unknown identification in criminal investigations, in accordance with 625 ILCS 5/6-110.1 and associated administrative rule. The investigations may be one conducted by ISP or by another criminal justice agency. ILSOS and ISP will ensure that only authorized ILSOS and ISP personnel are users of the system, and no portion of the system can be loaned, transferred, shared or otherwise used by another entity that is not a party to this contract.

**FRS UPGRADE TO ABIS:** In order to maintain the system status as state of the art, FRS system will be upgraded to the Automated Biometric Identification System (ABIS) Facial Recognition System. L-1 will provide ABIS FRS utilizing new FRS Servers and Oracle 11g database. The ABIS Analysis System will replace the FaceExplorer Analysis System that is currently installed at ILSOS. L-1 will provide an upgraded version of the existing Face Explorer user interface applications. System implementation schedule dates will be mutually agreed upon by L-1 and ILSOS. The upgrade includes the following components:

1. The system will consist of ABIS Application Servers and FRS Analysis Servers.
2. Migration of all current data to the new integrated schema
3. Enroll all currently enrolled images using ABIS
4. ABIS application set up
5. Remove old records
6. Provide reporting and auditing functions
7. Training

FRS will be used as part of the gated issuance process for new and possibly for Safe Driver Renewal applicants. The FRS shall have the capability to present potential match records in such a manner that records for new issuances can be identified and prioritized for review and transmittal to the SCPF.

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## IX. DL/ID CARD SPECIFICATIONS

**DL/ID CARD DURABILITY AND SECURITY:** Security features include printer-produced mini-printing; known errors; guilloche patterns; ghost imaging; non-standard font types; overlapping data; and all Duragard Optigram laminate security features including microprint on the hologram. ILSOS may request the addition of rainbow printing at no additional cost.

The card stock is 30-mil, 60/40 composite material with a guaranteed card life of five (5) years against breakage or significant deterioration or degradation of the contents on the card front except to the extent caused by normal wear and tear or adverse cardholder action. In the event that one of these cards fails to meet the requirements of the preceding sentence, L-1's sole liability shall be to provide a replacement card to ILSOS at no cost, via a credit to a subsequent invoice.

All DL/ID cards have a laminate or a protective coating applied which covers the front of the DL/ID cards and meets the security requirements and durability requirements of this contract. The back of the card does not need to be coated or laminated if the information printed on the back will withstand strenuous wear and tear for a minimum of 4 years.

The materials used to create the optically variable security features shall not be available to the public. Its design shall be unique to Illinois. Card materials containing security features must be manufactured within the United States.

**DL/ID CARD PRINTING AND HEADERS:** L-1 will work with ILSOS in determining any design change in DL/ID cards during the contract term, which will be approved by ILSOS. L-1 and ILSOS will work to improve appearance of image and signature and readability of the printed text on the card as needed.

L-1 must provide for up to six (6) unique header colors. L-1 agrees that, should new initiatives or legislative requirements occur prior to the technology upgrade implementation that require additional header colors, those shall be incorporated. A variety of text descriptions will appear with each header color, to distinguish the type of card. These include but are not limited to Driver's License, CDL, CDL--School Bus, ID Card, and Temporary Visitor Driver's License.

L-1 agrees to add or delete two card formats per year and/or types at no cost to ILSOS for the life of the contract.

Cards will include a version number to reflect any future revisions in card design or features, if that occurs.

**FRONT OF THE DL/ID CARD:** The front of the DL/ID card contains the applicant's picture in color; the applicant's signature; the applicant's demographic information; appropriate headers; the State Seal and State name; the Secretary of State's name; applicable classification, restriction, and endorsement codes; issue date; organ donor designation; a designation of whether it is an original, duplicate, or corrected license; expiration date; ICW number; combined facility and application number; an optically variable device or overlay and other security features and background information designated by ILSOS.

ILSOS processes DL/ID cards that are to be issued without pictures at ILSOS headquarters. The words "Valid without Photo" or "Valid Without Photo and Signature" appear in the area where the applicant's picture image would normally appear.

**BACK OF THE DL/ID CARD:** The back of the DL/ID card contains the literal explanation of any classification and/or endorsement and/or restriction codes which appear on the front of the DL/ID card and which are unique to the applicant.

A 1-D bar code must contain the DL/ID number and if possible, expiration date. The 1-D bar code shall offer maximum utilization opportunities for retailers, using existing 1-D bar code readers currently available to and/or in widespread use by retailers.

The DL/ID card contains an encrypted two-dimensional (2D) bar code that contains the text information appearing on the front of DL/ID card. Only the name, DL/ID number, issue date and expiration date and relevant AAMVA headers are unencrypted. The back of the DL/ID must be printed in true black to maintain maximum readability.

To the extent practicable, the 2-D bar code size and format on the reverse side of the cards shall be enhanced to increase readability.

The text required by 625 ILCS 5/6-110 regarding medical information, all of which appears on the current Illinois DL/ID card, is included.

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## **X. TRAINING SPECIFICATIONS**

**GENERAL REQUIREMENTS:** L-1 must provide all training for the initial implementation of upgrades. Follow-up training will be provided as required by change orders. In implementing the upgrade, L-1 must provide sufficient training sessions for approximately 850 ILSOS facility personnel on the full use of the ICW and DL/ID card issuance process. This initial training shall take place at a minimum of three locations Statewide. The ILSOS personnel involved must have their initial training take place within 10 working days of the implementation in their facility. In addition, L-1 must provide minimum of 4 hours of on-site training in the facility, on the workday of or first workday following installation of ICWs.

ILSOS will provide the training sites or classrooms and pay the travel expenses for ILSOS personnel. The final location and number of training classes to be conducted at each site as well as dates and times for each session shall be approved by ILSOS. The training sessions shall not impede or disrupt the workflow or operational functions being conducted in any facility during training sessions. The final Training Plan, including training content, length, format, instructors, and materials, methods and supplies used shall be subject to prior ILSOS approval.

All L-1 personnel involved in training must be thoroughly familiar with ILSOS system prior to being involved in any training of ILSOS personnel. A sufficient number of trainers and equipment, supplies and materials must be provided by L-1 to meet training needs.

L-1 must provide training for a minimum of 20 ILSOS personnel, sufficient to understand the operation of the hybrid Central Issuance System.

**TRAINING PLAN:** L-1 will provide detailed plans for all initial and ongoing training. The following information must be included regarding the proposed training:

- Description, including content and duration, of the initial training;
- Description, including content, of on-site training;
- Qualifications and experience of instructors;
- The maximum number of students to be included in a class;
- Description of any training methods and materials to be used.

**TRAINING MATERIALS:** A detailed list of the tasks and steps an Operator must perform daily to issue DL/ID cards must be part of training materials. L-1 will provide up to 500 copies of training materials, and provide an electronic copy to ILSOS for further reproduction and training.

L-1 must provide one Operator's Manual for each ICW. The Operator's Manual must include all information required for operating the ICW, issuing a DL/ID card, and troubleshooting the ICW including printers.

L-1 will provide ILSOS and will maintain updated documentation on the functional specifications and complete operations of the ICW including but not limited to printers, Central Issuance, Central Image, SIMS, and Facial Recognition Systems supplied by L-1 to ILSOS.

## **XI. SPECIFICATIONS FOR TESTING AND IMPLEMENTATION**

**GENERAL REQUIREMENTS:** L-1 will submit a detailed, specific work plan and upgrade/installation schedule that provides for testing and a phased-in statewide implementation.

L-1 shall develop a testing plan for the new and upgraded system components including a description of whether ILSOS or L-1 personnel will be performing each task.

**DEVELOPMENT TESTING:** L-1 must conduct hardware/software (collectively called System) testing, satisfactory to ILSOS by the initial date for performance testing.

The test procedures, which L-1 shall develop and perform successfully, are designed to exercise the entire System including all features and functions. Before acceptance of the System, ILSOS needs to verify that all the features and functions have been delivered and operate as set forth in the contract.

During development testing, L-1 must provide ILSOS with a complete System. The ICW will be attached to the ILSOS Communications Network for testing. Both L-1 and L-1 trained ILSOS personnel will operate the System to assure its complete functionality and compatibility with the ILSOS Communications Network. ILSOS and L-1 will agree when development testing will begin and on test criteria that the System must pass before being deemed acceptable.

L-1 shall certify in writing to ILSOS when the System is completely installed and operational. Thereafter, performance testing will begin.

**PERFORMANCE TESTING:** Performance testing shall end when the System has met the standard of performance for a period of fourteen (14) consecutive calendar days. The standard of performance shall mean the System operates in conformance with L-1's technical and functional specifications, in conformance with this contract, and in conformance to the mutually agreed test criteria.

If the System fails during a fourteen (14) day period, L-1 will re-start performance testing. The testing shall continue on a day-by-day basis until the standard of performance is met, without downtime, for a total of fourteen (14) calendar days. This must be accomplished within forty-five (45) consecutive calendar days.

The System downtime is that period of time when any part of the System is inoperable due to failure of the hardware and/or software to operate in conformance with the specifications of the contract, functional specifications, and test criteria. The failure of the ILSOS Communications Network to function properly during the testing will not be considered downtime unless the System causes such failure.

Upon approval by ILSOS of the System for performance testing, L-1 shall provide a complete System to up to four sites for ILSOS stress testing.

**ILSOS STRESS TESTING:** ILSOS will conduct stress testing which will include testing of the ILSOS Communications Network and applications. The window of operation for this stress testing will be within thirty (30) calendar days and must be error-free for seven (7) calendar days.

**PILOT PHASE:** Upon approval of development, performance and ISOS stress testing of the System, designated Facilities or mobile sites (minimum two to maximum six) will be selected for installation and implementation as pilots. The pilot phase will consist of on-line/real-time production of DL/ID cards. Duration of pilots will be determined by ILSOS.

**IMPLEMENTATION:** Upon approval by ILSOS of all testing, including successful implementation of the pilot phase, L-1 will complete full implementation statewide for the Facilities. Full implementation by L-1 shall be completed pursuant to a schedule agreed upon by ILSOS and L-1. The ICWs must be installed, and brought on-line as they are installed. The completion of 30 consecutive calendar days of successful statewide performance as determined by ILSOS, shall result in System Acceptance.

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## **XII. REMEDIAL AND PREVENTATIVE MAINTENANCE SPECIFICATIONS:**

**GENERAL REQUIREMENTS:** L-1 shall provide all remedial and preventative maintenance for all system components including provision of all parts and labor during the term of the contract. System components include all hardware and software provided by L-1 through purchase or inclusion in price per card. Generally, maintenance will be on-site at DSD Facilities or at ILSOS Administrative Offices in Springfield.

L-1 shall maintain a suitable number of Back-up ICWs located statewide such that required response times can be met. The specific number and locations of the Back-up ICWs must be sufficient to meet needs, and be approved by ILSOS.

In the event a material, supply, or equipment change or improvement causes the obsolescence of part or all of L-1 provided System, new item(s) of a comparable or greater quality shall be supplied to ILSOS at no additional charge.

On-site remedial and preventive maintenance shall be available during facility working hours, generally between 8:00 a.m. and 5:30 p.m., Monday through Friday and 8:00 a.m. and 12:00 p.m. Saturdays, Central Standard Time for the term of the contract. Unique events such as State Fair and Auto Show may require extended hours. Central Image System maintenance will be available 24 hours a day, 7 days a week.

All costs related to maintenance of hardware and software, including travel time and expenses, shall not be considered billable; they shall be included in price per issuance. During the term of the contract, L-1 must provide ILSOS with a monthly report of maintenance performed and downtimes, back-up ICW and printer utilization, by facility and day and time and problem type. The report format shall be approved by ILSOS.

L-1 shall replace any hardware if it is determined that its maintenance or repair problems are chronic. If a repair or maintenance problem is systemic, i.e. occurring system-wide in many units with unacceptable frequency due to design, manufacture, or similar failure to perform as reasonably expected, L-1 shall provide a systemic solution, which may include replacement or upgrade statewide.

Spare printers will be exchanged for production printers in the event there is a service call and the production printer cannot be repaired on site. The production printer will then be repaired off-site and become one of the L-1 spares. L-1 and ILSOS will use protocols and maintain records that ensure compliance with ILSOS procurement and property control requirements. Upon expiration or termination of the contract, all spares purchased by ILSOS in L-1's possession will be delivered to ILSOS.

At the time of initial installation, all provided equipment must be new, state-of-the-art, and in good working order. It will be L-1's responsibility to make all necessary adjustments, repairs and replacements without additional charge and to maintain the equipment in this condition for the life of the contract. All equipment must be installed in accordance with the specifications contained in the original equipment manufacturer's (OEM) installation instructions. L-1 must clearly and legibly mark all cables at both ends. The ICW shall be so designed as to keep cable clutter to a minimum and not represent a hazard to either the applicant or the Examiner. L-1 is responsible for replacement of any cables that fail or break during normal operating conditions, including the mobile travel team.

**RESPONSE TIMES:** Except when adversely affected by reason of force majeure, L-1 shall repair or replace the ICW, central issuance system, Central Image System and Central Issuance System hardware/software within the following time-frames, unless ILSOS and L-1 mutually agree to another period of time:

- Eight (8) working hours after notification that an ICW component including printer(s) is in need of remedial maintenance if a backup or replacement unit is available for use on site.
- Four (4) working hours after notification that an ICW component including printer(s) is in need of remedial maintenance if a backup or replacement unit is not available on site.
- Four (4) hours after notification that the Central Image System or Central Issuance System is in need of remedial maintenance and no backup is available to maintain availability of the provided functions. This service must be provided 24 hours per day, seven days a week for the Central Image System. All maintenance to the Central Image System must be coordinated with ILSOS and at no time affect the operating system at ILSOS.

If a back up or replacement unit is not available on site, response time may be extended to eight (8) hours if ILSOS confirms that:

- The ICW or printer in need of remedial maintenance is not the only such unit available, i.e. does not represent a single point of failure for that ICW or facility that could render the ICW or the facility "down", unable to properly process records or issue DL/ID cards;
- The problem does not affect the proper processing of records or issuance of DL/ID cards; and
- The problem does not affect customer service and applicant processing.

When a facility or any ICW in a facility is "down", that is, unable to properly process records or properly issue DL/ID cards because of malfunction of printer(s) or other ICW components, the call will be escalated for immediate response within four (4) hours.

L-1 agrees to continue to maintain current field-based support levels with available staff of 6 L-1 field technicians, conduct an analysis with ILSOS to further improve service delivery, and improve service response as needed to meet the contractually required response times as described.

If on-site remedial maintenance is not completed within the prescribed times, L-1 shall be deemed in default of these standards of performance. In such an instance, L-1 and ILSOS will

determine if it is necessary to provide an alternative solution that allows the Facility to continue operations that is satisfactory to ILSOS.

Central Image System and Central Issuance System service needs and provisions for service, maintenance and response times are of paramount importance, because of the potential threat to ILSOS' ability to meet its required mission. Any identified problem will be reported through established help desks and treated as an urgent priority, and immediately escalated within L-1 and within ILSOS. Primary or back-up Central Image System/Central Issuance System engineering support will be available 24 hours per day 7 days per week, with pager number and back up numbers for dire emergencies occurring after Help Desk hours that may affect card issuance during upcoming work hours. L-1 will annually submit documentation of the availability of 24/7 on-site service and support that augments engineer remote support for all hardware and software used, which ensures that four (4) hour response times can be met.

L-1 will immediately dispatch an L-1 System engineer to the site of the Central Image or Central Issuance System to resolve a chronic (even if consistent but still intermittent) problem with Central Image or Central Issuance System operations if it:

- 1) remains undiagnosed and/or unresolved after 72 hours, and
- 2) affects facility or other issuance or retrieval operations or prevents or impedes proper database storage and back up processes, even if it does not result in extended "down" time.

**HELP DESK:** During the entire term of the contract, L-1 will provide ILSOS with a toll free number to contact L-1 when an ICW component, SIMS, FRS, the Central Image System or Central Issuance System becomes inoperative. The problem will be reported to a central point within ILSOS, who will contact L-1 for needed assistance. Within 15 minutes of the phone call or other contact, L-1 personnel knowledgeable about the operation of the ICW including printer or other System must call the designated ILSOS contact person to determine the exact problem and to try to talk them and the System personnel through solving the problem. If the problem cannot be solved over the phone, L-1 personnel must dispatch maintenance personnel as required. Downtime shall start for the ICW including printer, SIMS, FRS, Central Image system or Central Issuance System from the time ILSOS first notifies L-1's designated representative of the inoperative condition until it is returned to proper operating condition.

An Enhanced Help Desk Reporting System will be implemented as part of this extension to ensure all existing Service level requirements are met, which includes a fifteen minute response time to calls and four hour response time for call resolution.

L-1 will provide ILSOS three concurrent software licenses which will provide ILSOS secure password protected, read only access to L-1's help desk software system commonly known as the "House on the Hill". Access will allow ILSOS to view all existing open and closed hardware and software support call history.

**HARDWARE AND SOFTWARE MAINTENANCE:** During the maintenance period L-1 shall render maintenance to keep all hardware and software in, or restore the hardware and software to, good working order. This maintenance shall include preventative and remedial maintenance, installation of safety changes and installation of engineering changes based upon the specific needs of the individual item of hardware and/or software. This maintenance shall include the repair, replacement or exchange deemed necessary to restore the equipment to good

working order. For purposes of this contract, hardware and/or software restored to good working order shall be defined as hardware and/or software that shall perform all functions as prescribed in this contract and the manufacturer's published specifications for such hardware and/or software as originally manufactured.

In addition, L-1 shall: (a) maintain the software to operate in a manner as described in the contract and relevant software documentation; (b) supply technical bulletins and updated user guides from time to time; (c) at the request of ILSOS, supply ILSOS with improvements, enhancements or modifications to the software and/or the documentation; (d) correct or replace the software and/or remedy any programming error which is attributable to L-1; and (e) service the software in a professional manner with qualified personnel. L-1 shall provide updated software documentation upon delivery of updated software releases. L-1 shall also provide training to enable ILSOS personnel to operate effectively and will insure that the updated software release is compatible with the application software originally installed and accepted by ILSOS.

L-1 agrees to maintain a copy of the software source code with an escrow agent and to list ILSOS as an authorized recipient of this source code. The source code shall be in digital form on media specified by ILSOS. The escrow agent shall be responsible for storage and safekeeping of the digital media. L-1 shall replace the digital media no less frequently than every twelve (12) months or each major software release point, to preserve the software at the current revision level. Included with the media shall be all associated documentation to allow ILSOS to load, compile and maintain the software. The software source code referenced in this section shall be the source code for software developed under this agreement solely for ILSOS, along with the object code and compilers/utilities necessary to load, compile and maintain the software provided to the State, and does not include source code for L-1's standard product offerings, pre-existing software or third party software.

Hardware maintenance shall include lubrication, adjustments and replacement of maintenance parts deemed necessary. Maintenance parts may or may not be manufactured by the original hardware manufacturer, may be altered by L-1 to enhance maintainability, but shall be acceptable to the original hardware manufacturer and new or certified as new. All maintenance parts shall be furnished and replaced for the ICW at the Facility on an exchange basis, and the exchanged parts shall become the property of L-1. L-1 must have critical spare parts available for the Central Image System and Central Issuance System on site. All maintenance parts shall be new or certified as new.

L-1 shall exert its best efforts to perform all fault isolation and problem determination, including hardware and software problem diagnosis, attributed to the hardware and software covered under the contract.

**SUPPLIES:** L-1 shall provide adequate staff and stock necessary levels of spare parts to provide maintenance per the requirements, terms, and conditions of this contract.

**KEY MAINTENANCE AND PERSONNEL:** Preventive or scheduled maintenance shall be performed at mutually agreeable intervals. A minimum of twice per year for Facilities and mobile travel teams is required. ILSOS shall specify when the preventive maintenance shall be performed, which shall be subject to change as agreeable to both parties.

L-1 shall provide periodic cleaning of printers, at the request of ILSOS, in conjunction with calls for remedial maintenance and/or in accordance with the preventive maintenance schedule.

L-1 agrees that it shall identify all key personnel who shall be providing maintenance on the ICW, Central Image System, and Central Issuance System hardware/software, furnish ILSOS with a means of identifying these personnel, furnish ILSOS with credentials on these personnel and notify ILSOS as soon as possible in advance of any staffing changes in staffing of key personnel serving Illinois.

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**XIII. STANDARD TERMS, CONDITIONS, AND CERTIFICATIONS**

**ARTICLE 1, TERM:** The term of this extension shall begin on June 2, 2010, shall be for a period of 37 months, and shall expire on June 30, 2013.

**ARTICLE 2, CONTRACT:** Modifications and waivers must be in writing and signed by authorized representatives of the parties. Any provision of this contract officially declared void, unenforceable, or against public policy, shall be ignored and the remaining provisions of this contract shall be interpreted, as far as possible, to give effect to the parties' intent. All provisions that by their nature would be expected to survive, shall survive termination of this contract, including without limitation provisions relating to confidentiality, warranty, ownership and liability.

**ARTICLE 3, ANTITRUST ASSIGNMENT:** Contractor hereby assigns, sells and transfers to the State of Illinois all right, title and interest in and to any claims and causes of action arising under antitrust laws of Illinois or the United States relating to the subject matter of the contract

**ARTICLE 4, COMPENSATION:** L-1 shall receive compensation in the following manner. Price per card for the term of the extension is \$1.542. Upon successful implementation and acceptance of the hybrid issuance system, ILSOS will pay start up costs for the hybrid issuance system in the amount of \$450,000.00. These costs are not included in the price per card. ILSOS will purchase components necessary for the statewide facility ICW upgrade. L-1 will provide ICW components to ILSOS in accordance with the pricing below, to be paid in one lump sum payment of \$1,140,717.00, following delivery and acceptance. These costs are not included in the price per card.

Product	Pricing	Units	Total Price
Camera Tower	\$ 3,506.00	181	\$634,567.00
PC	\$ 1,400.00	181	\$253,400.00
Signature Pads	\$ 750.00	181	\$135,750.00
Mobile Station	\$ 13,000.00	9	\$117,000.00

**ARTICLE 5, BILLING:** L-1 will submit an invoice twice per month to the Office of the Secretary of State (using days 1-15 and 16-31 per month), Department of Driver Services Fiscal Office, 2701 South Dirksen Parkway, Springfield, Illinois 62723. Payment is to be made twice monthly in arrears upon receipt of invoice from L-1.

Invoices for supplies ordered or services performed and expenses incurred prior to July 1st must be presented to the Agency no later than July 31; otherwise Contractor may have to seek payment of such invoices through the Illinois Court of Claims (30 ILCS 105/25). Billings shall be made to conform to State fiscal year requirements, including prorating if necessary, notwithstanding any contrary provision in this contract or order.

Contractor shall not bill for any taxes unless a statement is attached to the bill identifying the tax and showing why it is legally chargeable to the State. The State does not warrant the interest component of any payment, including installment payments, are exempt from income tax liability.

By submitting an invoice, Contractor certifies the supplies and services met all requirements of the Contract, and the amount billed and expenses incurred are as allowed in the Contract.

**ARTICLE 6, CANCELLATION AND TERMINATION:** In consideration for ILSOS payment of start up costs and purchasing equipment to be provided under this contract as set forth in Article 5, the parties agree there shall be no guaranteed minimum card production numbers and no penalty for early termination, without cause, upon 180 days' written notice.

The Secretary of State may terminate this contract at any time if: (i) L-1 fails to comply with the terms, conditions and specifications or otherwise breaches the contract, provided that the Secretary of State shall provide 30 days written notice of the alleged noncompliance or breach and L-1 fails to cure the alleged noncompliance or breach within that period; (ii) there is commenced a proceeding against L-1 under the U.S. Bankruptcy Code or similar law, or any action by L-1 to dissolve or liquidate or to merge with an entity prohibited from doing business with the State of Illinois; or (iii) there is material misrepresentation or falsification of information provided by L-1 in the course of any dealing between L-1 and Secretary of State." Should this occur, both parties agree to ensure that such action does not render the State incapable of issuing cards and shall jointly plan for any transfers of responsibilities and functions for both parties as are necessitated by such action.

L-1 and ILSOS will cooperate to ensure a smooth transition to a replacement system at contract termination. New system installation (with the exception of test and pilot sites as needed) will not begin prior to March 1, 2013 without prior agreement and consultation with L-1.

Should ILSOS be unable to complete full installation of a replacement system in all ILSOS facilities before contract termination, L-1 agrees to enter into monthly contract(s) to continue the existing system operation in order to ensure that ILSOS is able to issue cards at all sites until the conversion to a new system is complete, at a price per card not to exceed five (5) percent over the price per card in effect at termination.

**ARTICLE 7, FUNDING:** Obligations of the State shall cease immediately without penalty or further payment being required if, in any fiscal year, the Illinois General Assembly or federal funding source fails to appropriate or otherwise make available sufficient funds for this agreement (30 ILCS 500/20-60).

**ARTICLE 8, CONFIDENTIALITY AND WORK PRODUCT:**

a) Any documents or information obtained by Contractor from the agency in connection with this contract shall be kept confidential and shall not be provided to any third party unless disclosure is approved in writing by the agency. Some of the information available includes personally identifiable information protected by the Driver's Privacy Protection Act (DPPA), 18 U.S.C. 2721 et seq. Contractor acknowledges that all of its employees and officers have been provided with a copy of the DPPA and understand the criminal and civil penalties that may be imposed for any violation of the DPPA.

b) Unless otherwise agreed in writing the following applies. Work product produced under this Contract solely for ILSOS, including, but not limited to, documents, reports, information, and documentation of any sort, whether preliminary or final, shall become and remain the property of the State. Agency shall exercise all rights of ownership in all such work product

without restriction or limitation including as to use, and without further compensation to Contractor. All electronic data and images collected by the Secretary of State during application for a driver's license or identification card are solely the property of the Secretary of State. Work product includes customization or configuration of Contractor's standard products, but does not include Contractor's standard products, pre-existing software or third party products.

c) The ideas, methodologies, processes, inventions and tools (including computer hardware and software where applicable) that VENDOR previously developed and brings to the AGENCY in furtherance of performance of the CONTRACT shall remain the property of the VENDOR. VENDOR grants to the AGENCY a nonexclusive license to use and employ such software, ideas, concepts, methodologies, processes, inventions and tools solely within its enterprise.

#### **ARTICLE 9, SUBCONTRACTING OR ASSIGNMENT:**

a) Contractor may not assign, subcontract, or transfer any interest in the work subject of this contract in whole or in part without prior written consent of the Purchasing Division of Budget & Fiscal Management for the Office of the secretary of state (30 ILCS 500/35-40). In the event the agency consents, the terms and conditions of this contract shall apply to and bind the party to whom such work is subcontracted, assigned, or transferred as fully and completely as Contractor is hereby bound and obligated. This includes requiring such parties to submit certifications and disclosures to agency for review and approval upon request.

b) Where Contractor is providing professional and artistic services, names and addresses of all subcontractors utilized by Contractor shall be listed in an addendum to this contract together with the anticipated amount of money that the subcontractor is expected to receive pursuant to this contract (30 ILCS 500/35-40).

c) If Contractor is unable to secure or maintain individuals named in the contract to render the services, Contractor shall not be relieved of its obligations to complete performance. Agency shall have the option to accept a substitute or to terminate the contract.

d) After notice, agency may transfer the contract or payment responsibility to another State agency, or assign the contract to a third-party for financing purposes.

**ARTICLE 10, INDEPENDENT CONTRACTOR STATUS:** The Vendor is an independent Contractor to the Secretary of State, and neither the Vendor nor persons employed by the Vendor shall represent themselves as employees of the State. Supplies provided and/or services performed pursuant to this CONTRACT are not rendered as an employee of the AGENCY or of the State of Illinois. Amounts paid pursuant to this CONTRACT do not constitute compensation paid to an employee.

#### **ARTICLE 11, LIABILITY AND INSURANCE:**

a) Contractor agrees to assume, without limitation, all risk of loss and to indemnify and hold the State, its officers, agents and employees, harmless from and against any and all liabilities, demands, claims, suits, losses, damages, causes of action, fines or judgments, including costs, attorneys' and witnesses' fees, and expenses incident thereto, relating to bodily injuries to persons (including death) and for loss of, damage to, or destruction of real and/or tangible personal



property (including property of the State) resulting from the negligence or misconduct of Contractor, its employees, agents, or subcontractors in the performance of the contract. Contractor shall assume risk of loss until delivery to the agency's facility. Contractor shall do nothing to prejudice the State's right to recover against third parties for any loss, destruction, or damage to State property, and shall at the State's request and expense, furnish to the State reasonable assistance and cooperation, including assistance in the prosecution of suit and the execution of instruments of assignment in favor of the State in obtaining recovery.

b) Contractor shall maintain public liability, casualty and auto insurance in sufficient amount to protect the State from liability for acts of Contractor and risks and indemnities assumed by Contractor. If Contractor does not have minimum coverage for bodily injury of \$250,000 per person/\$1,000,000 per occurrence, and for property damage, \$1,000,000 per occurrence, Contractor must inform the agency and seek written permission for lesser coverage. Contractor shall carry Worker's Compensation Insurance in amount required by law. Upon request, Contractor shall provide and maintain any bond required by law or the agency. Contractor shall provide copies of certificates of insurance evidencing the coverage described in this paragraph.

c) Contractor shall at its expense defend the agency or be responsible for the defense of the agency against all claims asserted by any person that anything provided by Contractor infringes a patent, copyright, trade secret or other intellectual property right and shall, without limitation, pay the costs, damages and attorneys' fees awarded against the agency in any such action, or pay any settlement of such action or claim. Each party agrees to notify the other promptly of any matters to which this provision may apply and to cooperate with each other in connection with such defense or settlement. If a preliminary or final judgment shall be obtained against the agency's use or operation of the items provided by Contractor hereunder or any part thereof by reason of any alleged infringement, Contractor shall, at its expense and without limitation, either (a) modify the item so that it becomes noninfringing; or (b) procure for the agency the right to continue to use the item; or (c) substitute for the infringing item other item(s) having at least equivalent capability; or (d) refund to the agency an amount equal to the price paid, less reasonable usage from installation acceptance through cessation of use, which amount shall be calculated on a useful life not less than 5 years, and plus any additional costs the State may incur to acquire substitute supplies or services.

d) Agency assumes no liability for actions of Contractor and is unable to indemnify or hold Contractor or any third-party harmless for claims based on this contract or use of Contractor provided supplies or services. Unless provided by law, Contractor is not eligible for indemnity under the State Employee Indemnification Act (5 ILCS 350/1). The State's liability for damages is expressly limited by and subject to the provisions of the Illinois Court of Claims Act (705 ILCS 505/1) and to the availability of suitable appropriations.

e) Contractor shall be responsible for the negligent acts and omissions of its agents, employees and subcontractors in their performance of Contractor's duties under this contract. Contractor represents that it shall utilize the services of individuals skilled in the profession for which they will be used in performing services hereunder. In the event that the agency determines that any individual performing services for Contractor hereunder is not providing such skilled services, it shall promptly so notify Contractor and Contractor shall replace that individual.

**ARTICLE 12, LAWS OF ILLINOIS:** This agreement shall be governed in all respects by the laws of the State of Illinois. Any claim against the State arising out of this Agreement must be filed exclusively with the Illinois Court of Claims (705 ILCS 505/8). The State shall not enter into binding arbitration to resolve any contract dispute. The State of Illinois does not waive sovereign immunity by entering into this contract.

**ARTICLE 13, NOTICES:** Notices shall be in writing and may be delivered by any means. Notices by fax must show the date/time of successful receipt. Notices to Contractor shall be sent to the person shown on the signature page. Notices to agency shall be sent to the executive head of the agency at agency headquarters. Notice of any name, address, or fax number change shall be given to the other in writing.

**ARTICLE 14, REVOLVING DOOR:** Contractor certifies that it is not in violation of the "Revolving Door" section of the Illinois Procurement Code (30 ILCS 500/50-30).

**ARTICLE 15, RIGHT TO AUDIT/RETENTION OF RECORDS** (30 ILCS 500/20-65):

The Contractor and its subcontractors shall maintain, for a minimum of 3 years from the later of the date of payment under the contract or the completion of the contract, adequate books, records, and supporting documents, including information stored in databases or other computer systems, to verify the amounts, recipients, and uses of all disbursements of funds passing in conjunction with the contract. The 3-year period shall be extended for the duration of any audit in progress during the term. The contract, all books, records and supporting documents, including information stored in databases or other computer systems shall be available for review and audit by the Illinois Auditor General, the AGENCY, the Inspector General and other governmental entities with monitoring authority upon reasonable notice and during normal business hours. Contractor and its subcontractors shall cooperate fully with any such audit. Failure to maintain the books, records and supporting documents, including information stored in databases or other computer systems required by this Article, shall establish a presumption in favor of the State for the recovery of any funds paid by the State under the contract for which adequate books, records, and supporting documentation, including information stored in databases or other computer systems, are not available to support their purported disbursement.

**ARTICLE 16, CONFLICT OF INTEREST:** The Contractor agrees to comply with the provisions of the Illinois Purchasing Act prohibiting conflict of interest (30 ILCS 500/50-13) and the terms, conditions and provisions of those Sections apply to this Agreement and are made a part of this Agreement the same as though they were incorporated and included herein. If any State officer or employee has a prohibited interest, this Agreement may be canceled without charge or penalty to the State.

**ARTICLE 17, BID-RIGGING/BID ROTATING:** The Contractor certifies that neither the Contractor nor any person associated with the Contractor has been barred from contracting with a unit of State or local government as a result of a violation of Section 33E-3 or 33E-4 of the Criminal Code of 1961 (720 ILCS 5/33E3, E4).

Contractor certifies it is under no legal prohibition on contracting with the State of Illinois, has no known conflicts of interest and further specifically certifies that Contractor has not paid any money or valuable thing to induce any person to refrain from bidding on a State contract, nor has

Contractor accepted any money or other valuable thing, or acted upon the promise of same, for not bidding on a State contract (30 ILCS 500/50-25). Contractor will report to the Illinois Attorney General and the Chief Procurement Officer any suspected collusion or other anti competitive practice among any bidders, offerors, contractors, proposers or employees of the State (30 ILCS 500/50-40, /50-45, /50-50).

**ARTICLE 18, DEFAULT ON EDUCATIONAL LOAN:** The Contractor certifies that this Agreement is not in violation of 5 ILCS 385/3 prohibiting contracts to individuals who are in default of an educational loan.

**ARTICLE 19, FELONY CONVICTION/CRIMINAL BACKGROUND CHECK:** The Contractor certifies that neither the Contractor nor any person associated with the Contractor has been convicted of a felony, or, if so convicted, at least five years has passed since completion of sentence as of the effective date of this Agreement, unless no person held responsible by a prosecutorial office for the facts upon which the conviction was based continues to have any involvement with the business. (30 ILCS 500/50-10)

The Contractor certifies that no officer, director, partner or other managerial agent of the contracting business has been convicted of a felony under the Sarbanes-Oxley Act of 2002 or a Class 3 or Class 2 felony under the Illinois Securities Law of 1953 for a period of five years prior to the date of the bid or contract. The Contractor acknowledges that the contracting agency shall declare the contract void if this certification is false. (30 ILCS 500/50-10.5)

The Contractor further acknowledges that the Principal reserves the right to require fingerprint criminal background verification and the Contractor agrees to submit to the same. Such fingerprint criminal background check shall be completed by the Principal fingerprinting the Contractor and approving the Contractor for continued employment, or the Contractor submit to the Principal a report, in a format and with information acceptable to the Principal, compiled by an outside entity reflecting the results of a fingerprint criminal background check. Such fingerprinting shall occur prior to the effective date of this contract, but no later than five (5) days after the contract has commenced. It is acknowledged and agreed by the Contractor that failure to submit to such fingerprint background check will result in an immediate termination of the contract. Further, a negative criminal history report may result in immediate termination of the contract.

For a Contractor that utilizes various staff to perform the duties of this contract, the Contractor and staff must comply with the requirements above for each and every individual performing the work outlined in this contract and/or who have access to State facilities. Any officer, employee or agent deemed unsuitable by the State must be replaced immediately.

**ARTICLE 20, DRUG FREE WORKPLACE:** The Contractor agrees to provide a drug free workplace as provided in (30 ILCS 580/1 et seq.).

**ARTICLE 21, AMERICANS WITH DISABILITIES ACT:** The Americans with Disabilities Act (42 U.S.C. 12101 et seq.) and the regulations thereunder (28CFR 35.130) (ADA) prohibit discrimination against persons with disabilities by the State, whether directly or through contractual arrangements, in the provision of any aid, benefit or service. As a condition of receiving this Contract, the undersigned Contractor/Vendor certifies that services, programs and

activities provided under this contract are and will continue to be in compliance with the ADA and Section 504 of the Federal Rehabilitation Act.

**ARTICLE 22, ANTI-BRIBERY:** The Contractor certifies that neither the Contractor nor any person associated with the Contractor has been convicted of bribery or attempting to bribe an officer or employee of this State or any other state nor has made an admission of same (30 ILCS 500/50-5).

**ARTICLE 23, DISCRIMINATION:** The Contractor certifies that neither the Contractor nor any person associated with the Contractor pay dues or fees on behalf of its employees or agents or reimburse or otherwise subsidize them for payment of dues or fees to any club which unlawfully discriminates (775 ILCS 25/2).

**ARTICLE 24, ILLINOIS HUMAN RIGHTS ACT:** The Contractor is presently in compliance with all applicable provisions of the Illinois Human Rights Act, together with all rules and regulations promulgated and adopted pursuant thereto (775 ILCS 5/2-105).

**ARTICLE 25, FORCE MAJEURE:** Failure by either party to perform its duties and obligations will be excused by unforeseeable circumstances beyond its reasonable control, including acts of nature, acts of the public enemy, riots, labor or material shortages, labor disputes, fire, flood, explosion, legislation, and governmental regulation.

**ARTICLE 26, CONTRACT WITH RETIRED FORMER EMPLOYEES:** The Contractor certifies that he/she has informed the agency in writing if any of the Contractor's officers, employees, or agents who will be supervising or physically performing any contractual duties was formerly employed by that agency and has received an early retirement incentive under Section 14-108.3 or 16-133.3 of the Illinois Pension Code based on retirement before 1993. The Contractor acknowledges and agrees that if such early retirement incentive was received, this contract is not valid unless the official executing the contract has made the appropriate filing with the Auditor General prior to execution (30 ILCS 105/15a).

Individuals who receive any early retirement incentive under section 14-108.3 or 16-133.3 of the Illinois Pension Code as amended by the 92<sup>nd</sup> General Assembly based on retirement in 2002 or later are prohibited from contracting with the agency.

**ARTICLE 27, U.S. EXPORT ACT:** The Contractor certifies that neither the Contractor nor any substantially owned affiliated company is participating, or shall participate, in an international boycott which is in violation of the provisions of the U.S. Export Administration Act of 1979, or the regulations of the U.S. Department of Commerce promulgated under this Act. (30 ILCS 582/5)

**ARTICLE 28, SOLICITATION FOR EMPLOYMENT:** Contractor shall not employ any person employed by the agency during the term of this contract to perform any work required by the terms of this contract. As a condition of this contract, the contractor shall give notice immediately to the agency's Personnel Director if contractor solicits or intends to solicit for employment any of the agency's employees during the term of this contract. Agency has no authority to contractually refuse to hire contractor's employees who apply to the State for employment.

**ARTICLE 29, DATA SECURITY STANDARDS:** The Contractor hereby acknowledges the existence of a set of Data Security Standards which has been adopted and published by the Office of the Secretary of State. Security procedures vary among the several departments within the office and it shall be the responsibility of the contractor to become informed of all such standards and procedures which may be associated with work to be performed under this agreement and to remain in full compliance with same at all times.

**ARTICLE 30, DELINQUENT PAYMENTS:** The Contractor or bidder certifies that it, or any affiliate, is not barred from being awarded a contract under (30 ILCS 500/50-11 and 50-12). The contractor further acknowledges that the contracting State Agency may declare the contract void if the preceding certification is false or if the contractor, or any affiliate, is determined to be delinquent in the payment of any debt to the State during the term of this contract.

**ARTICLE 31, PROHIBITION OF GOODS FROM FORCED LABOR ACT:** The Contractor certifies in accordance with Illinois Law (30 ILCS 583/1 et. seq.) that no foreign made equipment, materials, or supplies furnished to the State under the contract have been produced in whole or in part by forced labor, convict labor, or indentured labor under penal sanction.

**ARTICLE 32, CORPORATE ACCOUNTABILITY FOR TAX EXPENDITURE/ILLINOIS USE TAX:** This agreement is in compliance with requirements of the Corporate Accountability For Tax Expenditure Act. (20 ILCS 715/1 et. seq.) Contractor shall be in compliance with applicable tax requirements and shall be current in payment of such taxes. Contractor and all affiliates shall collect and remit Illinois Use Tax on all sales of tangible personal property into the State of Illinois in accordance with provisions of the Illinois Use Tax Act (30 ILCS 500/50-12) and acknowledge that failure to comply can result in the contract being declared void.

**ARTICLE 33, ENVIRONMENTAL PROTECTION ACT:** Illinois Law (415 ILCS 5/1 et. seq.) prohibits the bidding on or entering into contracts with the State of Illinois or a State Agency by a person or business found by a court or the Pollution Control Board to have committed a willful or knowing violation of Section 42 of the Environmental Protection Act for a period of five years from the date of order.

**ARTICLE 34, STATE PROHIBITION OF GOODS FROM CHILD LABOR ACT:** The Contractor certifies in accordance with Illinois Law (30 ILCS 584/1 et. seq.); that no foreign-made equipment, materials, or supplies furnished to the State under the contract have been produced in whole or in part by the labor of any child under the age of 12.

**ARTICLE 35, AUTHORIZATION TO CONDUCT BUSINESS IN THE STATE OF ILLINOIS:** Contractors/Vendors must be in compliance with (805 ILCS 5/et seq.) regarding the authority to conduct business in the State of Illinois. If applicable a Certificate of Authority to Transact Business in Illinois may be obtained by contacting the Illinois Secretary of State Business Services Division at (217/782-1834). Application Forms may be downloaded from the following web address:

[http://www.cyberdriveillinois.com/publications/pdf\\_publications/bca1315.pdf](http://www.cyberdriveillinois.com/publications/pdf_publications/bca1315.pdf)

**ARTICLE 36, PREVAILING WAGE ACT:** As a condition of this agreement the Contractor or any subcontractors of this agreement must pay its employees prevailing wages when required by law (e.g., public works, printing, janitorial, window washing, building and grounds services, site technician services, natural resources services, security guard and food service etc.), and must pay its suppliers and subcontractors providing lien waivers on request (30 ILCS 500/25-60 (b)). The Principal has the authority to request certified payrolls. Any stipulation made by Vendor to pay prevailing wages shall be deemed to be incorporated in the project specifications as if specifically set forth therein (820 ILCS 130 et. seq).

Information regarding prevailing wage, benefit and working condition requirements may be obtained from the Illinois Department of Labor (217-782-6206) and information may be viewed at their web site <http://www.state.il.us/agency/idol/>. You must check with IDOL before submitting your offer to determine the prevailing wages, benefits and working conditions applicable to this contract.

**ARTICLE 37, LICENSES:** If the contractual duties require the Contractor to drive a vehicle in order to perform the contractual services the Contractor must be in possession of a valid Drivers License. The Contractor shall immediately notify the agency in the event the Contractors license is revoked, suspended, expires or is otherwise deemed invalid. Proof of the validity of the Contractor's license may be required at any time during the term of this contract. Contractor, directly or through its employees, shall have and maintain any required license. With consent of the agency, Contractor may meet the license requirement through a subcontractor.

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**ARTICLE 38, FEDERAL TAXPAYER IDENTIFICATION NUMBER AND LEGAL STATUS DISCLOSURE:** Under penalties of perjury, I certify that the name, taxpayer identification number, and legal status listed below are correct.

I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), **and**
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, **and**
3. I am a U.S. person (including a U.S. resident alien).

**Name:** \_\_\_\_\_

**Taxpayer Identification Number:**

Social Security Number \_\_\_\_\_

or

Employer Identification Number \_\_\_\_\_

*(If you are an individual, enter your name and SSN as it appears on your Social Security Card. If completing this certification for a sole proprietorship, enter the owner's name followed by the name of the business and the owner's SSN or EIN. For all other entities, enter the name of the entity as used to apply for the entity's EIN and the EIN.)*

**Legal Status (check one):**

Individual

Governmental

Sole Proprietor

Nonresident alien

Partnership/Legal Corporation

Estate or trust

Tax-exempt

Pharmacy (Non-Corp.)

Corporation providing or billing  
medical and/or health care services

Pharmacy/Funeral Home/Cemetery  
(Corp.)

Corporation NOT providing or billing  
medical and/or health care services

Limited Liability Company (select  
applicable tax classification.)

D = disregarded entity

C = corporation

P = partnership

Other: \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**ARTICLE 39, STATE BOARD OF ELECTIONS VENDOR CERTIFICATION:**

**(Contractor MUST check one of the following)**

\_\_\_\_\_ The Contractor certifies that they are not required to register as a business entity with the State Board of Elections pursuant to the Procurement Code (30 ILCS 500/20-160). Further, the Contractor acknowledges that all contracts between State agencies and a business entity that do not comply with this Section shall be voidable under Section 50-60 of the Procurement Code (30ILCS 500/50-60).

\_\_\_\_\_ The Contractor certifies that they have registered as a business entity with the State Board of Elections and acknowledges a continuing duty to update the registration pursuant to the Procurement Code (30 ILCS 500/20-160). Further, the Contractor acknowledges that all contracts between State agencies and a business entity that do not comply with this Section shall be voidable under Section 50-60 of the Procurement Code (30 ILCS 500-60).

**ARTICLE 40, ENTIRE AGREEMENT:** In the event of a conflict between the Secretary of State contractual agreement and any Contractor's terms or conditions, the Secretary of State terms shall prevail and control. If there is a contradiction, conflict, or inconsistency between the Secretary of State contractual provisions and any Contractor terms and conditions, including any Contractor attachments, the contradiction, conflict, or inconsistency shall be resolved in favor of the Secretary of State contractual provisions.

This instrument contains the entire agreement of the parties. The Agreement may not be changed orally, but only by agreement in writing signed by the party whom enforcement of any waiver, modification, extension, or discharge is sought.

**\*\*REMAINDER OF THE PAGE IS BLANK\*\***



IN WITNESS WHEREOF, the parties hereunto set their hands and seals, on the day and in the year written below.

\_\_\_\_\_  
Contractor Signature (date)

\_\_\_\_\_  
Department Signature (date)

Printed Name \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_

Title \_\_\_\_\_

Phone # \_\_\_\_\_

Approved by:

\_\_\_\_\_  
Jesse White, Secretary of State (date)  
Acting in his capacity as Secretary  
of State and not individually.

The State of Illinois is an Equal Opportunity Employer. To assist in the accomplishment of Affirmative Action goals, we invite you to complete the following information. **Completion of this information is not required.**

If an individual, please check the appropriate box.

FEMALE MALE

- White** not of Hispanic Origin. A person having origins in any of the original people of Europe, North Africa or the Middle East.
- Black** not of Hispanic Origin. A person having origins in any of the black racial groups of Africa.
- American Indian or Alaskan Native.** A person having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community.
- Asian or Pacific Islander.** A person having origins in any of the peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes, for example, China, Japan, Korea, the Philippine Islands, and Samoa.
- Spanish or Hispanic.** A person of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish Culture or origin, regardless of race.
- Disabled/Handicapped.** This includes, blindness/visual impairment, deafness/hearing impairment, orthopedic impairment, cardiovascular disorder, mental disorder, nervous system disorder, respiratory related impairment, loss of limbs etc.

If a business, or institution, please check the appropriate box.

- Minority Owned Business** - A business concern which is at least 51 percentum owned by one or more minority persons, or in the case of a corporation, at least 51 percentum of the stock which is owned by one or more minority persons, and the management and daily operation of which are controlled by one or more of the minority individuals who own it.
- Female Owned Business** - A business concern which is at least 51 percentum owned by one or more females, or in the case of a corporation, at least 51 percentum of the stock which is owned by one or more females, and the management and daily operation of which are controlled by one or more of the females who own it.
- Not-for Profit Agency for the Severely Handicapped** shall be one which:
- a. Complies with Illinois laws governing not-for profit organizations.
  - b. Is certified as a sheltered workshop by the Wage and Hour Division of the U.S. Department of Labor.
  - c. Meets the IDORS Just Standard for rehabilitation facilities.

**STATE OF ILLINOIS  
DISCLOSURES  
FINANCIAL INTEREST AND POTENTIAL CONFLICTS OF INTERESTS  
Disclosure Form A**

This requirement applies to all contracts with the Office of the Secretary of State, submissions that do not include this information, will not be considered.

NOTE: A publicly traded entity may submit its 10k Disclosure (include proxy if referenced in 10k) in satisfaction of the disclosure requirements set forth in Disclosure Form A.

**Vendor Section 1**

*(To be completed by Vendors only)*

**Disclosure of Financial Interest in the Vendor.**

- a. If any individuals have one of the following financial interest in the vendor (or its parent), please check all that apply and show their names and address:

Ownership exceeding 5%	<input type="checkbox"/>
Ownership value exceeding \$102,550.20	<input type="checkbox"/>
Distributive Income Share exceeding 5%	<input type="checkbox"/>
Distributive Income Share exceeding \$102,550.20	<input type="checkbox"/>
If Not-Applicable, please checkmark here	<input type="checkbox"/>

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

- b. For each individual named above, show the type of ownership/distributable income share.

Sole Proprietorship: \_\_\_\_\_ Stock: \_\_\_\_\_ Partnership: \_\_\_\_\_ Other: \_\_\_\_\_

(Explain) \_\_\_\_\_

- c. For each individual named above, show the dollar value or proportionate share of the ownership interest in the vendor (or its parent) as follows:

1. If the proportionate share of the named individual(s) in the ownership of the vendor (or its parent) is 5% or less, and if the value of the ownership interest of the named individual(s) is \$102,550.20 or less, check here ().

2. If the proportionate share of ownership exceeds 5%, or the value of the ownership interest exceeds \$102,550.20, show either:

The percent of ownership \_\_\_\_\_ %,

Or

The value of the ownership \$ \_\_\_\_\_

**Section 2**

*(To be completed by Individuals and Vendors)*

**NOTE: Completion of this section is required for all Individuals/Contractors unless a 10k disclosure is submitted. Please attach additional pages if needed.**

**Circle YES or NO to indicate which, if any, of the following potential conflicts of interest relationships apply:**

a. Have you held State employment, currently or in the previous three years, including contractual employment of services? *If YES, please list the name of the individual and provide the details of the employment.*

\_\_\_\_\_ YES NO  
\_\_\_\_\_

b. Has your spouse, father, mother, son, or daughter held State employment including contractual employment for services in the previous two years? *If YES, please list the affected individual, their relationship and the details of employment.*

\_\_\_\_\_ YES NO  
\_\_\_\_\_

c. Have you held elective office in the State of Illinois, the government of the United States, or any unit of local government authorized by the Constitution of the State of Illinois or the statutes of the State of Illinois, currently or in the previous three years? *If YES, please list the individual, the office held and the dates of term.*

\_\_\_\_\_ YES NO  
\_\_\_\_\_

d. Has your spouse, father, mother, son or daughter held any elective office in the previous two years? *If YES, please list the individuals, their relationship, the office held and the dates of term.*

\_\_\_\_\_ YES NO  
\_\_\_\_\_

e. Have you held any appointive governmental office of the State of Illinois, the United States of America, of any unit of local government authorized by the Constitution of the State of Illinois or the statutes of the State of Illinois, in which office entitles the holder to compensation in excess of expenses incurred in the discharge of that office currently or in the previous three years? *If YES, please list the individual, the office held and the dates of the term.*

\_\_\_\_\_ YES NO  
\_\_\_\_\_

f. Has your spouse, father, mother, son, or daughter held appointive office within the last two years? *If YES, please list the individual, their relationship and the office held.*

\_\_\_\_\_  
\_\_\_\_\_

YES NO

g. Have you been employed currently or in the previous three years, as or by any registered lobbyist of State government? *If YES, please list the individual, their relationship and provide details of employment.*

\_\_\_\_\_  
\_\_\_\_\_

YES NO

h. Have you been employed currently or in the previous three years, by any election or re-election committee registered with the Secretary of State or any County Clerk of the State of Illinois, or any political action committee registered with either the Secretary of State or the Federal Board of Elections? *If YES, please list the individual, their relationship and provide details of employment.*

\_\_\_\_\_  
\_\_\_\_\_

YES NO

i. Has your spouse, father, mother, son, or daughter been employed as or by any registered lobbyist in the previous two years? *If YES, please list the individuals, their relationship and provide details of employment.*

\_\_\_\_\_  
\_\_\_\_\_

YES NO

j. Has your spouse, father, mother, son, or daughter been a compensated employee in the last two years of any election or re-election committee registered with the Secretary of State or the Federal Board of Elections? *If YES, please list the individual, their relationship and provide details of employment.*

\_\_\_\_\_  
\_\_\_\_\_

YES NO

**This Disclosure is submitted on behalf of:**

\_\_\_\_\_  
(Name of Vendor/Contractor)

**Person authorized to sign on behalf of the Vendor/Contractor:**

Name (Printed): \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**STATE OF ILLINOIS  
DISCLOSURES  
FINANCIAL INTERESTS AND POTENTIAL CONFLICTS OF INTERESTS  
Disclosure Form B**

**This requirement applies to all contracts with the Office of the Secretary of State, submissions that do not include this information, will not be considered.**

**You must submit this information along with your bid, contract, proposal or offer.**

A. Does the vendor/Contractor have current contracts (including leases) with other units of government within the State of Illinois?

YES \_\_\_\_\_ NO \_\_\_\_\_

*If YES, please list each contract, showing agency name and other descriptive information, such as purchase order or contract reference number (attach additional pages as necessary).*

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B. Does the vendor/Contractor have pending contracts (including leases), bids, proposals, or other ongoing procurement relationships with other units of State of Illinois Government?

YES \_\_\_\_\_ NO \_\_\_\_\_

*If YES, please list each relationship by showing the agency name and other descriptive information such as bid or project number (attach additional pages as necessary).*

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**This Disclosure is submitted on behalf of:**

\_\_\_\_\_  
(Name of Vendor/Contractor)

**Person authorized to sign on behalf of the Vendor/Contractor:**

Name (Printed): \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Responsible Individuals Contact Information**

For all contract inquiries, renewal information, or any other questions regarding the contract, please list the primary individuals to be contacted concerning this contract below.

**Secretary of State**

**Contract Coordinator:**

*Department* \_\_\_\_\_

Name (please print) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Email Address \_\_\_\_\_

**Billing Information:**

*Department* \_\_\_\_\_

Name (please print) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Email Address \_\_\_\_\_

**Contractor**

**Contract Coordinator:**

**Company Name** \_\_\_\_\_

Name (please print) \_\_\_\_\_

Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

Email Address \_\_\_\_\_

**Billing Information:**

**Company Name** \_\_\_\_\_

Name (please print) \_\_\_\_\_

Phone # \_\_\_\_\_ Fax # \_\_\_\_\_

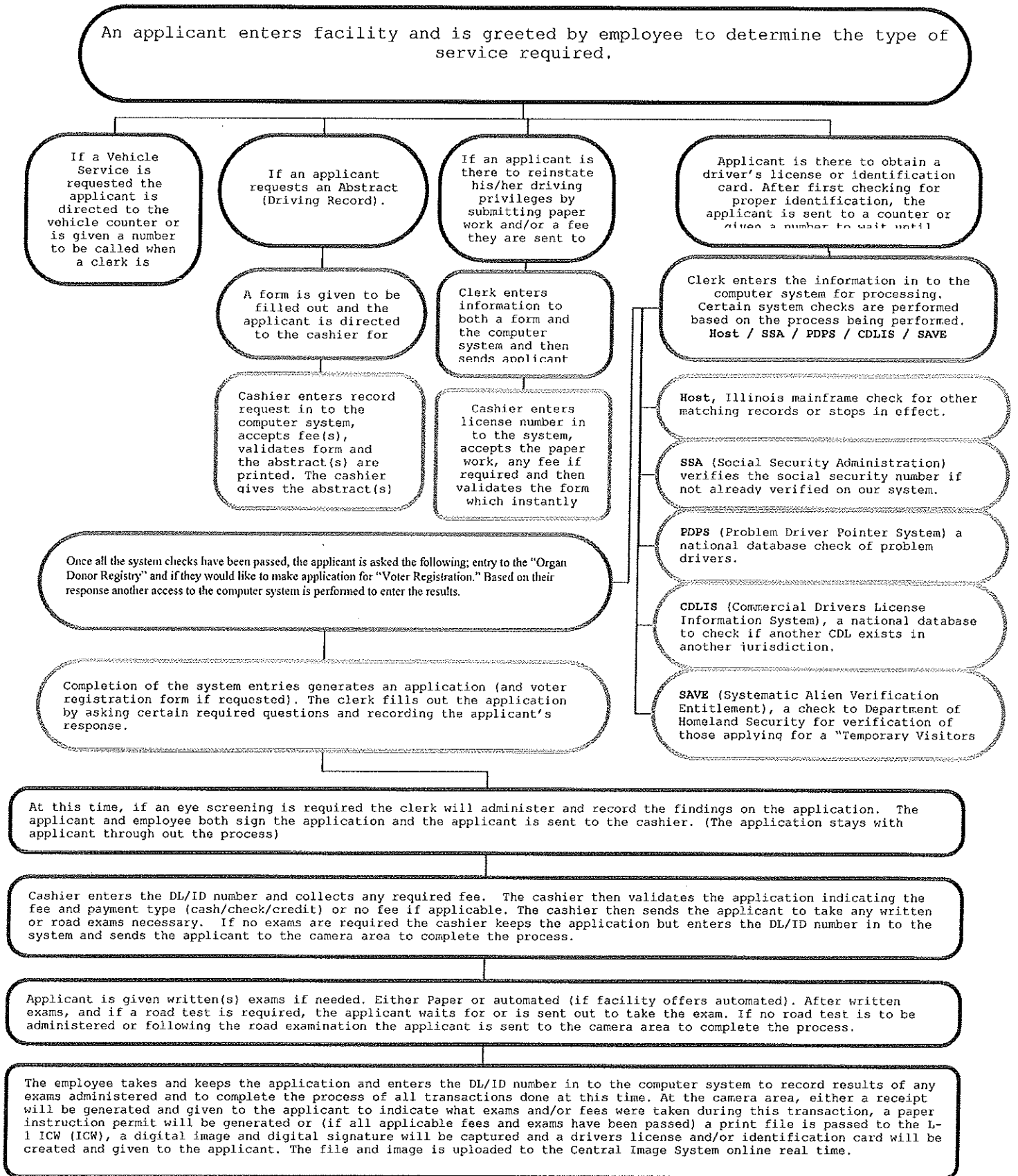
Email Address \_\_\_\_\_

#### **XIV. APPENDICES**

- A. Current DL/ID Issuance Process
- B. Current ICW and Printer Allocations
- C. Image Camera Tower Minimal Technical Specifications
- D. Illinois ILSOS DL/ID Work Flow Diagram



## APPENDIX A Current DL/ID Issuance Process



**APPENDIX B**  
**Current Printer and ICW Allocations**

Region	Facility #	Facility Name	Printers	ICW
1	005	ANNA	1	1
1	002	CAIRO	1	1
1	026	CARBONDALE	2	1
1	006	MARION	1	1
1	012	METROPOLIS	1	1
1	299	MOBILE #299	2	1
1	035	NASHVILLE	1	1
1	036	PINCKNEYVILLE	1	1
1	028	SPARTA	1	1
1	007	VIENNA	1	1
2	001	BENTON	2	1
2	003	CARMI	1	1
2	057	FAIRFIELD	1	1
2	055	FLORA	1	1
2	004	HARRISBURG	1	1
2	059	LAWRENCEVILLE	1	1
2	011	MCLEANSBORO	1	1
2	054	MT. CARMEL	1	1
2	032	MT. VERNON	1	1
2	052	OLNEY	2	1
3	027	BELLEVILLE	3	1
3	076	BETHALTO	2	1
3	034	CARLYLE	1	1
3	029	CENTRALIA	1	1
3	030	E. ST. LOUIS	2	1
3	080	EDWARDSVILLE	2	1
3	077	GRANITE CITY	2	1
3	033	SALEM	1	1
3	037	WATERLOO	2	1
4	158	CHARLESTON	2	1
4	051	EFFINGHAM	2	1
4	154	HOOPESTON	1	1
4	159	MATTOON	1	1
4	153	PARIS	1	1
4	053	ROBINSON	1	1
4	083	SHELBYVILLE	1	1
4	152	TILTON	2	1
4	156	TUSCOLA	1	1
5	078	CARLINVILLE	1	1
5	081	GREENVILLE	1	1
5	082	HILLSBORO	1	1
5	102	JACKSONVILLE	1	1

**Printers Located by Region**

Region 1	12
Region 2	12
Region 3	16
Region 4	12
Region 5	11
Region 6	18
Region 7	10
Region 8	17
Region 9	14
Region 10	17
Metro	124
<b>Total in Production</b>	<b>263</b>
Training	7
Techs	27
State-Central	16
	<b>313</b>

**APPENDIX B, continued**  
**Current Printer and ICW Allocations**

Region	Facility #	Facility Name	Printers	ICW
5	079	JERSEYVILLE	2	1
5	298	MOBILE #298	2	1
5	103	PITTSFIELD	1	1
5	133	TAYLORVILLE	1	1
5	084	VANDALIA	1	1
6	128	BLOOMINGTON	4	2
6	177	BRADLEY	2	1
6	151	CHAMPAIGN	3	2
6	130	CLINTON	1	1
6	127	DECATUR	3	1
6	157	GIBSON CITY	1	1
6	135	MONTICELLO	1	1
6	179	PONTIAC	1	1
6	155	RANTOUL	1	1
6	160	WATSEKA	1	1
7	206	ALEDO	1	1
7	107	BEARDSTOWN	1	1
7	106	CARTHAGE	1	1
7	203	GALESBURG	1	1
7	132	HAVANA	1	1
7	104	MACOMB	2	1
7	208	MONMOUTH	1	1
7	101	QUINCY	2	1
8	999	Administrative Unit	2	1
8	105	CANTON	1	1
8	207	LACON	1	1
8	131	LINCOLN	1	1
8	129	PEKIN	2	1
8	201	PEORIA	4	2
8	134	ROANOKE	1	1
8	126	SPRINGFIELD KLEIN	2	1
8	137	SPRINGFIELD DIRKSEN	2	1
8	209	WYOMING	1	1
9	204	KEWANEE	1	1
9	181	LASALLE	1	1
9	184	MENDOTA	1	1
9	202	MOLINE /SILVIS	4	2
9	180	MORRIS	2	1
9	178	OTTAWA	1	1
9	205	PRINCETON	1	1
9	229	STERLING	2	1
9	182	STREATOR	1	1

**APPENDIX B, continued**  
**Current Printer and ICW Allocations**

Region	Facility #	Facility Name	Printers	ICW
10	230	BELVIDERE	2	1
10	231	CHADWICK	1	1
10	228	DEKALB	2	1
10	233	DIXON	1	1
10	227	FREEPORT	2	1
10	232	GALENA	1	1
10	234	OREGON	2	1
10	216	ROCKFORD EXPRESS	2	1
10	226	ROCKFORD CENTRAL	3	2
10	225	ROSCOE	1	1
M	253	AURORA	4	2
M	311	BRIDGEVIEW	5	2
M	302	CHAS. CHEW JR	6	3
M	306	CHGO. CENTRAL	7	3
M	304	CHICAGO HTS.	5	2
M	321	CHICAGO LOOP	3	1
M	303	CHICAGO NORTH	7	3
M	301	CHICAGO WEST	6	3
M	308	DEERFIELD	4	2
M	322	DIVERSEY EXPRESS	3	1
M	252	ELGIN	4	2
M	314	ELK GROVE VILL.	2	1
M	176	JOLIET	4	2
M	276	LIBERTYVILLE	4	2
M	256	LOCKPORT	3	1
M	251	LOMBARD	5	2
M	310	MELROSE PARK	5	2
M	307	MIDLOTHIAN	5	2
M	297	MOBILE #297	2	1
M	325	MOBILE #325	2	1
M	326	MOBILE #326	2	1
M	254	NAPERVILLE	5	2
M	309	NILES	5	3
M	320	ORLAND PARK	3	1
M	183	PLANO	2	1
M	305	SCHAUMBURG	6	3
M	312	SOUTH HOLLAND	2	1
M	277	WAUKEGAN	4	2
M	279	WEST CHICAGO	2	1
M	255	WHEATON	3	1
M	278	WOODSTOCK	4	2
TOTAL IN PRODUCTION			263	155

**APPENDIX B, continued  
Current Printer and ICW Allocations**

Region	Facility #	Facility Name	Printers	ICW
S		Issuance Integrity Sec D Krier Chicago North	4	1
S	996	MARION TRAINING	2	1
S	998	SPRINGFIELD TRAIN/DEVEL HOWLETT	1	1
S	993	SPRINGFIELD TRAINING DIRKSEN	1	1
S	997	MELROSE TRAINING	3	2
S	To be allocated	IT Receiving Unit 319 N Klein	12	
L1	tech	z L1 (1 @ Iowa CC) (2 @ MA Billerica)	3	
L1	tech	z L1TECH – Brad Simms	4	
L1	tech	z L1 TECH - Wayne Allin	4	
L1	tech	z L1 TECH- Jeff Witt	4	
L1	tech	z L1 TECH- Jim Rembiszewski	4	
L1	tech	z L1 TECH- Julie Hoover	4	
L1	tech	z L1 TECH- Thurston Hunt	4	

50      6

**Appendix C**  
**Image Camera Tower Minimal Technical Specifications**



L-1 Camera Tower

**L-1 Camera Tower Minimum Specifications:**

**Physical Characteristics**

Minimum Height 28.5 in/71 cm  
 Maximum Height 38 in/99 cm  
 Width at Base 13 in/33 cm  
 Depth at base 11 in/28 cm  
 Weight 24.5 lbs/11.2 kg

**Performance Characteristics**

Connectivity USB (USB 2.0 compatible)  
 Software API Compatibility Microsoft Windows XP  
 Image Formats Compressed Bitmap (Low and High Quality JPEG, RAW)  
 Live Video Full-motion video 30 FPS at CIF resolution and up to 15 RPS at VGA resolution via USB  
 White Balance Full – Auto Exposure  
 Control Used Exposure controls programmed via Camera Tower SDK  
 Focusing Auto focus (CCD contrast detection system) with focusing range: 7.9 in/20 cm – (infinity)  
 Flash 250,000 flashes MTBF  
 Flash Working Range Wide Approximately 0.8 – 5.0M  
 Flash Recycle Time Less than 6 seconds  
 Maximum Shutter Delay 250 milliseconds

**User Environment**

Temperature (Absolute Max.) *Operation: 32°-104° F/ 0°- 40° C Storage: -4°-140° F/ -20°-60° C*  
 Humidity (Absolute Max.) *Operation: 30% - 90% Storage: 10% - 90% Both Non-Condensing*

**Power Requirements**

Operating Voltage 120 VAC nominal +/- 10%  
 Power Consumption 25 watts nominal when idle (0.22A); 50 watts peak (0.44A)

